# Integrated Business Tax and Revenue Management System
Department – Finance

Background - The Finance Department collects over $500M in revenue between business tax and real estate. Operations are currently dictated by our system limitations, which is resulting in a loss of tax revenue collections, negative public perception and security risks. Acquiring an integrated tax system that supports federal regulations will provide the opportunity for the City of Pittsburgh to collaborate with State and Federal Government Agencies to share tax enforcement activity.
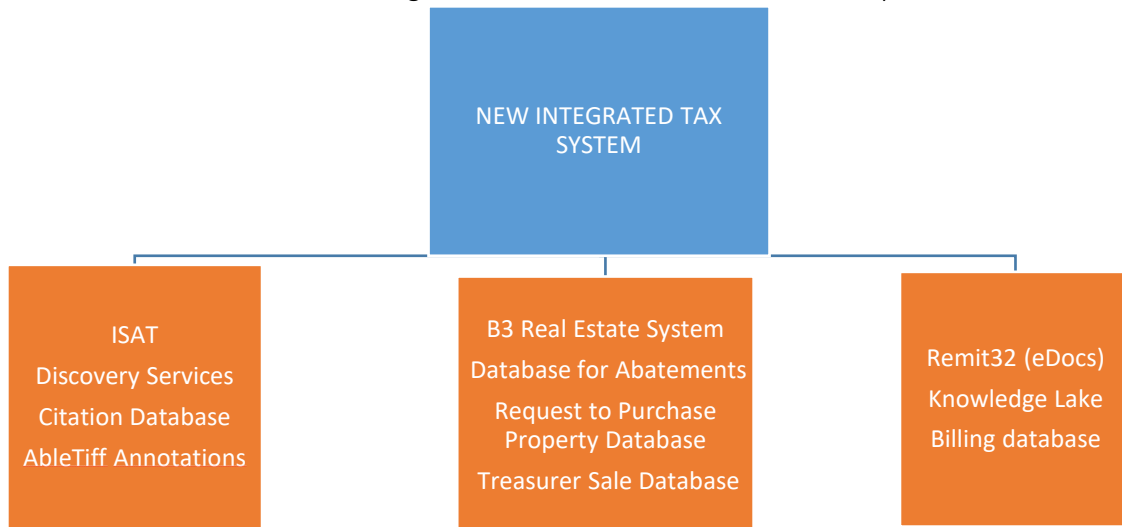
It is important to note, Council approved a resolution in 2017 (Resolution number 704 of 2017) to support the implementation of a new system, but the contract was canceled in early 2019 since the system selected did not include key areas that directly impact operations; like tax enforcement module, on-demand account updates and critical security tools as part of their standard platform.

RFP Scope Detail: Finance's main goal is to streamline processes through an all-encompassing software solution that creates accountability, transparency and compliance. The new RFP listed over 350 requirements and was reviewed by the Government Finance Officers Association (GFOA) to ensure it included all tax operations into a new modern integrated system. This project will implement a software platform to manage all property tax collections and billing, business taxes and associated audits, investigations, payment plans, as well as tax validation for licenses and permits into a single integrated environment. It will provide the ability for taxpayers to file and pay online as well as large institutions like ADP to submit their client's payroll tax forms online. New businesses can register online, make updates to their contact information, notify the City of any business closures, and/or end date their tax liabilities without the need to reach out to a city employee in person.

RFP Review: Finance received five proposals deemed qualified by the Purchasing Department. All proposals were scored based on their company background, references, implementation strategy, requirements, cost, and MWDBE/VOSB Good Faith Efforts. All qualified proposals were invited for an on-site presentation/ interview process. Onsite presentations were scored based on the following:

1) Experience in the public sector and value of system/ROI
2) Product features, user friendliness and presentation of scenarios related to the department's requirements listed on the RFP
3) Questions &Answers from Committee
4) Network Team meeting to discuss compatibility with City's current infrastructure

The Review Committee determined that some of the systems would not fully meet Finance's requirements and expectations and would not support the main goal of replacing all 11 systems we currently use as part of our operations. In general, all submissions the Finance Department received were different platforms. We evaluated each based on our 350+ requirements, and overall cost for implementation. The Committee Review recommended CSS, Inc. for the final award as it was the best match for our needs and provided the most reasonable cost overall.

Vendor was granted an EORC waiver since CSS, Inc software services fall within (iv) licensed and patented services. This is common among software companies as the solutions provided are proprietary in nature. However, CSS, Inc. did provided the gender and diversity make-up of their company below:

Gender:	Diversity:
Female – 26% (8 employees)	Asian: 20% (6 employees)
Male- 74% (22 employees)	LatinX: 27% (8 employees)
	White: 27% (8 employees)
	Two or more races: 26% (6 employees)