CITY OF CLEVELAND
Mayor Justin M. Bibb

Request for Proposal

Professional Services for
CCA – Division of Taxation

Data Processing Support

(May 1, 2024)

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Data Processing Support
City of Cleveland
Department of Finance
CCA – Division of Taxation</p>

1. <u>INTRODUCTION</u>

1.1 Purpose of the Request for Proposal

The Central Collection Agency (CCA) must ensure that the systems that run their everyday business processes are supported and maintained. CCA is submitting this request for proposal to outsource support of their data processing environment (IT department). This includes support, maintenance, and supplies for the Municipal Income Tax Information System (MITIS™) computer system that are deemed necessary to operate CCA, which includes, but is not limited to materials, equipment, supplies, services, peripherals, components, licenses, repairs, upgrades, training, and technical support and maintenance for hardware, software, firmware, website, and application software.

1.2 Scope of the Request for Proposal

The MITIS™ application designed for CCA is a mission critical application for the collection and disbursement of municipal income tax. To adequately support the MITIS™ application and its attendant hardware, software, and network, it will be necessary to outsource approximately five individuals, each to be assigned to one of the positions listed below.

1. Senior Consultant

2. Application Specialist

3. Network / Operations Specialist

4. Data Analyst

The individuals will be responsible to work CCA's normal business hours (authorized hours between 6:00am through 6:00pm, Monday through Friday), and as part of the scope of the project, be responsible for a maximum of 10 hour by 5 day support. During the months of February through June, the support could be increased by the addition of 5 hours on Saturdays. Their roles in the company will be governed by day-to-day operations of normal employees under normal circumstances. The project does not cover any increase in capacity that forces additional work above the normal work day.

1.3 Issuing Officer

The Issuing Officer and mailing address to send proposals, and procedural questions is as follows:

Kevin Preslan
Income Tax Administrator
CCA – Division of Taxation
205 W Saint Clair Ave., 3rd floor
Cleveland, Ohio 44113

1.4 Schedule of Events

Listed below are important dates by which actions must be taken or completed. If the City finds it necessary to change any of these dates, such changes will be accomplished by issuing an addendum to this RFP no later than April 26, 2024.

Milestone	Timeframe
Release of RFP to Vendors	May 1, 2024
Deadline for RFP Questions - Send to kpreslan@clevelandohio.gov	May 15, 2024
City Distribution of Responses to Vendor RFP clarifications	May 22, 2024
RFP Proposals Submission Deadline	May 31, 2024

The following are target dates that may be revised by the City as necessary:

Milestone	Timeframe
Notification of Intent to Award	June 21, 2024
Board of Control Approval	July 3, 2024
Contract(s) Signed	September 6, 2024
Date Support Contract(s) Starts	October 22, 2024

2. <u>TERMS AND CONDITIONS</u>

2.1 Type of Contract(s)

The evaluation of proposals submitted in response to this RFP will result in the issuance of one or more one (1) year contract(s), with four (4), one year options to renew, for the support of the City of Cleveland Division of Taxation's data processing environment (IT department) as outlined in the Purpose of the Request for Proposal.

The selected vendor shall incorporate the terms, conditions and requirements of the RFP, the vendor's proposal response, and all other agreements that may be reached. Costs will be taken from the cost data included in the vendor's proposal. No increase in costs to the City will be permitted in the final contract(s).

2.2 Term of Contract(s)

This RFP is for a one (1) year full support contract(s) with the City of Cleveland Division of Taxation. The one (1) year contract may be renewed up to four (4) times. No other obligation will exist, unless documented in writing.

This contract(s) is subject to availability of City funding. The City reserves the right to terminate the contract, or any extension thereto, upon thirty (30) days advance written notice, should funding for the contract not be provided in future City budgets.

2.3 Payment Milestones

Payment will be made to the vendor on a monthly basis.

2.4 Change Orders

All change orders must be approved, in writing, by the Income Tax Administrator or his/her designee in advance of work commencing. Change orders may require approval by the City's Board of Control before an Amendment to the existing contract is executed. Payment for change orders will be made after completion of the change order work.

2.5 Licensing

All software licenses purchased by or for the City will be site licenses for the City and will be owned by the City and not the vendor or a third party.

Any software developed by the vendor, its agents or the City shall be owned by the City and not the vendor or a third party.

2.6 Clarification of Content or Procedural Issues

All inquiries regarding this proposal must be in writing using the subject "QUESTIONS ON RFP - DATA PROCESSING SUPPORT" and should be emailed no later than 2:00 PM EST on May 15, 2024 to:

Kevin Preslan
Income Tax Administrator
Email: kpreslan@clevelandohio.gov

2.7 Proposal Requirements Submission

The Due Date for proposal submission is no later than 2:00 PM EST on May 31, 2024. Sealed proposals must be mailed or delivered to:

Kevin Preslan
Income Tax Administrator
CCA – Division of Taxation
205 W Saint Clair Ave., 3rd floor
Cleveland, Ohio 44113

Please submit:
   a. Your proposal on company letterhead, including a description of the Vendor's organization, credentials, and background;
   b. A general statement of the approach to be taken for the Data Processing Support Requirements (elements listed in Section 3 of this RFP), and a detailed overview of the timeline and planned deliverables to meet the described goals and requirements, including a description of the metrics/indicators that will be used to monitor progress toward stated goals;
   c. Three Client References of similar size and/or characteristics that you have provided services for;
   d. Completed OEO Vendor Forms;
   e. Non-Competitive Bid Contract form;
   f. W-9; and
   g. Northern Ireland Fair Employment Practices Disclosure.

3. <u>DATA PROCESSING SUPPORT REQUIREMENTS</u>

3.1 Senior Consultant

The primary responsibility for the senior consultant will be to act as the project manager and the developer for all enhancements and maintenance to the MITIS™ application. In this role the individual will ensure the effective planning and design on all changes and enhancements to the current system. This individual's responsibility will also include troubleshooting any application problems, application maintenance, and application enhancements. He/she will resolve any outstanding business, technical or operational issues, **and will report directly to the City Manager/Administrator assigned to be in charge of CCA's IT department.**

The Senior Consultant should have the following background:

• A bachelor's degree or equivalent experience in Information Systems, Computer Science, Business Administration or other discipline with computer emphasis.
• A minimum of 10 years of experience in designing, developing, coding, testing and supporting client server applications.
• Certified as Sybase Database Administrator, Project Management Professional, and TOGAF 9 Certified Enterprise Architect.
• Minimum 5 years of experience in designing and administering a SAP ASE/Sybase relational database system. Have a deep understanding of the relational model, and basic understanding of distributed databases, NOSQL databases, VLDB and big data. **The individual should have skills in performance tuning and optimization, upgrade planning and execution, HA (High Availability) and DR (Disaster Recovery) implementations.**
• Working knowledge of DDE/OLE/ODBC/JDBC desktop links
• Minimum 5 years of experience in designing and developing PowerBuilder applications. Experience in migrating PowerBuilder 11 to PowerBuilder 15.0 is a plus.
• Minimum 5 years of experience in Oracle Solaris architecture and administration.
• Experience in virtualizing database servers both in Solaris and Windows.
• Experience in project planning, administration and agile methodology.

This individual will be the primary contact for SAP ASE/Sybase and Oracle SUN support and **act as the Database Administrator.**

The Senior Consultant will have various database operation duties to perform, such as but not limited to the following:

• Administrate SAP ASE/Sybase Databases on Solaris and Windows Platforms.
• Administrate MySQL Databases on Linux Platform.
• Analyze and Design the new database requirements for CCA for both new applications and previously developed applications.
• Responsible for SAP ASE/Sybase Software Upgrades and patches.
• Responsible for Backup & Disaster Recovery Plan for CCA and test the DRP every 6 months.
• Responsible for Archiving and Purging of historical data from the main database.
• Refresh the Test Server with Production databases every 3 months or as needed.
• Responsible for day to day operations of Oracle Sun Servers.
• Responsible for Community Access Data Extract (extract the Monthly data, download, and populate the Community Access Server).
• Analyze any performance issues with database and Oracle Sun Servers.
• Help end users (as deemed necessary).
• Responsible for updating CCA's Web page when required.
• Produce ad-hoc reports for CCA communities and CCA personnel.
• Assist Application Specialist in troubleshooting any MITIS™ application problems, maintenance and enhancements.
• Function as a backup for the Network Specialist.

3.2 Application Specialist

The main responsibilities for the Application Specialist will be (1) the maintenance and enhancement of the MITIS™ application, and (2) the maintenance and enhancement of CCA's Website and Web application. The MITIS™ application is designed using a variety of Client-Server products consisting of PowerBuilder, and SYBASE stored procedures. *DDE(Dynamic Data Exchange)/OLE(Object Linking and Embedding)* interfaces also exist to Microsoft tools (Word and Access). There may be up to two Application Specialists required.

The Application Specialist should have the following background:

• A bachelor's degree in Information Systems, Computer Science, Business Administration or other discipline with computer emphasis
• Minimum 5 years of experience in designing, developing, coding, testing, and supporting client server applications and/or websites and web applications
• Minimum 5 years of experience in designing and developing PowerBuilder applications
• Experience in migrating PowerBuilder versions
• Minimum 5 years of experience in SAP SYBASE administration
• Minimum 5 years of experience in Oracle SOLARIS architecture and administration
• Experience in creating web applications using LAMP Architecture (Linux, Apache, MySQL and Python/Perl)
• Experience in creating and enhancing Adobe Acrobat Interactive Forms
• Experience with IVR configuration and maintenance
• Experience in creating documentation using RoboHelp and Microsoft Visio
• Good analytical skills, excellent written and verbal skills
• Experience with Financial Applications

The Application Specialist will have various duties to perform, such as but not limited to the following:

• On-going maintenance and enhancement of MITIS™ application, Community Access MITIS™ application, and PowerBuilder development programs.
• Responsible for processing of the W2 and 1099 data.
• Analyze application performance issues and/or program errors.
• Responsible for complete processing, analysis and reporting of the State of Ohio tax data.
• Produce ad-hoc reports for CCA communities and CCA personnel.
• Responsible for upgrading PowerBuilder software.
• Responsible for developing delinquency strategies.
• Responsible for Data Conversion and Integration of new CCA communities.
• Support LegalFiles legal software and data exchange/reporting with MITIS™ database.
• Responsible for maintenance and enhancement of CCA's existing Website.
• Responsible for creating and updating Adobe Acrobat Interactive Forms.
• Responsible for creating and updating forms using Dreamweaver or any other DTP software.
• Responsible for the Technical/User Documentation for CCA.
• Responsible for updating CCA's Web page when required.
• Webmaster and primary contact for all Web related issues.
• Maintenance of Voxeo Prophecy IVR system.
• Functions as a backup to CCA Database Administrator.

3.3 Network Operations Specialist

The network consists of the Windows 2012 R2 Server through the end users' workstations. These items entail the final piece of the MITIS™ application, which consist of a Microsoft Centric Network infrastructure and 80+ workstations.

The main responsibility for the Network administrator will be to maintain the current Microsoft Windows environment including hardware, security, maintenance, and end users' workstations. He or she will support the end users by maintaining the workstations/laptops and assuring that all applications are configured properly. This support includes hardware support for the end user workstations at a major component level.

The Network Administrator should have the following background:

• Minimum 5 years of experience in PC installation and support
• Experience in Backup & Recovery Systems
• Experience in working with Microsoft Server 2008/2012 and Windows 7/10
• Must have working knowledge of UNIX and Linux
• Good analytical skills, excellent written and verbal skills
• Experience with financial applications
• Experience in working with Microsoft Server 2012 and higher, Windows 10 and higher.

The Network/Operations Specialist will have various network duties to perform, such as but not limited to the following:

• Function as a Windows Server 2012 administrator.
• Perform the backup and recovery functions on a NetApp Storage System, including use of Veeam software
• Administrate the CCA imaging system.
• Administrate the Electronic File Distribution System. This system is used to securely deliver computer based information to configured municipalities.
• Assist external users with workstation configuration and coordinate security information communication with respect to the Electronic File Distribution System and the Community Access Application System.
• Administer linux-based servers.
• Administer various firewall Cisco and Fortinet security appliances.
• Administer Cisco switches.
• Administrate the Linux based firewall and a Linux Squid Proxy Server.
• Administrate the various firewall security appliances.
• Be the primary contact for all hardware, software, and licensing relating to the Microsoft operating environment.
• Coordinate the maintenance and repair of network related components which consists of printers, copiers, scanners and voice over IP phones.
• Function as a backup for the administration of Oracle Solaris system.
• Support LegalFiles software and data exchange/reporting with MITIS™ database.
• Maintenance of IVR system.
• Webmaster and primary contact for all website related issues.
• Have a basic knowledge of cloud platforms (AWS and Azure).

The Network/Operations Specialist will have various operations duties to perform, such as but not limited to the following:

• Submit production jobs.
• Transmit files via the Electronic File Distribution System.
• Retrieve files from external parties such as the State of Ohio and the bank.
• Verify that vendor/employer supplied W-2 and 1099 magnetic media information meets CCA specifications.
• Process W-2 and 1099 magnetic media.
• Help end users (as deemed necessary).
• Maintain UNIX directories (.dat, .rpt, .slb).
• Maintain extensive documentation.

3.4 Data Analyst

The main responsibility of the Data Analyst is to assist the Compliance Department with its delinquency program.

This individual will work with sensitive IRS tax data and must, as a requirement, pass the IRS background check before working with this data.

The Data Analyst should have the following background:

• Minimum of 3 years of experience in Microsoft Excel and is familiar with the vlookup function, importing csv and tab delimited files, pivot tables, and text functions
• Minimum of 3 years of experience in Microsoft Word and is familiar with creating letters and setting up mail merges
• Minimum of 3 years of experience in Microsoft Access and is familiar with creating tables, importing and exporting data, data comparison, and report generation
• Minimum of 3 years of experience of data analysis and report generation
• Ability to read and implement technical specifications
• Database experience with MySql, MS SQL Server, etc. would be a plus

The Data Analyst will perform the following duties, such as but not limited to the following:

• Retrieve and transmit data files.
• Analyze data from multiple dataset sources such as spreadsheets, etc.
• Generate mailing lists from multiple data sources.
• Use Word to generate letters.
• Track the activity of the letter correspondence – when sent, which taxpayers were sent letters, which taxpayers responded, etc.
• Create reports for management, the Special Audit Supervisor, and members of the department.
• Analyze IRS specifications and make necessary changes to programs, tables, reports, procedures, etc.
• Assist with creating and updating Adobe Acrobat Interactive Forms.

• Assist with annual projects as needed.

3.5 Support Parameters

A. Support (Business Hours)

During normal business hours the MITIS™ system will be directly supported by the outsourcing staff. They will act together to ensure that all downtimes are minimized and that the system as a whole is running efficiently. They will also act as a liaison between the various vendors (SAP, ORACLE, BMC Software, White Sands, Dell, etc.) for support issues outside the normal troubleshooting procedures.

B. Support (Off-Business Hours)

The Senior Consultant or his designee will be responsible to be available (via cell phone) at all times to ensure that in the case of a problem, a consultant can be reached at any time.

C. Additional Projects/Support

During the engagement there will likely be a need to acquire services from the consultants beyond the normal duties of the outsourcing staff. An example would be the development of a new subsystem within MITIS™ . When this occurs, CCA will prepare a programming request and the vendor will respond with a proposal of hours to complete the request and an hourly rate of individuals involved. This will be an additional charge to CCA.

Apart from Consultant Services, there might be a need to acquire Operational Services. When this occurs, CCA will prepare a request and the vendor will respond with a proposal of services total cost. This will be an additional charge to CCA.

D. Hardware Support

All hardware will be supported by third party vendors. The responsibility that the outsourcing staff/team member assumes is acting as the initial point of contact for all support issues. Once a support issue has been recognized as being hardware related, the outsource staff/team member will call the appropriate third party hardware support vendor and supervise the process. The outsource staff/team member will execute reasonable means to ensure that third party vendors deliver on their contracts. In all situations directly related to hardware, the outsource staff/team member will act as an on-site resource and as a liaison between the hardware support vendor and CCA.

E. Vendor Support Relationships

It will be the responsibility of the outsourcing staff/team members to maintain all outside vendor relationships. These relationships will include the monitoring of contracts for expiration dates and the direct interaction with the vendors.

3.6 Excluded Items

The following is the list of items that will not be covered by the outsource staff/team member. These items will be handled on an hourly charge or item basis with all costs quoted and agreed to before the project begins.
• Software and Hardware additions
• Major additions to the MITIS™ application
• Changes to end user operating systems

3.7 Engagement On-Site Requirements

The vendor's employees must be available and working at CCA's Cleveland office within four weeks after the contract is approved with a minimum of a one (1) year engagement. The team members must be available and scheduled to work on the engagement for a minimum of 32 hours per week, unless they have an alternate schedule approved by Income Tax Administrator. Two team members must be on-site during CCA's core hours of 8:00 AM to 5:00 PM. and one team member must be on-site at 7:00 AM to ensure that all overnight processes were successfully completed before employees begin their workday.

3.8 Personnel Approval

The Income Tax Administrator must approve all outsource staff that the vendor proposes for this engagement prior to their being assigned to the engagement. If deemed necessary by CCA, and after a discussion with the vendor's representative, CCA's Income Tax Administrator will have the right to dismiss a member of the outsource staff/team. The vendor must replace a dismissed staff/team member with a comparable individual within 15 business days.

4. <u>BASIS OF PROPOSAL</u>

The engagement will be performed on a time and material basis. Vendors should respond with proposals based on stated hourly rates for each of the positions indicated in the proposal. CCA will pay for on-site hours only. Sick pay, vacation pay and holiday pay for consultants will be the responsibility of the vendor.

5. <u>VERSIONS OF SOFTWARE IN USE AT CCA*</u>

Windows Server 2012 R2
Windows Server 2019
SQL Server 2019
Linux desktop and servers   64 bit
Windows 10 and 11   Enterprise
VMware vSphere
Oracle Solaris
Sybase ASE
PowerBuilder Sybase Inc
SQL Backtrack BMC
MITIS™
Voxeo Phophecy IVR
LegalFiles legal software
Microsoft Office
Hyland OnBase
Hyland Unity
Veeam
VMware

6. <u>HARDWARE*</u>

Oracle S7
Oracle Storage Array 6180 4800GB
Cisco ASA 5516
Cisco ASA 5506
Cisco NGFW 1000 series
Dell Powered R640 servers
Cisco UCS C220 servers
Cisco Nexus 5548 switches
Cisco 3750 switches
Netapp AFF-A220 filer
Netapp FAS2720 filer
Dell Optiplex Workstations
Dell Latitude Laptops
Kyocera Taskalfa multi function devices

* Software Versions and Overall Quantities Available Upon
Request to kpreslan@clevelandohio.gov

7. CLIENT REFERENCES WITH SIMILAR CHARACTERISTICS

Are there client references with similar characteristics that you have serviced available for us to contact? (YES or NO) _____

If YES, Please list at least three

1) Name _____

   Address _____

   City _____ State _____ ZIP _____

   Contact _____

   Phone Number _____

   Number of System Users _____

   Size of Data Processing Support Staff _____

   Hardware Platform _____

   Operating System and Application Languages _____

2) Name _____

   Address _____

   City _____ State _____ ZIP _____

   Contact _____

   Phone Number _____

   Number of System Users _____

   Size of Data Processing Support Staff _____

   Hardware Platform _____

   Operating System and Application Languages _____

3)   Name _____

        Address _____

        City _____ State _____ ZIP _____

        Contact _____

        Phone Number _____

        Number of System Users _____

        Size of Data Processing Support Staff _____

        Hardware Platform _____

        Operating System and Application Languages _____