

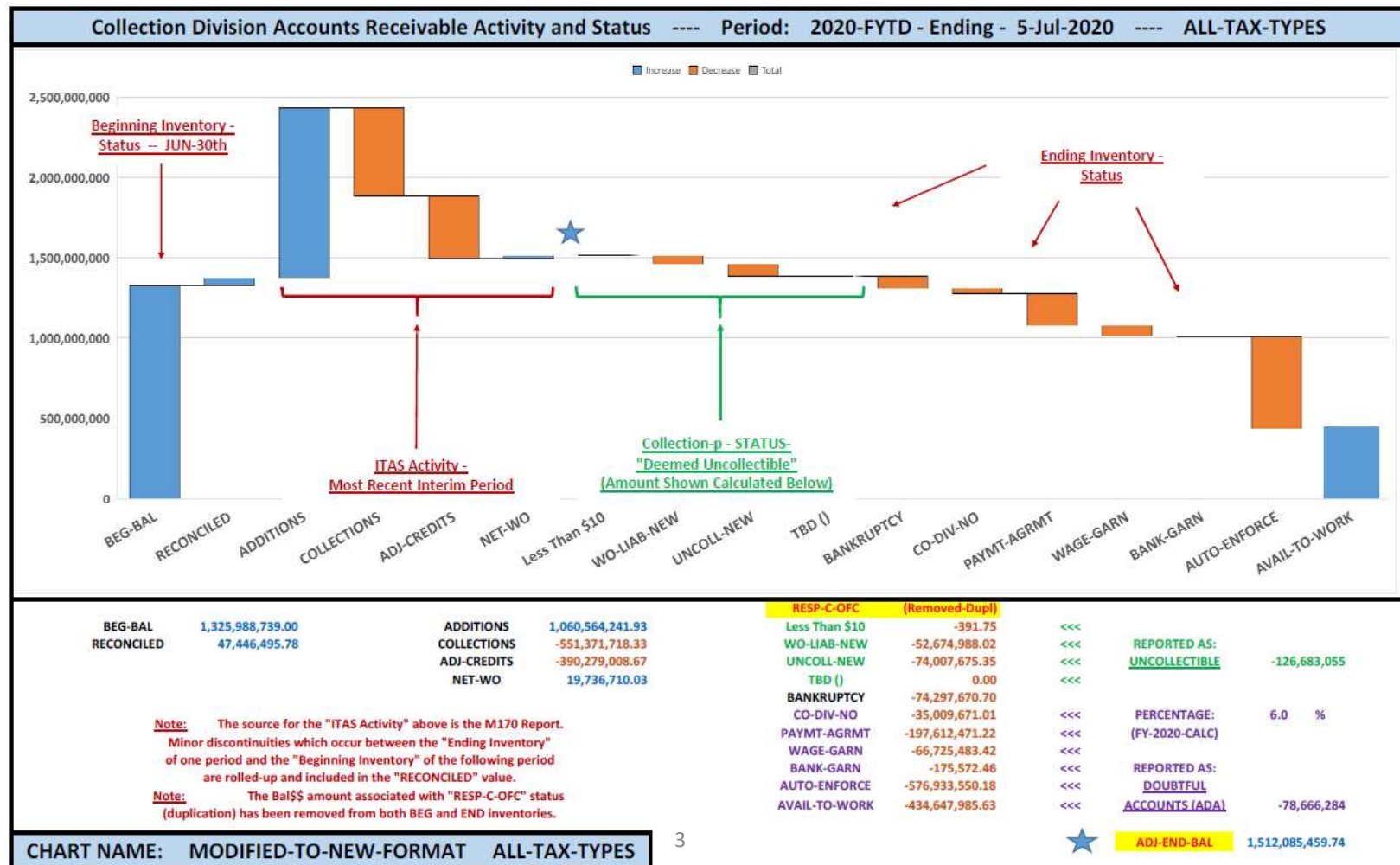
Joint Legislative Oversight Committee on General Government – October 6<sup>th</sup>, 2020

David Roseberry, Chief Operating Officer

# **COLLECTIONS CASE MANAGEMENT STATUS**

- Budget - \$20m one time, \$5m recurring
- Purpose
  - The current collections systems are proprietary and the original system architects have retired. Any malfunction in the current systems could potentially reduce the collection of over \$600m annually.
  - Obtain and implement a workflow based system to support collections activities.
  - Stop the annual growth of Accounts Receivable (~\$200m FY19-20)
  - Reduce the total Accounts Receivable (~\$1.5B FY19-20)

## FY 2019-2020 Accounts Receivable



- Request for Proposal (RFP) was sent to Department of Information Technology (DIT) on July 25, 2017 and posted on January 22, 2018.
- March 1, 2018, only one responsive submission was received. RFP was canceled.
- New RFP was posted on August 14, 2018.
- November 19, 2018 NCDOR received eight responsive submissions.

- Contract was awarded March 13, 2020
- ZPGroup protested the award March 26, 2020.
- DIT legal recused themselves from the protest and referred the case to Administrative Office of Administrative Hearings (OAH).
- Contract was canceled on August 17, 2020.

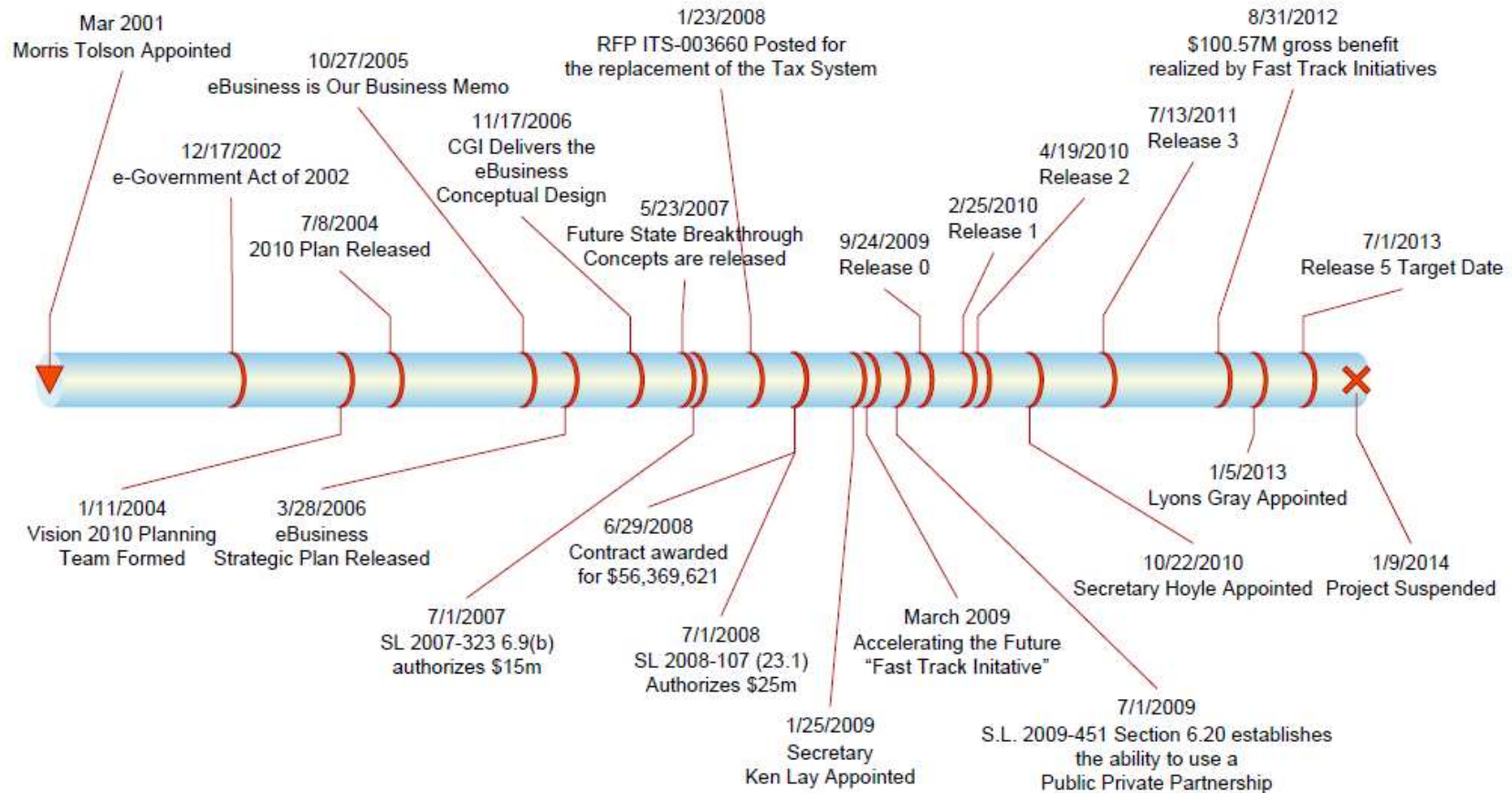
## Next Steps

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- Reviewing off-the-shelf software that may be suitable
- Reviewing business needs again as stated in the RFP for clarification
- Determine approach by end of year.



# TIMS Timeline





# Full Timeline (RFI)

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Request for Information Steps	Date
Development of Request for Information (RFI)	10/13/2015
Post/Response RFI	11/25/2015
Bid Packet to Team for Evaluation	11/30/2015



## Full Timeline (RFP 1)

Request for Proposal Steps	Date
Submission Packet to DIT Procurement 45-RQ20596671	7/25/2017
DIT Approval to Post RFP 45-RQ20596671	1/12/2018
Post/Response to RFP 45-RQ20596671	3/1/2018
Bid Packet to Contract Specialist/CFO/Evaluation Team 45-RQ20596671	3/2/2018
Request to Cancel Submitted to DIT (2 Valid Responses) 45-RQ20596671	3/7/2018
DIT Approval to Cancel RFP 45-RQ20596671	3/9/2018
RFP Canceled 45-RQ20596671	3/12/2018



## Full Timeline (RFP 2)

Second RFP Attempt 45-RQ20596671R Steps	Date
Internal Stakeholder/Procurement RFP Re-Development	3/15/2018
Re-Submitted to DIT Procurement	3/16/2018
DIT EA Review	4/19/2018
Back to DOR Internal Stakeholder/Procurement RFP Re-Development	7/25/2018
DIT Approval to Re-Post	8/9/2018
Post/Response to RFP-Repost	11/19/2018
Bid Packet to Team for Evaluation	11/26/2018
Internal Team Evaluations	1/8/2019
Vendor Finalist Demos	1/31/2019
Clarification Requests	3/20/2019
Vendor Reference Site Visits	5/3/2019
Negotiations	9/4/2019
Request to Best-and-Final-Offer (BAFO) submitted to DIT	8/20/2019
DIT Approval to Issue BAFO	9/24/2019



## Full Timeline (RFP2)

Second RFP Attempt 45-RQ20596671R Steps	Date
BAFO Response	9/30/2019
Project review documents submitted for Touchdown	10/17/2019
DIT Enterprise Architecture (EA) and ESRMO Questions for Contract	10/27/2019
Determination/Confirmation EA/EPMO Response before Award	11/22/2019
Exemption of Security & Architecture Request Submitted to DIT	2/17/2020
Award Recommendation Packet to DIT	2/24/2020
DIT Approval to Award Contract	3/11/2020
Contract Awarded	3/12/2020
Received Protest Meeting Request letter	3/26/2020
NCDOR Protest Meeting	4/13/2020
Agency Decision - Continue Contract	4/17/2020
Request for Hearing to DIT (ZP Group)	4/21/2020
Contract Cancellation	7/17/2020