

## ADDENDUM NO.2

Your reference is invited to Request for Proposals for Case Management and Audit Tracking System for Department of Revenue, File Number 06-136, due at 4:00 PM CST on May 19, 2006.

PROPOSAL DUE DATE IS HEREBY EXTENDED TO 4: PM CST, MAY 26, 2006.

ATTACHED ARE RESPONSES TO THE INQUIRIES RECEIVED DURING THE INQUIRY PERIOD

Considering the geographical constraint of personally reviewing the document, I request you to provide us the following details before we buy the document:

- 1) List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.
- 2) Soft Copy of the Tender Document through email.
- 3) Names of countries that will be eligible to participate in this tender.
- 4) Information about the Tendering Procedure and Guidelines
- 5) Estimated Budget for this Purchase
- 6) Any Extension of Bidding Deadline?
- 7) Any Addendum or Pre Bid meeting Minutes?

A copy of the RFP was emailed to the requestor.

Is there a technical specification other than the RFP available that would define the parameters of your field reporting requirements, data conversion elements, etc?

Yes. The technical specifications cannot be provided because these responses will be public record. They will be provided to the successful proposer.

Section 1.1, Background on Page 1 of the RFP indicates that 105 auditors would need access to the application? How many total State employees would need access to any portion of the application. This number would include Auditors, administrative staff, supervisors, audit review staff, etc.

The Department estimates that between 200 and 250 employees would need to access this application.

Section 1.5, Item C, Proposers Qualifications and Experience states that "The proposer must have implemented an audit tracking and case management system or similar system in a least three other state revenue agencies." We would like to request that the word "revenue" be deleted from this requirement so the requirement reads "The proposer must have implemented an audit tracking and case management system or similar system in a least three other state agencies."

Please refer to the Addendum to the RFP.

Page 2, Paragraph 3 – Regarding the *stand alone* Excel spreadsheets and Access database files used by field auditors at taxpayer locations to capture audit data – are the file formats consistent for every audit no matter which auditor or taxpayer is being audited?

All audits start with a standardized template that is modifiable.

Page 2, Paragraph 4 – What is the preferred interface to the existing integrated tax system? How often will the field auditor *connect* to the integrated tax system?

The Department has no preference for the interface. One of the deliverables that the Contractor will be responsible for is the Implementation Plan Report, for which the Contractor will gather, among other things, interface requirements. The frequency of connectivity to the integrated tax system will depend on the solution proposed.

Page 6, **C. Proposer Qualifications and Experience** – Is Department of Revenue firm requiring that the proposer must have installed audit tracking and case management systems in three other state revenue agencies?

No. Please refer to the Addendum to the RFP.

Page 6, **F. - Project Schedule** - The RFP states that proposals should include a *detailed schedule of implementation plan for pilot (if applicable) and full statewide or agency implementation. This schedule is to include implementation actions, timelines, responsible parties, etc.* Does DOR have a preference for the format? Is DOR seeking a Work Plan draft (in Gantt Chart format)? Is this document the same as the Proposed Work Plan referenced in the Approach and Methodology evaluation criteria table on page 27 of the RFP?

LDR has no preference for the format; a Gantt chart format would be acceptable. The document provided in the proposal will be the Proposed Work Plan to be evaluated as per the criteria table on page 27 of the RFP.

Page 12, **1.29 Insurance Requirements** – This section requires the Contractor to furnish certificates of insurance. Should these certificates be submitted with the proposal or furnished after the Contractor is selected?

Certificates of insurance are required of the selected contractor only.

Should all seven copies of the proposal have a cost proposal page?

Yes.

Do you want search functionality in the Audit Tracking and Case Management System?

Yes.

Page 23, **2.4 Deliverables** – The deliverables listed are oriented to a packaged solution. Does the Department of Revenue prefer a package? Will the Department of Revenue consider custom development? If yes, can the list of deliverables be modified accordingly to accommodate the design process?

Yes. Yes. Yes.

Page 23, **2.4.1 Technical Assessment Report** – Are these the OIT Standards? If not, can you provide a copy of the Department of Revenue's Standards and Guidelines mentioned in this section?

The deliverable is to review the LDR data processing environment. LDR strives to utilize the standards established by OIT, but due to the age of existing systems, may utilize products that are non-standard or for which no standard exists.

Page 45, Does the Department of Revenue mean web enabled when it refers to *the online system*?

LDR is referring to the Case Management and Audit Tracking System when it refers to the online system.

What version of MS Office are you running?

Office 2003

What is your email and version?

Exchange Server 2003 SP1 (hosted by Division of Administration)

Is it mandatory that the field auditors be able to download their work when they return to their offices? We are asking because we find that using a stand alone system and uploading or downloading data is simply not secure enough. The individual PC is the "weak link" in the security chain. Will your field folks have wireless ability?

The auditors will need the ability to download their work whether or not they are in the office or utilizing the VPN connection, which is currently available to them. They will not be using wireless technology at this time.

What are the platforms and operating systems that you are running?

Desktops and laptops are Windows XP Professional SP1. Servers are Windows Server 2003.

Do you have a budget for this project? If so, could you please let us know what that budget is?

Yes. No.

May we see what the fields and tables are for the 2 mainframe systems you need to convert? We need as much information as possible to accurately assess what the conversion costs will be.

No. The mainframe systems fields and tables cannot be provided because these responses will be public record, but they will be provided to the successful proposer.

Could you please share some of the reports you now run for your department (besides the ones listed in Appendix B)? Some of the reports run are: Field Audit Collections in Suspense, Summary of Field Audit Production and Cash Collections, Audit/Enforcement Collections by tax type, Audit Time Allocation by tax type, Receivables Report, Master Status Report, Legal Status Report, New Active Cases, Reductions Report, Closed Cases, Closed Cases by status, Closed Legal Cases, Legal Files Closed-Review Shows Legal Status, Reviewers Legal Inventory, FYE Receivables.

Could you please share any “wish list” reports that you would like to be able to run? This helps us to better understand how you must use the new solution. Simply making a list of the desired fields and functions (for example, calculations) would be very beneficial. Some of these reports are shown on Appendix B. The Department intends to have both canned reports that run automatically each month as well as “ad-hoc” queries that can be saved as reports and “run on” demand.

Page	Section	Heading	Question
2	1.1.1	Purpose	Does the State intend to purchase Software/Hardware (Application/Database Server, Test Development and Web Server) and Services necessary to provide the case management and audit tracking system or is the State only looking for software and services from the Vendors? The State is looking for software and services to provide the case management and audit tracking system from the vendor.
2	1.1	Background	What is the current database management system, hardware and software architecture for the current Field Audit Tracking System and the Claims Tracking System, please provide version numbers where applicable? These systems operate on an IBM mainframe in both batch and CICS environments. Data is stored in VSAM files and DB2 tables.
3	1.1.2, #2.	Goals and Objectives Convert data...	Can the State provide the vendor with current data size and record layout of information that it would like converted and imported into the new case management and audit tracking system? Also, could the State tell us how many years of information is in the current systems and how many of these years need to be converted and imported into the new case management and audit tracking system and what the total size in Gigabytes? The record layout cannot be provided, because these responses will be public record. The record layout will be provided to the successful proposer. Within the Field Audit Tracking System, there are approximately 92,000 records within the Case master file and 605,000 records within the Case log file. These files are VSAM files. Data for the Claims Tracking System is stored in DB2 tables. There are approximately 65,000 rows in the Claims master table, 475,000 rows in the Claims transaction table, 60,000 rows in the Claims collection table, 85,000 rows in the Claims penalty and interest table, and 13,000 rows in the Claims reduction table.
3	1.1.2, #2	Goals and Objectives	How does the State expect to provide the data for converting into the new case management/audit system, i.e. can this vendor assume that the State will work with the Vendor on a mutually agreed on format and method, such as uncompressed data in flat file extracts provided by the State? How does the State expect to transfer the data being converted, i.e. can this vendor assume the State will be willing to FTP the data or provide it in some other mutually agreed on format? The State will work with the successful proposer on a mutually agreed on format and method of transferring the converted data.
3.	1.1.2,#5	Goals and Objectives Develop interfaces...	Can the State describe all internal and external interfaces that it believes are necessary for this effort? Known interfaces are the legacy systems that LDR is attempting to replace through this effort and the integrated tax system. One of the deliverables that the Contractor will be responsible for is the Implementation Plan Report, for which the Contractor will gather,

			among other things, interface requirements.
18	2.1	Scope of Work/Services	Please list “all Tax Types” that the case management/audit tracking system must support. See Attachment II-List of Tax Types.
18	2.1	Scope of Work/Services	Please describe the interface with the integrated tax system. Does the full case management/audit tracking system need to contain certain elements to integrate to the integrated tax system? The Department has no preference for the interface. One of the deliverables that the Contractor will be responsible for is the Implementation Plan Report, for which the Contractor will gather, among other things, interface requirements. Certain elements will be integrated to the integrated tax system.
18	2.1	Scope of Work/Services	Who are the intended users for the case manage/audit tracking system? The intended users are the auditors, supervisors, audit managers, and support staff in the regional or district offices, and LDR Headquarters’ personnel.
18	2.1	Scope of Work/Services	The State’s current DBMS for the Integrated Tax System is SQL Server; we would like to know the version numbers and the hardware and software architecture of the current Department’s Integrated Tax System? SQL Server 2000 running on Dell PowerEdge quad processor clustered servers
18	2.1	Scope of Work/Services	What technology is currently used to store existing data? IBM Storage System.
18	2.1	Scope of Work/Services	What hardware is used by the field auditors to operate the stand-alone system? Please describe the hardware and software that the field auditors will be using including versions of software. Are there specific technologies or limitations we need to be aware of? The auditors currently have IBM laptops running Windows XP Professional SP1 and Office 2003. No.
18	2.1	Scope of Work/Services	Are there certain expectations of the technology needed to be used for the full case management/audit tracking system? For example, will the State consider a web-based application for the full case management/audit tracking? There are no pre-determined technology expectations. Requirements of the Department are to support a mobile work force (field auditors, collection agents, etc) along with personnel located in the Baton Rouge headquarters and in regional and district offices. The technology utilized must support these requirements.
19	2.1.1	Audit Selection/Audit Assignment	Does the State expect that the data being downloaded from the Department’s integrated tax system will interface directly with the “stand-alone” audit package? Or is it expected that the interface will be between the integrated tax system and the case management/audit tracking system, and the integrated tax system data will be downloaded from the case management/audit tracking system to the “stand-alone” audit package? What is the expected bandwidth of the connectivity? The State has no preference, either process would be acceptable. When working in the office, the bandwidth of the connectivity is 100 Mbps. If using the VPN, the bandwidth is limited by the speed of the internet connection.
19	2.1.1	Audit Selection/Audit Assignment	Please clarify what data elements must be prohibited from download. For further clarification, are these data elements to be prohibited from the download to the stand-alone system or just to reports? The Department cannot be specific about the prohibited data elements; however, these data elements could be certain IRS data that does not pertain to the audit.
19	2.1.2	Case Tracking	Please clarify what is meant by parallel case flows for multiple case types. A flow for a desk audit would be different than a case flow for a field audit. It is possible to have a desk audit and field audit on the same taxpayer.
20	2.1.2	Case Tracking	Please describe the types of scanned images that will need to be stored. Can the State provide an approximate number of scanned images that need to be stored and the approximate size of the images? Also, will the State provide for the hardware for storage of these documents (i.e. the Vendor only “provide functionality for storing images of scanned documents related to the case within the case folder. “ or does the vendor provide for the storage of the scanned documents also? Auditors have the ability to scan taxpayer documents while conducting an audit. The requirement is to provide functionality associating scanned

			images with the case folder. There is no requirement for the actual storage of the scanned document. The approximate number and size of the scanned images will vary in each audit.
21	2.1.4	Reporting and Analysis Tool	It is assumed by this vendor that the ad-hoc reports with the drop-drag functionality will be only used by the full case management system, is this a correct assumption? <b>Yes.</b>
22	2.2	Period of Agreement	We assume the actual base period of the contract shall be 18 months from award with one option term equivalent to the base period, is this assumption correct? There is no option term associated with this contract. The term of the contract will cover the time it takes to develop and implement the system through the 12 month warranty/maintenance period that is to begin upon implementation. LDR estimates a 6 month development and implementation period followed by the 12 month warranty/maintenance period. The actual time period for development and implementation will be determined by the Project Work Plan deliverable. The actual term of the contract shall not exceed 36 months.
22	2.1.5	Training/Knowledge Transfer	How many users are expected to be trained for the new case management system? <b>Approximately 250 users.</b>
22	2.1.5	Training/Knowledge Transfer	How many trainers are expected to be trained in the “train the trainers” training? <b>There are approximately 25 power users that will need this training.</b>
23	2.4 .1	Technical Assessment Report	Because this Technical Assessment Report is actually part of the deliverables, it is assumed by this vendor that any issues identified will be either resolved in a mutually agreed on manner or addressed and possibly result in a change control process that may effect other deliverables and cost. Is this a correct assumption? <b>Yes.</b>
25	2.5	Location	Can development and support be done off-site at the vendor’s location? <b>Yes.</b>
25	2.5	Location	For training conducted at LDR’s Headquarters, regional, and out-of-state offices, will the State provide an appropriate classroom setting, computers and network access to necessary servers and databases to conduct training? Please list all sites that the State wishes to have training conducted at. Also, it is assumed that the Server (Hardware/Software/Support) training will only be conducted at the LDR Headquarters site, is this a valid assumption? <b>Yes. Training may be conducted in the following Louisiana cities: Alexandria, Baton Rouge, Lafayette, Lake Charles, Monroe, New Orleans, Shreveport, and Thibodaux. Training may be conducted in the following Texas cities: Dallas and Houston. The Server training will be conducted in Baton Rouge.</b>
34	3.2	Configuration Requirements	The RFP states the following - “The software system being installed shall be designed and configured by the Contractor to operate within the State's hardware, software, and networking environments as specified in Attachment – “ What Attachment was suppose to be referenced in the statement? Also, can the State tell us if they require a separate Production and Test/Development environment? Also, should the response to this proposal include all necessary Backup, Archive and Recovery (BAR) components? <b>The reference should have been to Attachment I of the RFP, which was omitted from the posted RFP. A description of the environment has been incorporated into this document. See Attachment I-Current Hardware/Software Environment. Separate Production and Test/Development environments are required. The proposal should include all necessary BAR components.</b>
36	3.8	State Standards and Guidelines	The RFP states the following - “Contractor shall comply with State standards and guidelines related to systems development, installation, software distribution, security, networking, and usage of State resources described in Attachment II.” Yet the referenced Attachment II refers to Attachment I of the RFP. However, it appears that neither Attachment I or Attachment II contain any standards and guidelines with regard to systems development, installation, software distribution, security, networking, and usage of State resources. Can the State please address all applicable standards and guidelines? <b>Attachment I of the RFP was omitted from the posted RFP. LDR strives to utilize the standards established by OIT, but due to the age of existing systems, may utilize products that are non-standard or for which no standard exists. The State’s OIT IT standards can be viewed by clicking on the link below: <a href="http://www.doa.louisiana.gov/oit/standards/index.htm">http://www.doa.louisiana.gov/oit/standards/index.htm</a></b>

45	6.0	Standard of Performance	The RFP states “The online response time should be under one (1) second. This response time should be measured using transactions specified by the State.”, however, it is unclear what transactions are required to have the “under 1 second” response times. Can the State elaborate on this requirement? The one (1) second response time is for a high percentage of all transactions or responses to user actions. The Department understands that some ad-hoc queries, web transactions, and some internal transaction will have a longer response time. Current response time on the legacy system for on-line transactions is sub-second.
	General question		Can the State tell us how many total users will need to be given access to the case management and audit tracking system and also how many concurrent users the State anticipates at any given time (peak and average concurrent users would be useful)? The estimated number of users needing access is over 200 and the estimated concurrent users would be over 100 (during peak times) and an average of between 50 and 75.
	General question		Will the case management hardware be physically located in the same facility/computer room as the current Integrated Tax System and Mainframe system? Yes.
	General question		What is the State’s current network bandwidth? Is the bandwidth the same for the computer room and remote users, if not can the State provide a description of the State’s network infrastructure including network encryption and VPN capabilities? The State’s current network bandwidth is 100 Mbps on the LAN and 1.54 Mbps (minimum) to the regional offices. SSL and IPsec VPN.

Concerning the statement on page 5, section 1.5 subsection C:

“The proposer must have implemented an audit tracking and case management system or similar system in at least three other state revenue agencies.”

Will the lack of state revenue case management projects be cause for automatic rejection or can other government agency projects qualify? The lack of state revenue case management projects will not be cause for automatic rejection. Please refer to the addendum to the RFP, which changed the proposer qualifications and experience.

1) Payment Schedule Page 14. Can the vendor add additional payment deliverables or tasks? The State may consider additional payment deliverables or tasks during contract negotiations. Any changes to the deliverables and/or tasks should be included in the cost proposal. In any event, the evaluation will be based on total cost.

2) Scope of Work Page 18. Please provide detailed information on the departments existing infrastructure, including hardware information, operating system and database standards & versions. See Attachment I-Current Hardware/Software Environment.

3) Scope of Work Page 18. Please provide copies of audit process maps. Copies of the audit process maps cannot be provided, because these responses will be public record. The audit process maps will be provided to the successful proposer.

4) Audit selection Page 18. What import/export methods does the integrated tax system support? FTP.

5) Audit selection Page 19. Please provide information on the field laptop including hardware information, operating system, office tools and database standards & versions.

Desktops and laptops are Windows XP Professional SP1 and Office 2003. Servers are Windows Server 2003.

6) Case Tracking Page 20. Does the Audit Expenses need to be transferred to another system, and if so, what is the interface for that transfer? No.

7) Correspondence Page 20. Does the Field Auditor need to be able to generate correspondence in a stand-alone mode? Yes.

8) Technical Assessment Report Page 23. Please provide a copy or link to the states data processing standards and guidelines. The State's OIT IT standards can be viewed by clicking on the link below:  
<http://www.doa.louisiana.gov/oit/standards/index.htm>

9) Appendix B Page 30. What is the agencies standard reporting tool and its current version? Does the agency have adequate licenses to cover everyone in the Audit department? Is everyone in the department familiar with this tool, or will the vendor have to provide basic tools training as part of this engagement? The Department does not have a single reporting tool. It utilizes the current version of Crystal Reports, WebFocus, and MicroSoft Reporting. The Department will ensure adequate licenses for the chosen solution. The vendor will have to provide basic tools training.

10) Convert Data Page 3: What is the legacy system and what tools does the agency have to extract data from it, so that it can be converted and loaded into the new system? The legacy system operates on an IBM mainframe in both batch and CICS environments. Data is stored in VSAM files and DB2 tables. The Department utilizes VSAM/DB2 utilities and WebFocus to extract data from the legacy system.

11) Standard of performance Page 45: How can the vendor be expected to agree to the 1 second response time if they have no control over the existing infrastructure? The one (1) second response time is for a high percentage of all transactions or responses to user actions. The Department understands that some ad-hoc queries, web transactions, and some internal transaction will have a longer response time. Current response time on the legacy system for on-line transactions is sub-second. In the Technical Assessment Report deliverable, the Contractor will identify areas where the technical environment may materially impair the Contractor from successfully completing the contract.

12) What is the budget for this project? The budget for this project cannot be disclosed at this time.

13) Is this project funded? Yes.

14) Qualifications and Experience, page 6: Will the State permit responses from a prime contractor / sub-contractor team? Please refer to Section 1.20 of the RFP – Use of Subcontractors.

15) There is reference to a performance bond, but one is not specifically stipulated. Will there be one and if so, what is the amount? A performance bond will not be required.

1. On page 28 Part IV 4.2 Performance Measurement/Evaluation and page 35 Section 3.4 of the RFP the State indicates that there will be Quality Assurance Reviews at appropriate checkpoints throughout the project. Does the State plan to issue a separate IV&V or Quality Assurance RFP for this work, and if so when could we expect to see an RFP? No. Quality Assurance reviews will be conducted by Department of Revenue personnel.

Section 2.1.1 Audit Selection/Audit Assignment

Question 1: Regarding the requirement to "provide a 'stand-alone' audit package to be used off-line by auditors in the field", to what tax types does this requirement apply? See Attachment II-List of Tax Types.

Question 2: Should we assume that field auditors have, or will have, remote access to Department systems from their mobile units? The field auditors currently have remote access to Department systems from their laptops.

#	Page	Section Number	Question
1.	02	1.1	<p>There is reference to completion of the audit followed by the auditor "attaching the files to the taxpayer's account in the Department's integrated tax system".</p> <ul style="list-style-type: none"> <li>• Please explain what is meant by attaching the files? The auditors currently attach their audit schedules and comments to the taxpayer's account in the integrated tax system</li> <li>• Could you provide a description of the contents of these file? They are Excel spreadsheets and Word documents.</li> <li>• What data are in these files? Audit adjustments? Assessments? Billing? Audit comments, schedules, and exhibits</li> <li>• Is this information for the integrated tax billing system? No.</li> </ul> <p>There is also reference to standalone Excel and Access applications.</p> <ul style="list-style-type: none"> <li>• Is it LDR's intention that these be replaced by the proposed system and if not what will be the role of these in the future. Yes</li> </ul>

#	Page	Section Number	Question
2.	02	1.1.2, #1	<p>There is reference to "...other cases..."</p> <ul style="list-style-type: none"> <li>Please define what these other cases are and how they are to interface with the existing Integrated Tax System. Originally, there were going to be other cases included in this system. This no longer applies.</li> </ul>
3.	02	1.1.2, #2	<p>Requires conversion of files from the existing audit tracking systems and loading of this data into the new system.</p> <ul style="list-style-type: none"> <li>Please provide information as to the format of this data, file layout and volume (MB's) to enable accurate estimates of effort to accomplish this requirement. The record layout cannot be provided, because these responses will be public record. The record layout will be provided to the successful proposer. Within the Field Audit Tracking System, there are approximately 92,000 records within the Case master file and 605,000 records within the Case log file. These files are VSAM files. Data for the Claims Tracking System is stored in DB2 tables. There are approximately 65,000 rows in the Claims master table, 475,000 rows in the Claims transaction table, 60,000 rows in the Claims collection table, 85,000 rows in the Claims penalty and interest table, and 13,000 rows in the Claims reduction table.</li> </ul>
4.	02	1.1.2, #5	<p>"Development of interfaces to existing internal and external input sources."</p> <ul style="list-style-type: none"> <li>Please identify and describe these sources relative to system H/W, Software, File management system and file layout, description of the data (i.e. returns information, audit results, etc.). Known interfaces are the legacy systems that LDR is attempting to replace through this effort and the integrated tax system. One of the deliverables that the Contractor will be responsible for is the Implementation Plan Report, for which the Contractor will gather, among other things, interface requirements.</li> </ul>
5.	03	1.1.2 Goals and Objectives #7	<p>"Training of LDR Personnel"</p> <ul style="list-style-type: none"> <li>Please provide more detail concerning training requirements i.e. numbers of staff that require training in the different categories - I/T personnel, auditors, audit managers, train-the-trainers, etc. The estimated number of I/T personnel that need to be trained is 10. The estimated number of auditors that need to be trained is 110. The estimated number of audit managers/regional directors is 30. The estimated number of power users is 25. The estimated number of support staff is 20. The estimated number of LDR Headquarters (reviewers, management) personnel is 50.</li> <li>Will all users be available for training at the same time? No.</li> <li>If not, what is a reasonable amount of time to conduct full training before deploying the system into production status? Four to six weeks before deployment.</li> <li>Is all user training to take place at the Department's facility in LA or is it a requirement that user training also be provided at offices in other states? No. Training may be conducted in the regional and district offices.</li> <li>If so, which states and how many users per state? Louisiana-about 160 and Texas-about 60</li> <li>Will LDR accept a proposal that all training be conducted in Baton Rouge and that LDR will take it upon itself to ensure that all users are available in Baton Rouge according to the training plan to be developed (and at no expense to the vendor)? No</li> </ul>
6.	04	1.3	<ul style="list-style-type: none"> <li>By what date does LDR desire to start the project? LDR desires to start the project as soon as the contract is signed.</li> </ul>
7.	05	1.4	<ul style="list-style-type: none"> <li>Does the requirement "Proposers should be aware of security requirements for the LaSalle Building and allow time to be photographed and presented with a temporary badge." apply to courier service personnel who will be delivering the proposal? Yes.</li> </ul>
8.	14	1.31 Indemnification and Limitation of Liability	<ul style="list-style-type: none"> <li>Does this section define the vendor's total liability? No.</li> </ul>

#	Page	Section Number	Question
9.	15	1.32	<ul style="list-style-type: none"> <li>• Will LDR pay the full 10% holdback at the time of acceptance of Deliverable 12 – Final Project Report? <b>The 10% holdback will be held until written acceptance by the State of all deliverables provided by the contract.</b></li> <li>• Is the Final Project Report to be provided before the start of Implementation Support/Maintenance or at the end? <b>The Final Project Report is due shortly after the system has been implemented in production, and is not dependent upon completion of the one-year maintenance period.</b></li> <li>• Must the full Implementation Support/Maintenance period be completed before LDR will pay the full 10% holdback? <b>No.</b></li> </ul>
10.	15	1.32	<ul style="list-style-type: none"> <li>• Since no deliverable has been identified for putting the system into Production, does LDR want the system to be put into production as part of Deliverable 8 or after Deliverable 10? <b>The system will be classified as Production ready when system testing and acceptance testing have been completed and users have been trained and are ready to use the system. Deliverables 9 and 10 must both be complete in order to classify the system as Production ready.</b></li> </ul>
11.	17 and Pg 40	1.38 Record of Ownership and 9.0 of Sample Contract	<ul style="list-style-type: none"> <li>• Please clarify position of ownership relative to the Proposed COTS software. Does the LDR accept that ownership of a COTS-based solution will remain with the vendor? <b>Yes.</b></li> </ul>
12.	18	2.1.1	<ul style="list-style-type: none"> <li>• Please provide more details as to the technologies employed in the LDR integrated tax system and other relevant systems. <b>The LDR integrated tax system utilizes SQL Server 2000 running on Dell PowerEdge quad processor clustered servers. The LDR current Field Audit Tracking System and the Claims Tracking System operate on an IBM mainframe in both batch and CICS environments. Data is stored in VSAM files and DB2 tables.</b></li> </ul>
13.	18	2.1	<ul style="list-style-type: none"> <li>• Please clarify “user procedures”. Does LDR mean user documentation on how to use the system or does LDR consider user procedures to be more? <b>LDR means user documentation on how to use the system.</b></li> </ul>
14.	18	2.1, Para 2	<p>RFP states that the proposed solution must provide full case management from the creation of an audit lead until the closure of the case for all tax types”.</p> <ul style="list-style-type: none"> <li>• Please define what constitutes “closure of a case” (e.g. is it intended to cover the process up to assessment, up to billing, up to appeals/litigation etc.)? <b>A case is closed when the balance due or amount to be refunded is zero.</b></li> </ul>
15.	18	2.1, Para 2	<p>The new system must interface with the Department’s integrated tax system.</p> <ul style="list-style-type: none"> <li>• Could you please describe in more detail the requirements of this interface? <b>The Department has no preference for the interface. One of the deliverables that the Contractor will be responsible for is the Implementation Plan Report, for which the Contractor will gather, among other things, interface requirements.</b></li> <li>• Is it retrieval of data for use in the proposed case management, audit systems, and creation of the electronic case file and uploading of audit results (billing, etc.) to the integrated tax system, etc? <b>Yes.</b></li> </ul>

#	Page	Section Number	Question
16.	18	2.1, Para 2	<p>Paragraph 2 states that the new system must “run on the Department’s existing infrastructure”.</p> <ul style="list-style-type: none"> <li>• Please provide a description of this infrastructure. See Attachment I, Current Hardware and Software Environment.</li> <li>• Will existing hardware be used to implement the new system? Yes.</li> <li>• If yes, please provide a description of the H/W and S/W, Database, etc. SQL Server 2000 running on Dell PowerEdge quad processor clustered servers.</li> <li>• If No, is a Windows-based Client/Server environment running Microsoft Servers using an SQL-Server database and Windows-based clients an acceptable approach and compatible with the existing environment? In this case, will new H/W system S/W be a part of the proposal?</li> </ul> <p>Is it agreeable to LDR that the hardware needed for the system to be provided by the vendor is available or will be made available by LDR (at no cost to the vendor)? LDR will provide the hardware required for the selected solution.</p>
17.	18	2.1, Para 2	<ul style="list-style-type: none"> <li>• If a Microsoft Windows environment is acceptable does the Department have a site license for Windows Server, SQL Sever DB and Microsoft Client S/W that can be used for this project? Yes.</li> </ul>
18.	18	2.1, Para 3	<p>Paragraph 3 requires that a full analysis of the audit process maps, audit tracking systems, and data requirements be conducted.</p> <ul style="list-style-type: none"> <li>• Is it possible for us to receive any part of this information now to provide further insight as we develop the proposal response? No. The audit process maps, data requirements, and information on the audit tracking systems cannot be provided, because these responses will be public record. The audit process maps, data requirements, and information on the audit tracking systems will be provided to the successful proposer.</li> </ul>
19.	18-19	2.1.1, Bullet #1	<p>“create leads through key entry or importing of data”</p> <ul style="list-style-type: none"> <li>• Please clarify that this does NOT imply provision of an audit selection system as a part of this procurement. Create leads through key entry or importing of data does not imply provision of an audit selection system.</li> </ul>
20.	18-19	2.1.1, Bullet #1	<p>Requirement is for a manual data entry screen or importing (receipt) of “data” to create a lead for processing by the Case Management System.</p> <ul style="list-style-type: none"> <li>• If data are to be imported, what is the data and what is its source and format? The data could be taxpayer information in one of the components of Office 2003.</li> </ul>
21.	18-19	2.1.1, Bullet #2	<p>“import and export of data to/from integrated tax system”.</p> <ul style="list-style-type: none"> <li>• What will be the format of this data? SQL Database</li> <li>• Will it be data from a relational database (i.e. Oracle)? Yes.</li> <li>• Does the LDR have any requirements for the return of data to the integrated system (i.e. format, mechanism etc.)? LDR will work with the Contractor on a mutually agreed on format and method of transferring the data.</li> <li>• Please provide a brief description of the data to be exchanged between the proposed system and the integrated tax system. The data to be exchanged is taxpayer information and audit results.</li> </ul>

#	Page	Section Number	Question
22.	18-19	2.1.1, Bullet #7	<p>”provide a “stand-alone” audit package....”</p> <ul style="list-style-type: none"> <li>• Please provide a list of the tax types that the proposed audit package must support. See <a href="#">Attachment II-List of Tax Types</a>.</li> <li>• What is the nature and format of the data from the integrated tax system that is to be loaded into the audit package? (Data from a relational database?) <a href="#">SQL database</a>.</li> <li>• Will the data that is to be uploaded from the audit package into the integrated tax system be loaded to a relational database? If no, what type of file or application? <a href="#">Yes</a>.</li> </ul> <p>“Calculations must be modifiable by the department” –</p> <ul style="list-style-type: none"> <li>• Does this refer to the ability of audit management to modify calculations performed by the auditors during an audit? <a href="#">No</a>.</li> </ul>
23.	19	2.1.1, Bullet #7	<p>“communicate with the Department’s integrated tax system to provide a complete picture...”</p> <ul style="list-style-type: none"> <li>• Please provide more detail as to how the proposed system is to communicate with the integrated tax system. <a href="#">One of the deliverables that the Contractor will be responsible for is the Implementation Plan Report, for which the Contractor will gather, among other things, interface requirements.</a></li> <li>• Is this a requirement to receive update information from the integrated tax system and update the proposed case tracking system, or</li> <li>• Is this a requirement for the proposed case management system to provide updates to an integrated tax system case management application, or both? <a href="#">Both. Only audit results/case information will be returned to the integrated tax system.</a></li> </ul>
24.	19	2.1.2, Bullet #1	<p>“..assign and track a case throughout..”</p> <ul style="list-style-type: none"> <li>• Please provide a brief description of the different organizational units and the staff hierarchies that a case will flow through during the assignment to an auditor. (e.g. Selector to Field Manager to Field Supervisor to Auditor. <a href="#">Audit Specialist to Audit Manager to Auditor Supervisor to Auditor.</a></li> </ul>
25.	21	2.1.3 Bullet #3	<p>“..from a list of audit leads..”</p> <ul style="list-style-type: none"> <li>• Where is this list of audit leads and how will it be provided to the proposed system? <a href="#">This list of audit leads may be in one of the components of Office 2003 and could be imported into the proposed system.</a></li> </ul>
26.	21	2.1.4	<ul style="list-style-type: none"> <li>• What is the difference between a “canned report” and a “standard report”, in the department’s terms? <a href="#">They are the same.</a></li> </ul>
27.	21	2.1.4,Bullet #2	<p>“include an electronic calendar and electronic itinerary”</p> <ul style="list-style-type: none"> <li>• Would it be acceptable to integrate/interface with a commodity calendar such as that provided by Outlook? <a href="#">Yes</a>.</li> <li>• Are you currently using a calendar application? If yes, which one and would interfacing to this application meet the calendaring requirement? <a href="#">The Department is currently using Outlook 2003.</a></li> </ul>

#	Page	Section Number	Question
28.	22	2.1.6	<ul style="list-style-type: none"> <li>• Please clarify the maintenance and warranty periods. When does the first year maintenance period begin (after deliverable 12)? Does it run concurrent with the 180 day warranty period? <b>The first year maintenance period begins following the acceptance of the final deliverable, and runs concurrent with the 180 day warranty period.</b></li> <li>• Is maintenance to be provided and quoted in response to this proposal? <b>Maintenance is to be provided for one year following the acceptance of the final deliverable. This should be included in the cost proposal.</b></li> <li>• What is the “initial contract period” – when does it start and when does it end? <b>The initial contract period is from the time the contract is signed until the acceptance of the final deliverable.</b></li> <li>• Subsequent to the first year of maintenance, for what period of time will maintenance be renewed – annually (as suggested by Appendix A)? <b>The maintenance will be renewed annually.</b></li> <li>• What, in the department’s terms, is the difference between support (e.g. the 6 months support mentioned) and maintenance? Please could the department be more specific about what they require in terms of both support and maintenance. <b>The difference between support and maintenance is that support covers both COTS and any customization made to the COTS software. Maintenance only covers COTS.</b></li> </ul>
29.	25	2.4.13	<p>It appears as though 2.4.13 is the same as 2.4.4.</p> <ul style="list-style-type: none"> <li>• If so, can 2.4.13 be eliminated from the list of deliverables? <b>Yes.</b></li> </ul>
30.	26	2.6.2 Technical Bullet #3	<p>These items are not defined as part of any deliverable specified in the RFP.</p> <ul style="list-style-type: none"> <li>• Are they required and if so within which of the 13 deliverables? <b>Yes, and they are included in Section 2.4.2 Implementation Plan Report.</b></li> <li>• Is there a requirement to provide a backup capability? <b>Yes.</b></li> <li>• If IRS data is transmitted as a part of the audit case file to remote auditors, is there a requirement to provide encryption facilities to protect this data? <b>Please refer to Attachment VI of the sample contract-IRS Confidentiality Requirements.</b></li> </ul>
31.	26	2.5 Location	<p>Some tasks of a project are best accomplished off-site (at the vendor site).</p> <ul style="list-style-type: none"> <li>• Will the State accept an approach that involves both on-site and off-site vendor personnel provided that all key activities requiring interaction with the department are conducted on-site? <b>Yes.</b></li> </ul>
32.	28	4.1	<p>Since this is to be a fixed price bid, will LDR further describe at this time what the standards are that vendors will need to meet? <b>The State’s OIT IT standards can be viewed by clicking on the link below:</b>  <a href="http://www.doa.louisiana.gov/oit/standards/index.htm">http://www.doa.louisiana.gov/oit/standards/index.htm</a></p>
33.	28	4.2	<ul style="list-style-type: none"> <li>• What is the frequency of QA reviews?</li> <li>• How many should we expect to be conducted during this project?</li> <li>• When would the first review be held?</li> <li>• How much vendor time is typically required to “cooperate” in a QA review?</li> </ul> <p><b>The number, frequency, time required, and dates will be a mutually agreed upon schedule between LDR and the successful proposer.</b></p>
34.	29	Appendix A	<ul style="list-style-type: none"> <li>• Will LDR consider paying the vendor at the conclusion of deliverables rather than the conclusion of tasks? <b>No.</b></li> </ul>
35.	31	Contract 1.1	<ul style="list-style-type: none"> <li>• Will LDR substitute the bullet points in this section with the three tasks and 12 deliverables described in the RFP? <b>No.</b></li> </ul>
36.	31	Contract 1.2	<ul style="list-style-type: none"> <li>• Is the SOW to be completed within the 30 day period after award notification? <b>Yes.</b></li> <li>• Who drafts the SOW? <b>This is a collaborative effort between the State Project Manager and the successful proposer.</b></li> <li>• Who approves the SOW? <b>The State.</b></li> </ul>

#	Page	Section Number	Question
37.	33	2.2 of Contract Section E	<p>Paragraph indicates that the proposed solution should “be of original development by Contractor, and will be specifically developed for the fulfillment of this contract. However, on page 3, Section 1.1.2 Goals and Objectives, the last paragraph states that the Department is seeking a viable, pre-existing system or the ability to modify a pre-existing system.</p> <ul style="list-style-type: none"> <li>• Please clarify desire and provide clarification on protection/ownership of vendor provided “pre-existing (COTS) software. LDR desires a viable, pre-existing system to be utilized that has been developed by the Contractor. LDR understands and accepts that ownership of the ‘pre-existing’ software will remain with the Contractor. Only that code which is specifically developed for use by LDR that does not become a part of the COTS package will become property of LDR.</li> </ul>
38.	35	Contract 3.3 D	<ul style="list-style-type: none"> <li>• As this is a fixed price contract, why is it a requirement that the vendor staff provide time sheets? The time sheets will be used for project management purposes.</li> <li>• Does this imply that if the vendor uses less time than estimated it will receive a lower fee and that if the vendor uses more time than estimated it will receive a higher fee? No.</li> </ul>
39.	36	Contract 3.6	<ul style="list-style-type: none"> <li>• Will the State’s Project Director be someone from LDR or from another agency? LDR.</li> </ul>
40.	37	3.9 Electronically Formatted Information	<ul style="list-style-type: none"> <li>• What are the State’s desktop applications? Desktops are Windows XP Professional SP1 and Office 2003.</li> <li>• Which of these applications does the State envision as providing data to the proposed audit system? Section 3.9 does not apply strictly to the proposed audit system. Project reports, project plans, etc. should be compatible with the State’s desktop applications.</li> </ul>
41.	39	6.2 Termination for Convenience	<p>There appears to be some differences in the terms and conditions in the sample contract and in the RFP (e.g. Termination –Pg 15).</p> <ul style="list-style-type: none"> <li>• Please clarify which terms and conditions are applicable. Please refer to Section 17 of the contract “Entire Agreement and Order of Precedence.”</li> </ul>
42.	43	Contract 5.0	<ul style="list-style-type: none"> <li>• Will LDR substitute the deliverables in section 5.0 of the contract with those described and enumerated in the RFP? No.</li> </ul>
43.	42/48	Contract Attachment I/ Attachment IV	<ul style="list-style-type: none"> <li>• Is the “State Project Manager” in the SOW the same person as the “State Project Director” in the Contract? Yes</li> <li>• Will the Project Director be assigned to this project full time? The Project Director is a full time LDR employee and will be available as needed.</li> <li>• Will LDR assign a project team of functional staff who will be assigned full time for the duration of the project? The project team are full time LDR employees and will be available as needed.</li> <li>• Would the LDR be more specific about the requirements for Implementation Support. The Contractor will be required to provide whatever resources (time, people, software, etc.) are needed to successfully execute the Implementation Plan Report deliverable.</li> <li>• Would the Department be more specific about the requirements for alternative training media (e.g. multi-media)? Will the vendor be penalized for not providing such alternatives? The Contractor will be responsible for developing training materials. The content and format of these materials will be mutually agreed on by the State’s and the Contractor’s Project Manager.</li> </ul>
44.	47	Contractor Personnel and Other Resources, 3.0	<ul style="list-style-type: none"> <li>• What hardware components, operating system, and software licenses are necessary for the vendor to provide to enable use of the State’s network? At a minimum, a vendor supplied laptop with Windows XP, up-to-date anti-virus software, and MS Office 2003.</li> <li>• Will the State consider providing the vendor connectivity at the State’s cost? If the vendor is located in LDR’s facilities, there will be free connectivity.</li> </ul>

#	Page	Section Number	Question
45.	48	Contract Attachment IV, 5.0	<ul style="list-style-type: none"> <li>Where will the hardware supporting the vendor system be located? The hardware supporting the system will be located at a state-owned data center in Baton Rouge.</li> <li>Will it be housed in a State-owned data center or in LDR facilities? It will be housed in a state-owned data center.</li> </ul>

- On page 2 section 1.1.2 paragraph 1; it is stated that one of the major goals is “*Design, develop, install, and document a case management and audit tracking system to manage and track audits and other cases electronically that will interface with the existing Department’s integrated tax system.*” Could the State define “*other*” and if there are other case types, can the State list the specific types expected to be supported by the system? Could the State also specifically list the anticipated interfaces to the new system if any outside of the integrated tax system? Originally, there were going to be other cases included in this system. This no longer applies. Known interfaces are the legacy systems that LDR is attempting to replace through this effort and the integrated tax system. One of the deliverables that the Contractor will be responsible for is the Implementation Plan Report, for which the Contractor will gather, among other things, interface requirements.
- On page 2 section 1.1.2; *The Department plans to acquire a case management and audit tracking system to track an electronic case and audit from the time of assignment until the time of closure.* In section 2.1, Audit Selection and lead review criteria business functions are listed. Can the State clarify from what point the in the audit life cycle (lead selection or case assignment) should the systems support? Assuming the former because of the requirements in section 2.1, could the State expound on the level of selection functionality expected? In other words, will leads be imported or will data be imported and that data analyzed so leads can be selected? If the later, could the State list the data expected to be imported (i.e., how far does the requirement go to becoming a data warehouse?) and the expected analysis capabilities/tools. The system should support the lead selection. Leads may be imported from a component of Office 2003. A data warehouse is not in the scope.
- On Page 3 section 1.1.2 paragraph 2; it is stated that another major goal is to “*Convert data from the existing audit tracking systems currently stored on the mainframe computer (legacy) and import or load the data into the new case management and audit tracking system.*” Could the State furnish a list of the systems (FA, KL, Time Entry, etc.) with their specific data layouts and the number of records per system that will be converted? If the two primary systems have been in production since the 1970’s, could the State define their expectations for which years will be converted (assuming that the older the data is, the more issues with data purification there will be)? The record layout cannot be provided, because these responses will be public record. The record layout will be provided to the successful proposer. Within the Field Audit Tracking System, there are approximately 92,000 records within the Case master file and 605,000 records within the Case log file. These files are VSAM files. Data for the Claims Tracking System is stored in DB2 tables. There are approximately 65,000 rows in the Claims master table, 475,000 rows in the Claims transaction table, 60,000 rows in the Claims collection table, 85,000 rows in the Claims penalty and interest table, and 13,000 rows in the Claims reduction table. At this time, the State has not determined the amount of data to be converted; however, all open audits should be converted.
- Specifically, what tax types are to be supported by the case management and field audit laptop package?  
See Attachment II-List of Tax Types.
- Does the LDR maintain standard field audit work papers / templates for each tax type audited? If yes, can the State provide a sample of each working paper / template for each tax type that the new field audit system will support? If templates cannot be provided, could a list of the existing templates/working papers be provided that exist and are expected to be implemented (i.e., please quantify the number of templates to be developed)? LDR maintains audit work papers/templates for each tax type audited. These audit work papers/templates cannot be provided, because these responses will be public record. These audit work papers/templates will be provided to the successful proposer.
- Does the LDR utilize any sampling techniques to estimate tax liability, such as statistical sampling, stratified random sampling or block sample audits? If so, please explain. Yes. LDR utilizes non-statistical sampling techniques and employs three computer audit specialists to assist in these audits.
- Do auditor’s currently calculate penalty and interest outside of the ITS, or does the ITS calculate P&I based on the tax liability findings of the audit upon entry of the assessment in the ITS? The auditors currently

calculate interest and penalty outside of the ITS. The ITS calculates penalty and interest when the audit is posted in the ITS.

8. What is the total number of personnel in the Audit Division? Could the state provide the number of personnel by position (e.g., manager, supervisor, desk auditor, field auditor, clerical, etc)? There are approximately 25 employees in the Field Audit Division comprised of 8 reviewers, 7 clerical, 5 specialists, and 4 managers. There are approximately 105 field auditors, 20 supervisors, 10 clerical, 25 managers located in the regional/district offices.
9. Do field auditors currently have the ability to connect to LDR network resources via VPN? Yes.
10. On page 18 section 2.1.1 it states that the proposer's solution must "*import and export data from and to the integrated tax system, to support the lead creation process and financial accounting of the audit.*" Will the integrated tax systems data model be provided to understand the interface requirements or should the Contractor only indicate to the State their data needs from the integrated tax system? Will the State or the Contractor develop the integrated tax system "side" of the interfaces? If the Vendor, is there documentation readily available to understand the system and data structures? The contractor will work with the State to determine the interface requirements and to develop the interface.
11. On page 19 section 2.1.1 (7<sup>th</sup> bullet), it states "*Calculations must be modifiable*". Could the State please clarify if the calculation's formula or resulting values must be modifiable? The calculation's formula must be modifiable.
12. With respect to Correspondence requirements on page 20, section 2.1.3, can the State provide a list of the expected notices to be developed and implemented (i.e., quantify the number of notices to be developed)? For those listed, can sample notices be provided? Sample correspondence can be provided to the successful proposer. There are probably between twenty and forty possible standard letters.
13. With respect to Reports on page 20, section 2.1.3, for the standard or canned reports, if Appendix B is not all inclusive, could the State cap the number of canned reports to be developed by the vendor ((i.e., quantify the number of standard reports to be developed)? The State cannot cap the number at this time. There are approximately seventy-five standard reports that can be run, if desired.
14. On page 21, section 2.1.5 (4<sup>th</sup> and 5<sup>th</sup> bullets), the RFP requests for "train the trainer" materials and then requests "power user" training. Is the Vendor expected to either: a) provide all end user training and also deliver "train the trainer materials"; or, b) is the Vendor expected to perform only "train the trainer" training (and turn over the materials) plus training to a set of "power users, administrators and technical staff"; or, c) some other combination of training. If b) above, could the State estimate the number of "trainers" to be trained as well as the number of power users requiring training from the Vendor? There will be a combination of training required. Some of these include end user training, power user training, I/T personnel training, and management training.
15. Does the state currently have an approved budget for this project? Yes.

## ATTACHMENT I: CURRENT HARDWARE/SOFTWARE ENVIRONMENT

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### 1. Mainframe Hardware

CPU	IBM 2066-0X2
DASD	1 – IBM 2105 F20 Enterprise Disk Storage Unit (2TB)
PRINTERS	1 – IBM 6400 (Network) 1 – XEROX 4635 MICR Laser Printer (MF & Network) 2 - XEROX 92C Color Laser Printers (1MF, 1 Network) 1 – XEROX DP75 Laser Printer (Network)
MAGNETIC TAPE	1 – IBM 3480 A-22 Cartridge Controller 2 – IBM 3480 B22 Cartridge drives (4) 1 – IBM 3494 Automated Tape Library
COMMUNICATIONS	1 – IBM 3745-170 Communications Controller
OPTICAL LIBRARIES	1 – IBM 3995 133 Optical Library 1 – IBM 3995 113 Optical Library 4 – IBM 3995 C-38 Optical Libraries 4 – IBM 3995 C-18 Optical Libraries

### 2. Mainframe Software

SYSTEM CONTROL PROGRAMS	IBM z/OS 1.4 DFP JES2
TELEPROCESSING	ACF/NCP ACF/VTAM TSO TCP/IP ISPF CICS/TS TSO-E
PROGRAMMING LANGUAGES	VS COBOL COBOL II LE FOCUS ASSEMBLER H PL1/LIBRARY C++ JAVA
DATABASE	DB2
RESOURCE ADMINISTRATION	DFDSS/ DFHSM RACF SSA SSR SOFTAUDIT DFSMS RMF CA/TLMS SNAPSHOT ASG Job Scheduler XPEDITER/DB2 DBA-XPERT/DB2
REPORT/PROGRAM GENERATORS	FOCUS EASYTRIEVE PLUS DITTO

	DISPLAYWRITE/370 FSN
IMAGING	IBM ImagePlus
TEXT MANIPULATION	DW/370 HF DL/MVS XJDC/MVS MVS/CICS
STATISTICAL/GRAPHICS PACKAGES	GDDM/MVS
OTHER	SORT/MERGE EREP ENERGIZER for CICS RDARS/OnDemand ABEND-AID/MVS ABEND-AID/FX QUICKREF IPCS XPEDITER JCLCHECK MONITOR for CICS MAILSTREAM PLUS CODE-1 PLUS CODE COVERAGE

### 3. Mainframe Network Summary

- 12 Regional Offices served by a Frame Relay Network/ WAN
- CISCO Routers and CSU/DSUs
- 1150 Dell Workstations and 300 Laptops
- Network HP Printers and Xerox Multi-Function Units

### 4. Mainframe Links/Methods

AGENCY	METHOD
LA Dept. of Labor	ACF/MSNF
Dept. of Public Safety	ACF/MSNF/PCCOMM

### 5. Major Applications

Tax Processing  
Accounts Receivable  
Imaging

### 6. LAN/MAN/WAN

Mainframe, Windows 2003 Server Farm, and SAN housed at Dept. of Public Safety Data Center

#### Headquarters

Connected to Data Center by 1 GHz link as part of State MAN  
675 users local connection via 100mb Fast Ethernet  
Mainframe host printing  
Scanning and OCR processing

## Remote Sites – 12

Connected via Frame-Relay connections ranging from T1 to 6 Mbps

Users 10-70 per site

300 total users local connection via 100mb Fast Ethernet

TOPOLOGIES	Fast Ethernet Gigabit Ethernet
NETWORK OPERATING SYSTEM	Windows 2003 Ent. Server (115 Servers) Active Directory Active/Passive and Active/Active Clustering
CLIENT OPERATING SYSTEMS	Windows XP Professional (1085 workstations) Windows XP Professional (340 laptops) Macintosh (4 workstations)
PROTOCOLS	TCP/IP DLC/SNA
INTERNET CONNECTION	Through State network – LaNet
GATEWAYS USED	Routers SNA Gateways
NETWORK MANAGEMENT SYSTEMS	Cisco Router & Switch IOS Utilities Microsoft Operations Manager IP Monitor SolarWinds Dell Open Manage

## 7. Typical LAN Client Configuration

PROCESSOR TYPE	Pentium 4 / 2.8 GHz
MEMORY	512 MB
DISK CAPACITY	40 GB
NETWORK INTERFACE CARD	Ethernet 100mbps
CDROM	CD-R / RW

## 8. LAN Applications

APPLICATION	SOFTWARE UTILIZED
Electronic Mail	Exchange 2000 / MS Outlook
Word Processing	MS Word
Spreadsheets	MS Excel
Database	MS SQL 2000 / MS Access
Business Graphics	MS PowerPoint
Terminal Emulation	Attachmate EXTRA 7.11 / APPN Node 802.2
Imaging	IBM ImagePlus
Internet Access	Internet Explorer 6.0
Tax Processing	GenTax

## Attachment II: Tax Types

Severance - Oil  
Severance - Gas  
Severance - Minerals  
Severance - Timber  
Corporation Income & Franchise  
Withholding  
Motor Vehicle (State & Parish)  
Sales  
NO Hotel/Motel (4 col)  
Automobile Rental  
Statewide Hotel/Motel  
New Orleans Exhibition Hall  
Individual Income  
Excise - Beer  
Excise - Alcohol  
Excise - Gas Dealer  
Excise - Gas Jobber  
FT - Gas Refund \*  
Excise – IS  
Excise – HZ Waste  
FT-Motor Fuel Floor Stock Tax \*  
Excise – SF Supplier  
FT-Motor Fuel Backup Tax \*  
Excise – SF User  
FT-Interstate Motor Fuel User \*  
Excise - Tobacco  
FT-Terminal Operator \*  
FT-Motor Fuel Transporter \*  
FT-Supplier \*  
FT-Importer \*  
FT-Distribr/Exporter/Blender \*  
FT- Gasoline Blend Stock \*  
Excise – TC  
FT-Aviation Fuel Dealer \*  
FT-Diesel Refund \*  
IFTA  
IFTA Jurisdiction  
\*New taxes effective 7/1/2006.  
Replaces some of the Excise  
motor fuels taxes.