REQUEST FOR PROPOSALS FOR ENTERPRISE COMMUNICATIONS SYSTEM

ISSUING OFFICE:

Pennsylvania Department of Revenue
8th Floor Strawberry Square
Fourth and Walnut Streets
Harrisburg, Pennsylvania 17128
Attention: ***Pam McGranaghan***

RFP No. 18-2006-01

DATE OF ISSUANCE

2 October 2006

REQUEST FOR PROPOSAL FOR

AN ENTERPRISE COMMUNICATIONS SYSTEM

TABLE OF CONTENTS

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

ACTIVITY	RESPONSIBILITY	DATE
Issuance of the RFP	Issuing Office	Monday, 02 October 2006
Deadline to submit questions via email to pmcgranagh@state.pa.us**.**	Potential Offerors	Friday, 13 October 2006 3:00 pm
Pre-Proposal Conference at PA Dept of Revenue, Room 1125, Strawberry Square, Harrisburg, PA... Distribution of potential Offeror questions and answers.	Issuing Office/Potential Offerors	Friday, 20 October 2006 8:45 pm–12:00 pm
Answers to Potential Offeror Pre-Proposal Conference questions posted to the DGS website: (**http://www.dgsweb.state.pa.us/comod/main.asp**) no later than 30 October 2006.	Issuing Office	Wednesday, 08 November 2006 3:00 pm
Please monitor website for all communications regarding the RFP.	Potential Offerors	
Proposals Due. Sealed proposal must be received by the Issuing Office at PA Dept of Revenue, Office of E-Commerce, 7th Floor-Strawberry Square, Harrisburg, PA, 17128. Proposals must be received no later than 11:00 am.	Offerors	Monday, 20 November 2006 11:00 am

PART I - GENERAL INFORMATION

I-1. Purpose. This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement ("Offerors") sufficient information to enable them to prepare and submit proposals for the Pennsylvania Department of Revenue's consideration on behalf of the Commonwealth of Pennsylvania ("Commonwealth") to satisfy a need for an Enterprise Communications System ("Project").

I-2. Issuing Office. The Pennsylvania Department of Revenue ("Issuing Office") has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be:

Ms. Pamela K. McGranaghan
PA Department of Revenue
8th Floor, Strawberry Square
Harrisburg, PA 17128
(717) 772-2382
pmcgranagh@state.pa.us

Ms. McGranaghan is the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer, except for inquiries related to Disadvantaged Businesses. Disadvantaged Business inquiries should be directed to the Department of General Services, whose contact information is in **Section I-13** of this RFP.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The purpose of this project is to acquire and implement a state-of-the-art Enterprise Communications System (ECS) and services. This system should provide customer service, perform delinquent collection activity and support other tax administration and enforcement purposes. This solution should include IVR, ACD / CTI, predictive dialer and workforce management modules. The Issuing Office wishes to acquire the most cost-effective and reliable services without interruption to its customers and current systems.

In addition, this new solution must have the following features:

A. Compatibility with our current RightNow on-line customer service system. The Issuing Office is retaining its current RightNow email / knowledge base application and prefers that it be integrated with the proposed IVR / ACD functions.

B. While a complete CRM function is not expected as part of this solution, the successful Offeror must be able to incorporate connections to all legacy tax and collections systems. An application providing an interface to all Revenue systems via a screen-pop will be part of this solution.

C. Accommodate customer service for the approximately 420,000 persons who, under the Property Tax Relief Act of 2006 (Special Session House Bill 39), have become eligible for relief from their property taxes or rent as well as the current 340,000 eligible participants.

D. The complete ACD module will have both a scheduled call back feature and user-based skill management.

Implementation for the ECS is anticipated to follow this general schedule:

A. Initial implementation for major existing Teloquent call centers – 30 June 2007

B. Phased implementation of remaining targeted call centers by 31 December 2008

C. Vendor-provided training throughout the entire implementation

Existing Teloquent and TelCove ACD's will **NOT** be disrupted during the implementation process. All existing systems will run parallel to the new solution.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into a contract resulting from this RFP, it will be a fixed price, deliverable-based contract containing the Standard Contract Terms and Conditions (STD-274) which can be found at the following website: http://www.dgs.state.pa.us/dgs/lib/dgs/forms/comod/procurementforms/std274.doc. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-Proposal Conference. The Issuing Office will hold a Pre-proposal Conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors must forward all questions to the Issuing Office in accordance with **Part I, Section I-9** below to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to two (2) individuals per Offeror. The Pre-proposal Conference is for information only. Any answers furnished during the conference will not be official until verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is optional.

I-9. Questions & Answers. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by email **(with the subject line "RFP 018-2006-01 Question")** to the Issuing Officer named in **Part I, Section I-2** of the RFP **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events**.**

All questions and responses as posted on the DGS website are considered an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10** below. Each Offeror is responsible for monitoring the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation. The required protest process for Commonwealth procurements is described on the DGS website.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at **www.dgsweb.state.pa.us/comod/main.asp**. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked during the "Questions & Answers" period will also be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposals. To be considered, Offerors must submit a complete response to this RFP, using the format provided in **Part II**, providing one (1) signed original and nine (9) paper copies of the proposal to the Issuing Office. In addition to the paper copies of the proposal, Offerors shall submit one (1) **complete and exact** copy of the technical proposal on CD-ROM in Microsoft Word or Microsoft Word-compatible format. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page must be numbered and must correspond to the format of this RFP for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. For this RFP, the proposal must remain valid for 180 days or until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through **Best and Final Offers** or negotiations, contractual obligations. The information in the proposal will become a public record upon contract execution, except as limited by Section 106 (b)(1) of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 106 (b)(1).

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification, which complies with the RFP requirements.

I-13. Disadvantaged Business Information. The Issuing Office encourages participation by small disadvantaged businesses as prime contractors, joint ventures and subcontractors/suppliers and by socially disadvantaged businesses as prime contractors**.**

Small Disadvantaged Businesses are small businesses that are owned or controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages. The term includes:

A. Department of General Services, Bureau of Minority and Women Business Opportunities (BMWBO)-certified minority business enterprises (MBEs) and women business enterprises (WBEs) that qualify as small businesses; and

B. United States Small Business Administration-certified small disadvantaged businesses or 8(a) small disadvantaged business concerns.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than $20 million in gross annual revenues ($25 million in gross annual revenues for those businesses in the information technology sales or service business).

Socially disadvantaged businesses are businesses in the United States that BMWBO determines are owned or controlled by a majority of persons, not limited to members of minority groups, who are subject to racial or ethnic prejudice or cultural bias, but which do not qualify as small businesses. In order for a business to qualify as "socially disadvantaged," the Offeror must include in its proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the businessperson's color, ethnic origin or gender.

Questions regarding this Program can be directed to:

Department of General Services
Bureau of Minority and Women Business Opportunities
Room 611, North Office Building

Harrisburg, PA 17125
Phone: (717) 787-6708
Fax: (717) 772-0021
Email: **gs-bmwbo@state.pa.us**

Program information and a database of BMWBO-certified minority- and women-owned businesses can be accessed at www.dgs.state.pa.us, DGS Keyword: BMWBO. The federal vendor database can be accessed at **http://www.ccr.gov** by clicking on *Dynamic Small Business Search* (certified companies are so indicated).

I-14. Information Concerning Small Businesses in Enterprise Zones. The Issuing Office encourages participation by small businesses, whose primary or headquarters facility is physically located in areas the Commonwealth has identified as *Designated Enterprise Zones*, as prime contractors, joint ventures and subcontractors/suppliers.

The definition of headquarters includes, but is not limited to, an office or location that is the administrative center of a business or enterprise where most of the important functions of the business are conducted or concentrated and location where employees are conducting the business of the company on a regular and routine basis so as to contribute to the economic development of the geographical area in which the office or business is geographically located.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than $20 million in gross annual revenues ($25 million in gross annual revenues for those businesses in the information technology sales or service business).

There is no database or directory of small businesses located in Designated Enterprise Zones. Information on the location of *Designated Enterprise Zones* can be obtained by contacting:

Aldona M. Kartorie
Center for Community Building
PA Department of Community and Economic Development
4th Floor, Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120-0225
Phone: (717) 720-7409
Fax: (717) 787-4088
Email: **akartorie@state.pa.us**

I-15. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of their ability to meet the requirements of the RFP.

I-16. Alternate Proposals. The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.

I-17. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification.

I-18. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-19. Proposal Contents. Offerors should not label proposal submissions as confidential or proprietary. The Issuing Office will hold all proposals in confidence and will not reveal or discuss any proposal with competitors for the contract, unless disclosure is required:

A. Under the provisions of any Commonwealth or United States statute or regulation; or

B. By rule or order of any court of competent jurisdiction.

After a contract is executed; however, the successful proposal is considered a public record under the *Right-to Know Law*, 65 P.S. § 66.1—66.9, and therefore subject to disclosure. The financial capability information submitted under **Part II, Section II-7** shall not be disclosed in the final contract. All material submitted with the proposal becomes the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Issuing Office, in its sole discretion, may include any person other than competing Offerors on its proposal evaluation committee. The Issuing Office has the right to use any or all ideas presented in any proposal regardless of whether the proposal becomes part of a contract.

I-20. Best and Final Offers. The Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers." To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following:

A. Schedule oral presentations; and

B. Request revised proposals

The Issuing Office will limit any discussions to responsible Offerors (those that have submitted responsive proposals and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance) whose proposals the Issuing Office has determined to be reasonably susceptible of being selected for award. The Criteria for Selection found in **Part III, Section III-4**, shall also be used to evaluate the best and final offers. Dollar commitments to Disadvantaged Businesses and Enterprise Zone Small Businesses can be reduced only in the same percentage as the percent reduction in the total price offered through negotiations.

I-21. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-22. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-23. Debriefing Conferences. Offerors whose proposals are not selected will be notified of the name of the selected Offeror and given the opportunity to be debriefed. The Issuing Office will schedule the time and location of the debriefing. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity for a debriefing does not constitute a protest.

I-24. Issuing Office Participation. Offerors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this **Part I, Section I-24**.

A. The Issuing Office will assign a Project Manager who will be responsible for coordinating all aspects of the Project with the successful bidder.

B. Space will be provided for five (5) members of the successful bidder's project team during implementation and training. The Issuing Office will also provide on-site training facilities.

C. Access to the Commonwealth's voice and data networks will be provided.

D. Clerical assistance and travel expenses are the responsibility of the contractor.

I-25. Term of Contract. The term of the contract will commence on the **Effective Date** (as defined below) and will have a term of five (5) years. The Issuing Office will fix the **Effective Date** after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

I-26. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

A. All of the Offeror's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

B. The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.

C. The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential Offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.

D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

E. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.

F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.

G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.

H. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.

I. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal.

J. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.

K. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity, and the Offeror shall not begin to perform.

I-27. Notification of Selection. The Issuing Office will notify the selected Offeror in writing of its selection for negotiation after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

I-28. RFP Protest Procedure. The RFP Protest Procedure is on the DGS website at **http://www.dgs.state.pa.us** A protest by a party not submitting a proposal must be filed within **seven** days after the protesting party knew or should have known of the facts giving rise to the protest, but no later than the proposal submission deadline specified in the Calendar of Events of the RFP. Offerors may file a protest within **seven (7)** days after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7)** days after the date the notice of award of the contract is posted on the DGS website. The date of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office.

I-29. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to insure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

PART II - PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. **All cost data relating to this proposal and all Disadvantaged Business cost data must be identified and separately sealed from the Technical Submittal.** **<u>No cost information can appear in the technical submittal. Cost information appearing in the technical submittal shall be grounds for disqualification.</u>** Each Proposal shall consist of the following **three (3)** separately sealed submittals:

A. Technical Submittal, which shall be a response to RFP **Part II, Sections II-1 through II-8**;

B. Disadvantaged Business Submittal, in response to RFP **Part II, Section II-9**; and

C. Cost Submittal, in response to RFP **Part II, Section II-10.**

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Statement of the Problem. State in succinct terms your understanding of the problem presented or the service required by this RFP. The different modules of this Enterprise Communications System are to be totally integrated. Describe in detail how you will accomplish the integration for each separate module or functionality. Provide a high-level diagram for the ECS along with flow charts tracking movement throughout each module.

II-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided. This summary will:

A. Provide a description of the Offeror's understanding of the purpose of this RFP.

B. Include an overview of the approach to completing the tasks identified in Part IV.

C. Provide the basic rationale and key advantage points for why the Issuing Office should choose your proposed solution.

D. Present a description of how the staff resources required by this RFP will be provided. Include timeframes for providing these resources.

E. Detail a plan to meet the timeline and phases as described in this RFP.

F. Explain how the project will be administered from a corporate level.

G. Explain how the prime contractor plans to monitor and evaluate the performance of subcontractors (if used) and contractor personnel.

H. Provide the name, title, telephone number, fax number, mailing address, e-mail address, and work hours of a person who will be available to answer any questions concerning its proposal.

II-3. Work Plan. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in **Part IV** of this RFP as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

In presenting your descriptive material to respond to the RFP requirements, highlight advantages of your solution in terms of favorable features and/or functionality including comparisons with industry standards or competitors' offerings. Also, emphasize those areas that would enhance the Issuing Office's contact center operations and why this is the case.

Identify and list hardware and software required with the Technical Proposal. Identify and list any proprietary items. Do NOT include any cost information with this schedule.

II-4. Prior Experience. Include experience in design, development and implementation of contact centers for large organizations. Government, and especially tax and revenue agency contact center experience should be highlighted. Participation in projects should address the Offeror's specific experience for each of the functional areas noted in the Problem Statement in **Part I, Section I-4.**

The Offeror must for itself and its subcontractors:

A. Describe the history of the company, its organization, number of employees, and a synopsis of services provided.

B. Present an overview of the Offeror's relevant work experience. Offerors must identify three (3) contracts dealing with contact centers within the last three (3) years. At least one (1) of the references should be for a government contact center (government references, especially those for tax and revenue agencies, are preferred). Offerors must identify references, from the three (3) contracts noted.

These references may be contacted regarding their recent experience with the Offeror (and subcontractors) on projects similar to the size and scope of the work requested in this RFP. Work experience should be adequately described and should note the name of the customer, address, contact person, email address and phone number for which the services were provided, the period during which such services were rendered, and a brief description of those services as they relate to the services requested in this RFP. Offeror proposals must state those contracts terminated prior to the actual contract termination date and the reason(s) why the contract was terminated prior to the contract termination date.

NOTE: It is mandatory that at least three (3) references are provided as part of the response to this RFP. These references can be a combination of Offeror and subcontractor.

C. Describe the Offeror's proposed organizational structure, including subcontractors, if any, and describe the roles and responsibilities of each entity.

D. Present a signed agreement for each of the proposed subcontractors. The Offeror must provide the following information for itself and for each subcontractor:

1. contact name and title

2. Federal Employer Identification Number

II-5. Personnel. The Offeror should outline its project team including all key employees and a description of their role and responsibilities on the project team. The physical location of each member of the project team during the time they are engaged in the Project should be noted. For these key personnel, include the employee's name and, through a resume or similar document, education and relevant skills and experience in design, implementation and management of contact centers. The potential Offeror must indicate the percentage of involvement proposed for key personnel and provide reasonable assurance that key personnel assigned to the project will remain assigned for the duration of the project. If key personnel are lost, the potential Offeror will replace them within ten (10) working days, including pre-approval of the replacement. The Issuing Office may approve up to a ten (10) working day extension for replacement of these personnel if the potential Offeror submits a written request for an extension of time. The potential Offeror shall include in the required status reports its efforts and progress in finding replacements and the effect of the absence on the progress of the project. In addition, the potential Offeror shall make interim arrangements to ensure that the project's progress is not adversely affected by the loss of the personnel. Replacement of any key personnel, if approved, shall be with personnel of equal or greater ability, experience and qualifications. The potential Offeror's key personnel shall not be diverted from the project without written consent of the Issuing Office. Key personnel are those individuals who are determined by Issuing Office to be central to the management of the project and the development of the system.

The potential Offeror will designate a project manager for the duration of this engagement. The project manager will work with the Issuing Office's senior management team and a project manager to serve as the Offeror's representative and as a liaison to the Issuing Office management team. The potential Offeror must describe the qualifications of its proposed project manager and provide three (3) professional references for his / her engagements dealing with contact centers within the last five (5) years. The project manager, once selected, cannot be replaced absent the expressed approval of the Issuing Office.

II-6. Training. Indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors. Please reference **Part IV, Section IV-1** regarding knowledge transfer / training.

II-7. Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Provide proof of the Offeror's and all subcontractors' financial stability. This must include an audited financial statement for the last two (2) fiscal years and a Dun and Bradstreet composite report for both the Offeror and each subcontractor.

SAS 70 Audit. Refer to **Appendix F** for detailed requirements.

II-8. Objections and Additions to Standard Contract Terms and Conditions (STD-274). The Offeror will identify which, if any, of the terms and conditions (found at http://www.dgs.state.pa.us/dgs/lib/dgs/forms/comod/procurementforms/std274.doc) it would like to renegotiate and what additional terms and conditions the Offeror would like to add to the standard contract terms and conditions. The Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if, to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the standard contract terms and conditions. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for STD-274 (the Standard Contract Terms and Conditions). All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in STD-274 (the Standard Contract Terms and Conditions). The Issuing Office will reject any proposal that is conditioned on the negotiation of terms and conditions other than those set out in STD-274 (the Standard Contract Terms and Conditions).

II-9. Disadvantaged Business Submittal.

A. **Disadvantaged Business Information.**

1. To receive credit for being a Small Disadvantaged Business or a Socially Disadvantaged Business or for entering into a joint venture agreement with a Small Disadvantaged Business or for subcontracting with a Small

Disadvantaged Business (including purchasing supplies and/or services through a purchase agreement), an Offeror must include proof of Disadvantaged Business qualification in the Disadvantaged Business Submittal of the proposal, as indicated below:

a. A Small Disadvantaged Businesses certified by BMWBO as an MBE/WBE must provide a photocopy of their BMWBO certificate.

b. Small Disadvantaged Businesses certified by the U.S. Small Business Administration pursuant to Section 8(a) of the *Small Business Act*, 15 U.S.C. § 636(a), as in 8(a) or small disadvantaged business must submit proof of U.S. Small Business Administration certification. The owners of such businesses must also submit proof of United States citizenship.

c. All businesses claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or U.S. Small Business Administration certification as in 8(a) or small disadvantaged business, must attest to the fact that the business has 100 or fewer employees.

d. All businesses claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or U.S. Small Business Administration certification as in 8(a) or small disadvantaged business, must submit proof that their gross annual revenues are less than $20,000,000 ($25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax return or audited financial statement.

2. All businesses claiming status as a Socially Disadvantaged Business must include in the Disadvantaged Business Submittal of the proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the businessperson's color, ethnic origin or gender. The submitted evidence of prejudice or bias must:

a. Be rooted in treatment that the businessperson has experienced in American society, not in other countries.

b. Show prejudice or bias that is chronic and substantial, not fleeting or insignificant.

c. Indicate that the businessperson's experience with the racial or ethnic prejudice or cultural bias has negatively impacted his or her entry into and/or advancement in the business world.

BMWBO shall determine whether the Offeror has established that a business is socially disadvantaged by clear and convincing evidence.

3. In addition to the above verifications, the Offeror must include in the Disadvantaged Business Submittal of the proposal the following information:

   a. The name and telephone number of the Offeror's project (contact) person for the Small Disadvantaged Business.

   b. The business name, address, name, telephone number and email address of the primary contact person for each Small Disadvantaged Business included in the proposal. The Offeror must specify each Small Disadvantaged Business to which it is making commitments. The Offeror will not receive credit for stating that it will find a Small Disadvantaged Business after the contract is awarded or for listing several businesses and stating that one will be selected later.

   c. The specific work, goods or services each Small Disadvantaged Business will perform or provide.

   d. The estimated dollar value of the contract to each Small Disadvantaged Business.

   e. Of the estimated dollar value of the contract to each Small Disadvantaged Business, the percent of the total value of services or products purchased or subcontracted that will be provided by the Small Disadvantaged Business directly.

   f. The location where each Small Disadvantaged Business will perform these services.

   g. The timeframe for each Small Disadvantaged Business to provide or deliver the goods or services.

   h. The amount of capital, if any, each Small Disadvantaged Business will be expected to provide.

   i. The form and amount of compensation each Small Disadvantaged Business will receive.

   j. For a joint venture agreement, a copy of the agreement, signed by all parties.

   k. For a subcontract, a signed subcontract or letter of intent.

4. The Offeror is required to submit only **one** copy of its Disadvantaged Business Submittal. The submittal shall be clearly identified as Disadvantaged Business information and sealed in its own envelope, separate from the remainder of the proposal.

5. The Offeror must include the dollar value of the commitment to each Small Disadvantaged Business in the same sealed envelope with its Disadvantaged Business Submittal. The following will become a contractual obligation once the contract is fully executed:

   a. The amount of the selected Offeror's Disadvantaged Business commitment;

   b. The name of each Small Disadvantaged Business; and

   c. The services each Small Disadvantaged Business will provide, including the timeframe for performing the services.

6. A Small Disadvantaged Business can be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

7. An Offeror that qualifies as a Small Disadvantaged Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

B. **Enterprise Zone Small Business Participation.**

1. To receive credit for being an enterprise zone small business or entering into a joint venture agreement with an enterprise zone small business or subcontracting with an enterprise zone small business, an Offeror must include the following information in the Disadvantaged Business Submittal of the proposal:

   a. Proof of the location of the business' headquarters (such as a lease or deed or Department of State corporate registration), including a description of those activities that occur at the site to support the other businesses in the enterprise zone.

   b. Confirmation of the enterprise zone in which it is located (obtained from the local enterprise zone office).

   c. Proof of United States citizenship of the owners of the business.

   d. Certification that the business employs 100 or fewer employees.

e. Proof that the business' gross annual revenues are less than \$20,000,000 (\$25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax return or audited financial statement.

f. Documentation of business organization, if applicable, such as articles of incorporation, partnership agreement or other documents of organization.

2. In addition to the above verifications, the Offeror must include in the Disadvantaged Business Submittal of the proposal the following information:

   a. The name and telephone number of the Offeror's project (contact) person for the Enterprise Zone Small Business.

   b. The business name, address, name, telephone number and email address of the primary contact person for each Enterprise Zone Small Business included in the proposal. The Offeror must specify each Enterprise Zone Small Business to which it is making commitments. The Offeror will not receive credit for stating that it will find an Enterprise Zone Small Business after the contract is awarded or for listing several businesses and stating that one will be selected later.

   c. The specific work, goods or services each Enterprise Zone Small Business will perform or provide.

   d. The estimated dollar value of the contract to each Enterprise Zone Small Business.

   e. Of the estimated dollar value of the contract to each Enterprise Zone Small Business, the percent of the total value of services or products purchased or subcontracted that each Enterprise Zone Small Business will provide.

   f. The location where each Enterprise Zone Small Business will perform these services.

   g. The timeframe for each Enterprise Zone Small Business to provide or deliver the goods or services.

   h. The amount of capital, if any, each Enterprise Zone Small Business will be expected to provide.

i. The form and amount of compensation each Enterprise Zone Small Business will receive.

j. For a joint venture agreement, a copy of the agreement, signed by all parties.

k. For a subcontract, a signed subcontract or letter of intent.

3. The dollar value of the commitment to each Enterprise Zone Small Business must be included in the same sealed envelope with the Disadvantaged Business Submittal of the proposal. The following will become a contractual obligation once the contract is fully executed:

a. The amount of the selected Offeror’s Enterprise Zone Small Business commitment;

b. The name of each Enterprise Zone Small Business; and

c. The services each Enterprise Zone Small Business will provide, including the timeframe for performing the services.

II-10. Cost Submittal. The information requested in this **Part II, Section II-10** shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope, separated from both the technical submittal and the disadvantaged small business submittal. Your proposal shall be disqualified if these conditions are not met.

Complete the attached Cost Worksheet(s) - and provide requested documentation further specified below. Also, complete the accompanying “Cost Detail Schedule” for the “Fixed Deliverable” and “Hosted Solution” options, as applicable.

COST WORKSHEET 1 "FIXED DELIVERABLES"					
PHASE / CATEGORY	**Fiscal Year 06-07**	**Fiscal Year 07-08**	**Fiscal Year 08-09**	**Fiscal Year 09-10**	**Fiscal Year 10-11**
(1) Phase 1 Implementation - Total					
(2) Phase 2 Implementation - Total					
(3)Annual Maintenance and Support Fee					
Total Purchase Price - excluding (4) and (5) below				**Total ➔**	
(4)Phase 3 Future Implementation – Per Seat Cost					
(5)Hourly Fee for System Enhancements / Change Orders. This should be a blended rate for required personnel that includes all cost factors.					
Include only in your Cost Proposal					
A Fiscal Year is from 1 July – 30 June					

The per seat cost in #4 and the hourly rate used for item #5 in the Cost Worksheet are for calculation purposes only.

COST WORKSHEET 2 "HOSTED SOLUTION"					
PHASE / CATEGORY	**Fiscal Year 06-07**	**Fiscal Year 07-08**	**Fiscal Year 08-09**	**Fiscal Year 09-10**	**Fiscal Year 10-11**
(1) Phase 1 Implementation - Total					
(2) Phase 2 Implementation - Total					
(3)Annual Maintenance and Support Fee					
Total Purchase Price - excluding (4) and (5) below				**Total ➔**	
(4)Phase 3 Future Implementation – Per Seat Cost					
(5)Hourly Fee for System Enhancements / Change Orders. This should be a blended rate for required personnel that includes all cost factors.					
Include only in your Cost Proposal					
A Fiscal Year is from 1 July – 30 June					

The per seat cost in #4 and the hourly rate used for item #5 in the Cost Worksheet are for calculation purposes only.

Offerors should submit a “Total Purchase Price” on the Cost Worksheets taking into account all phases of the engagement. All hardware and software costs must be incorporated into the appropriate phase / category on the above Cost Worksheets. Insure that this information is submitted only within the Cost Proposal.

As required in **Part II, Section II-3**, the Technical Submittal must include a list of hardware and software to be used in the performance of this engagement and descriptions thereof should be provided with the Technical Proposal. **No cost information may appear in the Technical Submittal.**

NOTE: While the cost of hardware and software is to be included in the Cost Proposal, the Commonwealth reserves the right to independently procure hardware and software for any proposed item.

To the extent that training of key information technology, operational managers/ “power users” is required at a site other than the Issuing Office location, this expense must be included in the cost submittal.

Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct any questions about whether a cost or other component is included or applies, in writing, to the Issuing Office pursuant to **Part I, Section I-9**, of this RFP. All Offerors will have the benefit of the Issuing Office’s written answer so that all proposals are submitted on the same basis.

COST DETAIL SCHEDULE

Please complete this detailed schedule for the "Fixed Deliverable" and "Hosted Solution" Options

PHASE 1 – Initial implementation for major existing Teloquent call centers, Expanded Property Tax / Rent Rebate customers included.

TASK	DESCRIPTION	COMPLETION DATE	PRICE / TASK
#1	Training / Testing – 20 seats	01 April 2007	
#2	TSIC ACD – 50 seats	15 May 2007	
#3	E-Business ACD – 12 seats	25 May 2007	
#4a	CATS ACD – up to 75 seats	15 June 2007	
#4b	CATS predictive dialer - 75 seats	15 June 2007	
#5	EPAD ACD – 31 seats	30 June 2007	
	Phase 1 Training Completion (enter separate cost at right)	30 June 2007	
	Callback Function Implementation (enter separate cost at right)	30 June 2007	

TOTAL FOR PHASE 1 (Sum of tasks #1 - #5 in actual dollars. Enter **at right and on the "Phase 1 Implementation Total" in FY 06-07 on the Cost Worksheet)** $______

PHASE 2 – Phased implementation of remaining targeted call centers by 31 December 2008.

TASK	DESCRIPTION	COMPLETION DATE	PRICE / TASK
#6	CTI / Screen Pops for TSIC	16 July 2007	
#7	CTI / Screen Pops for E-Business and E-PAD	23 July 2007	
#8	Call Monitoring capabilities added to TSIC and CATS contact center agents – up to 135 agents	30 July 2007	
#9	Call Monitoring capabilities added to E-PAD – 30 to 40 agents	7 August 2007	
#10	E-File/E-Services ACD -7 agents	15 August 2007	
#11	Pass Through ACD – 12 agents	29 August 2007	
#12a	Conversion of existing IVR – Group A	31 October 2007	
#12b	Conversion of existing IVR – Group B	31 December 2007	
#13	Conversion of TelCove ACD's – 400 seats. To be paid on a per seat basis with completion of each call center (currently, there are 32 call centers). Enter full price for the entire task to the right.	31 December 2008	

TOTAL FOR PHASE 2 -- Sum of tasks #6 through #13 in actual dollars. Enter at right and also break out the costs on the Cost Worksheet(s) on line (2) "Phase 2 Implementation – Total" for "Fiscal Year 07-08" and "Fiscal Year 08-09" $______

TOTAL ANNUAL MAINTENANCE AND SUPPORT FEE --
Sum of all five Fiscal Years on the Cost Worksheet $______

TOTAL PURCHASE PRICE $______

The cost detail provided above is for informational purposes only. These costs should be incorporated into and are not in addition to the figures in the Cost Worksheets. For Phases 1 and 2, provide detailed worksheets itemizing the following information. For Phase 3, a similar detailed worksheet should be submitted documenting the per seat cost.

The information provided below is for information purposes only. Refer to Processing Volumes in **Part IV, Section IV-3** for projections. These costs should be incorporated into and are not in addition to the figures in the Cost Worksheets.

A. **Direct Labor Costs.** Itemize to show the following for each category of personnel with a different hourly rate:

1. Category (e.g., partner, project manager, analyst, senior auditor, research associate)

2. Estimated hours

3. Rate per hour

4. Total cost for each category and for all direct labor costs

B. **Labor Overhead.** Specify what is included and rate used.

C. **Consultant Costs.** Itemize as in (a) above.

D. **Subcontract Costs.** Itemize as in (a) above.

E. **Cost of Supplies and Materials.** Itemize.

F. **Other Direct Costs.** Itemize.

G. **General Overhead Costs.** Overhead includes **two (2)** major categories of cost, operations overhead and general and administrative overhead. Operations overhead includes costs that are not **100%** attributable to the service being completed, but are generally associated with the recurring management or support of the service. General and administrative overhead includes salaries, equipment and other costs related to headquarters management external to the service, but in support of the activity being completed. Specify what specific items are included and the rates used.

H. **Hardware and Software.** Identify and list hardware and software costs required with the Technical Proposal. The Commonwealth reserves the right to independently procure hardware and software for any proposed item currently on existing state contracts.

Specify equipment maintenance and support costs below. These costs should be incorporated into and are not in addition to the figures in the Cost Worksheets.

MAINTENANCE AND SUPPORT COSTS		
ITEM	**MAINTENANCE COST FOR INITIAL 5 YEARS**	**AVERAGE ANNUAL COST**
Hardware Maintenance		
Software Maintenance		
Support Staff (Itemize)		
Other (Itemize)		
TOTAL		
Include only in your Cost Proposal		

I. **Total Cost.** The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-11. Fixed Deliverables vs. Hosted Solution. The Issuing Office is requesting proposals on both a "Fixed Deliverables" basis and a "Hosted Solution." An Offeror may respond to either one or both options, but proposals must be responsive to the requirements outlined in Part IV of this RFP.

A. The "Fixed Deliverables" option will require all aspects of the project be implemented at the Issuing Office's location(s). All software must be licensed in the name of the Commonwealth of Pennsylvania, Department of Revenue. All license agreements must include language authorizing the Offeror to assign the license agreements to the Commonwealth of Pennsylvania, Department of Revenue. The Commonwealth must review and approve all license agreements before the Offeror completes a purchase of software under the contract. The Offeror must provide written confirmation that the Commonwealth of Pennsylvania, Department of Revenue, is the rightful licensee of all software purchased as part of the contract. All software tools proposed by the Offeror shall be properly licensed to the Commonwealth of Pennsylvania.

1. Hardware and canned software costs are to be included as part of the "total cost" of this option.

2. Remote access to the enterprise communication system will be given, for maintenance purposes and performance monitoring, via the Commonwealth's SecureID VPN network using Terminal Services. A separate administrator password will be required for this use. VPN setup and usage costs will be the responsibility of the selected Offeror. The costs

associated with VPN usage are approximately $100 for initial setup and $10.70 per month per key FOB.

B. The "Hosted Solution" is an outsourced option with the Issuing Office connecting remotely to the Offeror's facility/infrastructure.

1. Contact Center Agents / Operations / Administrative Duties remain at Issuing Office location

2. Hosting is limited to hardware, software, voice and network infrastructure, and services.

3. If selected, this solution will use the same published numbers, whether toll-free or standard local numbers, currently utilized by the Issuing Office. Refer to **Appendix C, "Outsourcing Programs Using 800 Services"**. The Commonwealth of Pennsylvania is currently in negotiations with AT&T to reduce the present 800 rates. When outsourcing agency call centers, the Commonwealth of Pennsylvania strongly desires to retain Inbound Toll-Free Services (800 Services) under the awarded contract to AT&T under Contract Number ME 831368. It is in the best interest of the Commonwealth to leverage its messages and minutes to continually improve its 800 Service rates.

4. In general, program implementation, training and knowledge transfer activities will be performed at the Issuing Office's location. Some training may occur at an alternate site with prior approval by the Issuing Office.

II-12. Domestic Workforce Utilization Certification. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix B** of this RFP. Offerors who seek consideration for this criterion must submit, in hardcopy, the signed Domestic Workforce Utilization Certification Form in the same sealed envelope with the Cost Submittal.

PART III - CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

A. Timely received from an Offeror;

B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The Issuing Office reserves the right, in its sole discretion, to waive technical or immaterial nonconformities in an Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BMWBO will evaluate the Disadvantaged Business Submittal and provide the Issuing Office with a rating for this component of each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offeror whose proposal is determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors. The Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, *Contractor Responsibility Program*.

III-4. Criteria for Selection. The following criteria will be used in evaluating each proposal:

A. **Technical:** The evaluation of the technical portion of each proposal will consist of an analysis of each Offeror's response to each requirement. In addition, the evaluation will consider how well the Offeror understands and presents its TECHNICAL SOLUTION. If an Offeror proposes both options, (one for "Fixed Deliverables" and one for a "Hosted Solution") they will be rated independently.

The following areas of consideration will be used in performing the evaluation:

1. **Understanding the Problem.** This refers to the Offeror's understanding of the Department's needs that generated this RFP, objectives in asking for the services covered by this RFP, and the nature and scope of the work involved.

2. **Offeror Qualifications.** This refers to the ability of the Offeror to meet the terms of the RFP, including the established deadlines, and the quality, relevancy and recent experience with similar work completed by the Offeror which relate to the Department's objectives under this RFP. This also includes the Offeror's financial ability to undertake a project of this size and scope.

3. **Qualifications of Professional Personnel.** Qualifications of professional personnel assigned by the Offeror will be evaluated by education, experience, and credentials relevant to the nature and type of services described in the RFP. Particular emphasis is placed on the qualifications of the project manager.

4. **Description of Proposed Services.** This refers to the methodology and techniques for providing the services described in this RFP; the principles and standards applied; the sequence and relationships of major steps; the methods of managing the services; list of proposed hardware and software; and the reports and other documents to be submitted. Of equal importance is whether the technical approach is completely responsive to all written specifications and requirements contained in the RFP and if the approach meets the Issuing Office's needs and objectives under this RFP.

B. **Cost.** Cost information is required for both the "Fixed Deliverables" and "Hosted Solution" options. However, an Offeror may choose to bid on one or both of the available options.

C. **Disadvantaged Business Participation:** Evaluation will be based upon the following in order of priority:

Priority Rank 1	Proposals submitted by Small Disadvantaged Businesses.
Priority Rank 2	Proposals submitted from a joint venture with a Small Disadvantaged Business as a joint venture partner.
Priority Rank 3	Proposals submitted with subcontracting commitments to Small Disadvantaged Businesses.
Priority Rank 4	Proposals submitted by Socially Disadvantaged Businesses.

Each proposal will be rated for its approach to enhancing the utilization of Small Disadvantaged Businesses and/or Socially Disadvantaged Businesses. Each approach will be evaluated, with Priority Rank 1 receiving the highest score and the succeeding options receiving scores in accordance with the above-listed priority ranking

To the extent that an Offeror qualifies as a Small Disadvantaged Business or a Socially Disadvantaged Business, the Small Disadvantaged Business or Socially Disadvantaged Business cannot enter into subcontract arrangements for more than **40%** of the total estimated dollar amount of the contract. If a Small Disadvantaged

Business or a Socially Disadvantaged Business subcontracts more than **40%** of the total estimated dollar amount of the contract to other contractors, the Disadvantaged Business Participation scoring shall be proportionally lower for that proposal.

D. **Enterprise Zone Small Business Participation.** The following options will be considered as part of the final criteria for selection:

Priority Rank 1	Proposals submitted by an Enterprise Zone Small Business will receive the highest score.
Priority Rank 2	Proposals submitted by a joint venture with an Enterprise Zone Small Business as a joint venture partner will receive the next highest score for this criterion.
Priority Rank 3	Proposals submitted with a subcontracting commitment to an Enterprise Zone Small Business will receive the lowest score for this criterion.
Priority Rank 4	Proposals with no Enterprise Zone Small Business Utilization shall receive no points under this criterion.

To the extent that an Offeror is an Enterprise Zone Small Business, the Offeror cannot enter into contract or subcontract arrangements for more than **40%** of the total estimated dollar amount of the contract in order to qualify as an Enterprise Zone Small Business for purposes of this RFP.

PART IV - WORK STATEMENT

IV-1. Objectives.

A. **General Objectives.** The broad objectives for this engagement are to:

1. Replace existing call centers for customer service and delinquent collection

2. Consolidate all established and future contact centers on a single platform (the proposed solution)

3. Provide rich functionality in the solution to:

    a. receive and service taxpayer inquiries through the ACD and IVR

    b. resolve collection cases through the predictive dialer and ACD

    c. initiate outbound calls, live and virtual, via predictive dialer

    d. expand current predictive dialer capacity

    e. route / assign contacts to agents through all channels including ACD, IVR, predictive dialer, email and fax

    f. allow automated callbacks through the ACD

    g. monitor and manage contact work flow through ACD, predictive dialer and email

    h. track and report on contact activity for all components

    i. connect to legacy tax and collections systems

    j. integrate telephone with existing email knowledge base

    k. blending of inbound and outbound work queues

    l. provide for remote agent access

    m. provide capacity for future growth on all modules

4. Improve customer service:

    a. Expand self-service options through the IVR

b. Improve IVR navigation

c. Enhance routing flexibility based on taxpayer need and agent skills

d. Facilitate taxpayer / customer electronic feedback

e. Coordinate phone, fax and e-mail work queues

f. Provide for inbound and outbound faxes

g. Record and retain history of contacts regardless of media in a shared database. Contact history will be available for reference in current contacts.

5. Obtain training to operate, manage and use the new solution

a. "Train the trainer" for agent-level employee

b. Accomplish knowledge transfer for the Issuing Office's management team and technical staff

c. Receive timely training on all upgrades and system changes

B. **Specific Requirements.** To develop and implement an Enterprise Communications System with the following detailed contact center functionality. The proposed solution should have the following features by modules:

1. **IVR**

a. Accommodate and enhance the existing IVR applications maintained by the Issuing Office (a detailed listing is found under Task #12 in Part IV-3 Requirements)

b. Navigation by voice recognition or DTMF (telephone keypad)

c. Ability to obtain and pass account information from IVR to ACD and ultimately to end user

d. Taxpayers will use a login methodology and authenticate themselves by entering some set of user "shared secrets". This will allow the Issuing Office to verify that an authenticated user entered the data. The successful contractor will work with the Issuing Office to design and implement the necessary authentication criteria for the IVR applications.

e. Scripts are created using text-to-speech

f. Script creation and editing control

g. Capability to edit voice data (graphically) that has been recorded, such as removing unwanted sound or space between words. Editing also includes changing pitch or speed of the voice.

h. The product must support any source of speech - from a microphone, telephone, or prerecorded sound from cassette or digital media.

i. The IVR must support multiple and concurrent applications. Each application must be maintained without interfering with other applications or the system as a whole.

j. Each application accessing legacy system taxpayer-specific account information must allow a minimum of 75 concurrent user sessions

k. The IVR must support Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS).

l. The solution must include TDD (Telecommunications Devices for the Deaf) / TTY (text telephones) capability.

m. Conversion of speech-to-text for voicemail messages

n. Self-service features are to be integrated with existing RightNow knowledge base.

o. The system must include software that monitors system performance and aids in capacity planning.

2. **ACD / CTI** - The following requirements are needed for agents, supervisory/management personnel and administrative staff:

a. Agent

i) Agent desktop software (soft phone)

ii) All workstations including agents' desktops will have two lines, the first a private line with voicemail and standard central office (CO) switch features and a second line for ACD without voicemail. Both private and ACD lines should have multiple call appearances.

iii) Incoming call notification in agent's ear as a required option

iv) Agent call status display (including but not limited to skill, ANI / caller ID, total calls in queue, call duration and call disposition)

v) Color-coding on agent's soft phone of different call types and states (e.g., private, ACD, hold, mute and active)

vi) Universal queuing for inbound calls

vii) Skill-based routing to agents and other staff

viii) Screen-pop capabilities to legacy tax and collection systems and other applications or links. The initial pop-up screen will serve as the channel to other specific screens/views based on skill assignment.

ix) Agents and supervisors can directly access the shared RightNow knowledge base.

b. Supervisory / Management

i) Secure access rights only to areas of responsibility

ii) Graphical User Interface (GUI) in real-time for viewing agents, skills and calls in queue (with color-coding for different time intervals). This monitoring capability will allow for the construction of a supervisory "dashboard" to monitor multiple contact center functions / operations simultaneously.

iii) GUI interface for changing agent skills in a real-time mode

iv) Continuous, real-time monitoring of agents' calls (see Workforce Management for details)

v) "Point and Click" and command-driven controls for supervisory changes of agent skills

vi) Ability to close the contact center with a simple login ID or command in the event of an emergency

vii) Provision for dedicated supervisory workstations and monitors

viii) Positive and negative event alerts to provide real-time guidance for supervisory / management action.

c. Administrative

i) Full control / access rights

ii) Assume responsibility for all routing / programming

iii) Scripts are created using text-to-speech

iv) Compatibility with the Issuing Office's Windows (2000, XP, Windows Server 2003) software. This should include a standard Windows toolbar for system operation, an offering of standard window functionality, and retention of user view/display preferences.

v) Commonwealth anticipates continuing with the Microsoft Operating System

vi) In addition to the operation at the Issuing Office's primary location, the solution should provide for remote access by contact center agents, supervisors and administrators from field offices and residences.

Other requirements for the ACD / CTI include:

d. The screen-pops described previously are to include the following elements. It is expected that two separate contact queues will be needed, the first for individuals and the second for businesses

i) Individual screen requirements

- connect by Social Security Number (SSN)

- links, including but not limited to: Individual Personal Income Tax, Inheritance Tax, Property Tax / Rent Rebate, CITIES, Referral Database, InfoImage, and RAPS (Description for internal applications provided **Part IV, Section IV-2**)

ii) Business screen requirements

- Connect by Employer Identification Number (EIN) or, if business does not have EIN, then provide SSN

- links, including but not limited to: KITS for Sales and Use Tax and Employer Withholding, Corporation

Taxes, DEBTS, Referral Database, InfoImage, and RAPS (Description for internal applications provided **Part IV, Section IV-2**)

iii) Case notes stored in a shared database

e. A digital callback option is to be available for callers who spend a specified period of time in queue, contingent upon available capacity in the call back queue. There will be no limit as to the number of requests that may be left in the queue, but the Issuing Office will be able to set the capacity.

3. **Predictive Dialer**

a. Ability to switch between inbound and outbound or blended jobs without logging off and on.

b. Ability to control multiple calling operations simultaneously, including live agent and virtual agent campaigns (other tax operations, customer service inquiries, surveys, disaster recovery notifications, etc.).

c. Automatic dialing and line detection (hang-up and pre-recorded message) capability.

d. Automatic real time database updating, interactive with Issuing Office's mainframe and/or servers, to eliminate redundant calls.

e. System can select/prioritize calls from previously established criteria.

f. System can automatically respond to answering machine messages eliminating agent hold time. Answering machine detection must be accurate to at least 95%.

g. System has ability to dynamically adjust the number of outbound calls placed based on current system utilization of inbound calls and current connections.

h. System has ability to detect a live human voice versus an answering machine and transfer the call to an agent within one (1) second, if human voice, and leave a generic message if answering machine.

i. Access by remote agents to predictive dialer functionality and other contact center features.

j. Predictive dialer / outbound calls will utilize same screen pop functionality as ACD / CTI.

4. **Workforce Management**

a. Ability to listen to / monitor agent calls

b. Agent monitoring must be available for all agents, local (at primary location in Harrisburg) and remote

c. System alerts for supervisory action/response

d. Real-time agent monitoring includes voice and screen display/actions

e. Supervisory/coaching functions to signal, sidebar with agent, and intercede on call in-progress

f. Tools to record calls and analyze results with the ability to turn this feature off without losing any other functionality

g. Statistical reports on overall ACD system, skill area and specific agent performance

h. A customizable single-screen display of overall ACD system, skill area and specific agent performance to monitor, analyze and adjust agent assignment.

i. Integrated monitoring capabilities for all media, including inbound and outbound phone, email and fax

j. Media assignment capabilities at the supervisory and administrative levels

k. Reader boards for display of performance and activity for the ACD, predictive dialer, email and fax queues. Up to eight (8) boards will be required.

5. **Email / Knowledge Base**

a. RightNow email / knowledge base integrated with proposed solution

b. The RightNow email system is separate from the Commonwealth's Microsoft Outlook email

c. The Issuing Office invites bidder proposals on creating a secured email environment using the RightNow email tool

6. **Fax**

   a. Provide for inbound and outbound faxes at all work stations within the solution

   b. Faxes should be received/retained as read-only

7. **Reports**

   a. Standard “canned” reports for production measurement

   b. Ability to create “ad-hoc” reports at the operational level in addition to the administrative level

   c. Ability to schedule reports in advance

   d. Capability of printing and emailing reports or exporting data

   e. Database records retention up to three (3) years

8. **Knowledge Transfer and Training**

   a. The proposed solution should address contact center current needs and requirements as well as those projected for at least the next five (5) years.

   b. In order to facilitate training and transfer of knowledge, the Offeror will work side by side with the assigned project team members and users of the Issuing Office.

   c. Vendor-provided training must be provided during the entire implementation. Three types of training are required: (1) High-level for system administration and management, (2) “Train the trainer”, and (3) Agent training. The third group must occur at the Issuing Office’s location.

   d. The Offeror will assist the Issuing Office in an expeditious manner to assume responsibility for all routing / programming during implementation. Technical support will be provided as part of the Offeror’s proposed solution.

   e. Subsequent to initial implementation, training on upgrades and system changes must be provided to the Issuing Office at the first two levels.

f. The Issuing Office will co-own any source code for custom programs developed by or with the Offeror.

9. **General Hardware Requirements for the ECS**

a. New servers to house the ACD / CTI, IVR and predictive dialer

b. Agent, supervisory and administrative workstations compatible with the Offeror's proposed solution

c. Nightly back-up and system restoration solution for the enterprise communications system

d. Detailed Maintenance Plan - The contractor must provide a well-detailed maintenance plan. The plan must describe their daily backup process (detailing backup software to be used) along with provisions for off-site storage of backups, a backup/recovery plan, what trouble-shooting and preventive maintenance they will perform, reviewing system logs for errors, service pack and hot fix installation plan, antivirus protection, hard disk usage and health reports, provide some type of performance monitoring reports or health-check reports on a daily basis, etc.

e. Redundant hardware (i.e. power supplies, dual processors, RAID array) for each server with failover to back-up servers to assure uninterrupted system operation.

f. Provision for additional UPS's as required

g. Specify network bandwidth requirements for the "Fixed Deliverables" option

h. Remote vendor monitoring for service / diagnostic purposes. This should include an out-calling of system alarm notifications. Any telephone charges incurred by dial-back maintenance modems will be paid by the Offeror.

i. Microsoft updates and patches will be tested in a laboratory environment by the Offeror prior to being installed by the Issuing Office.

j. The Offeror must comply with standards and policies issued as Information Technology Bulletins (ITB's) by the Governor's Office of Administration. (See current ITB's at http://www.oit.state.pa.us/oaoit/site/default.asp?oaoitNav=|8305|1821.)

j. Documented change management and problem reporting (escalating) procedures

10. **Requirements for Hosted Data Centers / Hardware and Services conducted at the Offeror's site.** These requirements are in addition to the General Hardware Requirements for the ECS.

a. The locations of proposed hosted solutions must be in the contiguous 48 states

b. Appropriate environmental systems and monitoring

c. Appropriate power, fire suppression and backup systems

d. Redundant communication lines to Issuing Office location

e. Appropriate physical, software and network security / confidentiality - All materials and information provided to the Offeror by the Issuing Office or acquired by the Offeror on behalf of the Issuing Office shall be regarded as confidential information in accordance with federal and state laws and ethical standards. The Offeror must provide and maintain physical security for the system and service facilities that limit and control unauthorized persons from accessing the service facility and the Offeror's system. The Issuing Office will approve the Offeror's security system.

f. File Level Encryption – Pretty Good Privacy (PGP) used at both the Issuing office and the hosted location

g. Transport Level Encryption – SSL with 128 bit encryption at the transport layer

h. File transfers must be logged, trailer records must be used, and a printable report must be available showing the status of file transfers (successful vs. unsuccessful)

11. **Maintenance of Proprietary Software and Hardware**

a. Describe maintenance and support services as well as support levels. The support staff will be available 24 X 7 to Issuing Office staff. The support staff must be able to be contacted by the Issuing Office via telephone (landline), cell phone, pager, e-mail and fax. The support staff must return messages, as required, to the Issuing Office within one (1) hour.

b. The support staff must be the sole point of contact for all problems related to Offeror's solution. Any problems that may be a sub-contractor's responsibility will be the Offeror's responsibility. They will work with any and all vendors until satisfactory problem resolution has been attained according to Issuing Office specifications.

c. Describe routine maintenance, administration, and problem resolution procedures

d. Describe preventive maintenance procedures and requirements

e. Describe, in detail, any proprietary hardware and software that will be utilized as part of the proposed solution.

f. Describe how upgrades will be handled throughout the term of the five (5) year contract.

12. **Offeror's Approach to Project Management.** The potential Offeror must have skills in Project Management for large, multi-phased projects. The Issuing Office must understand the potential Offeror's approach to Project Management, including the following specific areas:

a. Project management methodology

b. Automated project methodology tools

c. Applications design methodology

d. Communications

e. Work plans and schedules

f. Risk analysis and contingency planning

g. Change management and issue resolution

h. Project deliverables

i. Quality assurance

An explanation of the potential Offeror's approach to each of the above must be included in the proposal. In addition, the proposal must describe communication and interaction lines between the potential Offeror and the Issuing Office throughout the project life cycle.

13. **Project Methodologies and Tools.** The Issuing Office envisions the Offeror using a system development methodology, related project management tools, and application development environment. The Issuing Office must understand the potential Offeror's approach to the system development life cycle. This includes a detailed understanding of how each phase or component of the life cycle would be applied to this development project, as well as the potential Offeror's similar experience in other large multi-phased projects. Specific areas for understanding which must be addressed in the potential Offeror's proposal are:

    a. Business rules confirmation and documentation techniques

    b. Business process reengineering

    c. Reverse engineering

    d. System design, including definition and approach to GUI and client/server technology

    e. End-user computing / self help design

    f. System development

    g. System testing

    h. Conversion

    i. Implementation

    j. Interfacing with existing systems

    k. Hardware/software architecture

    l. Post-implementation support

    The Offeror will be required to supply the methodology and tools necessary to create, document and maintain the system design, including any process and data models used. Upon completion of the project, the Offeror will leave the methodology, tools, equipment, and the appropriate licenses for the most current versions of development software to support system maintenance staff as agreed to by the Issuing Office.

14. **Future Expansion –** the Offeror should present proposed solutions and plans to incorporate the following functions/features in the ECS. Cost information associated with these possible expansions must be included only in the Cost Submittal.

a. Web services including webchat, web collaboration and web callbacks

b. Transition to VoIP

c. Implementation of a total CRM solution

IV-2. Nature and Scope of the Project.

Description of existing information technology and telephony. Introduction to terms – some internal / proprietary terms will be used in the descriptions that follow. These terms include DEBTS, KITS, CITIES and RAPS, which are described below.

A. **Network Infrastructure:** The current network is a 10/100 Mbps switched Ethernet network edge, connected to 10/100/1000 switched Ethernet cores. The core also provides 10/100/1000 capable edge ports to devices in the **server farm**. All switches and routers are Cisco products. A security device is also positioned to protect the network infrastructure. Edge switches are multilayer, and VLANs are used at headquarters to manage traffic. All onsite edge switches are concentrated at 1000 to the core. The 28 remote field offices of the Issuing Office connect to the cores at T1 speeds, and are 10/100 switched Ethernet at the edge. The current network utilizes ATM technology to connect to the Commonwealth's MAN. There are 3500 plus total edge ports in use.

A second network infrastructure exists with the Pennsylvania State Lottery. Lottery has a 10/100 Mbps switched Ethernet network edge, connected to 10/100/1000 switched Ethernet cores. All switches and routers are Cisco products. A security device is also positioned to protect the network infrastructure. All edge switches are multilayer, and VLANs are used at Lottery to manage traffic. All onsite edge switches are concentrated at 1000 to the core. Remote field offices connect to the cores at T1 speeds, and are 10/100 switched Ethernet at the edge. There are 700 plus total edge ports.

B. **Telecommunications:** Lucent Technologies 5ESS Switch using 5e16 software. BWM 06-0004

C. **Hardware / Software Specifications**:

1. Desktop PC's - Pentium 4, 2.4 to 2.8 GHz processor speed, 256MB–1GB RAM, 30-40 GB hard drive, Windows 2000 Professional SP4, Outlook 2002 SP3, IE 6.0

2. 18 universal power supplies (UPS's) are used in existing ACD, IVR and predictive dialer

3. Reader Boards - key output for the predictive dialer is currently displayed on two (2) reader boards

D. **ACD.** This ACD (Automatic Call Distributor) is a Syntellect / Teloquent application. It is a client-server environment consisting of three (3) SQL 2000 database / application servers, four (4) voice servers, and a separate workstation for the Scheduled CallBack application. The software suite integrates multi-site, multi-vendor and multi-channel contacts. Supervisors and administrators can update user profiles, skill and category information using a browser-based intuitive graphical user interface (GUI). A browser-based real-time and historical reporting module is utilized. Supervisors and Managers have access to both real-time and historical reports using Internet Explorer via an HTTP connection. The routing engine utilizes a GUI, java-based application that is launched from the user's browser to their local machine and can be run locally or attached to the server via an http connection. Teloquent's Voice Service supports both SMDI for Centrex and most PBX's via native PBX CTI interfaces using CT Connect.

Additional features include a system for taxpayers to leave digital messages (Scheduled CallBack) with their phone number, Social Security Number, Employer Identification Number, or account number. This information is stored in a Campaign Manager application on a separate server. It utilizes additional agent software (CP Preview). Agents can make these Scheduled CallBack interactions (stored in the database) to the taxpayer in the order the messages were received or defer for a more opportune time.

E. **IVR.** The taxpayers' data is contained in an IMS database. Online IMS transactions were developed for Personal Income Taxes, Corporation Taxes and Property Tax / Rent Rebate to access this data. WebSphere MQ is used as the transport and WebSphere Message Broker (WMB) is used for routing and transformation. An application that was written in-house puts an XML message in a queue and waits for a reply. WMB reads the queue, converts the XML message into an IMS transaction input, sends the message to IMS (to one of the predefined transactions), WMB receives the reply and converts the IMS reply back into XML, then places the XML reply message back into a queue. This methodology is used to web enable many of the legacy transactions.

F. **Predictive Dialer.** A client-server environment using HP-Unix. A flat-file format is used. Data used to generate a calling list is downloaded on a regular basis from the IBM mainframe to the Mosaix / Avaya predictive dialer purchased in 1998. Current Operating System is at Version 12.x. The Issuing Office has six (6) DS1's. Three (3) are ISDN PRI with B8ZS ESF signaling. Sixty-one (61) channels are dedicated for outbound traffic to the PSTN and the remaining eight (8) channels are unused. The last three (3) DS1's are configured as T1's with B8ZS ESF AMI D4 signaling. The first two (2) T1's are used for agent login to the server, and the remaining T1 uses the first eight (8) channels for inbound overflow traffic from the

Syntellect / Teloquent ACD. The next four (4) channels are used for two-way call channel and the remaining 12 channels are unused. Agent desktops utilize 3270 emulation software (IBM Personal Communications) and screen scrapes to view a screen-pop of mainframe information provided by nightly downloads. Supervisors have the ability to change the level of aggressiveness for active campaigns.

G. **<u>RightNow E-Mail and Knowledge Base:</u>** The RightNow knowledge base is hosted by RightNow Technologies in Secaucus, NJ. The Issuing Office's agents connect to the knowledge base using a web-based interface secured by 128-bit SSL encryption. All hardware and network administration is performed by the hosts. Content administration is performed remotely by employees of the Issuing Office.

H. **<u>Legacy System Information</u>**

1. Mainframe: IBM Z Series, Model Z890-270

2. Software: z/OS 1.6 Operating System, MVS = z/OS 01.06.00, JES2 = z/OS 1.5, TSO = z/OS 1.6, COBOL for MVS, INSTALL -1 (for KITS), SDSF 1.5, DB2 Version 8.0, TCP/IP z/OS 1.6, XPEDITER for TSO/IMS Version 7.3 (and for CICS), PANVALET Editor and Easytrieve Plus

3. Database Management Software: IMS/DB Version 8 and DB2 Version 8

4. Teleprocessing Software: IMS/DC Version 8 and CICS Version 3.1

5. Tax and Collection Systems:

   a. Corporation Taxes, Individual Personal Income Tax, and Inheritance Tax, Motor Fuels Taxes and Property Tax / Rent Rebate (PTRR) are stovepipe legacy tax administration systems in IMS

   b. KITS (DB2) = Keystone Integrated Tax System, Tax Administration and delinquent collection for Employer Tax and Sales and Use Tax

   c. DEBTS = Customized from original CACS product by AMS, Delinquent collection for Corporation Taxes

   d. CITIES = Customized internal collections system (browser-based) for individual Personal Income Tax, and Inheritance Tax

I. **<u>Miscellaneous Applications</u>**

1. InfoImage: Version 5.30, desktop off-the-shelf software, a Unisys product. The Issuing Office's primary imaging system used to retain and access the images of tax returns and supporting documentation.

2. Referral Database – an internal SQL database application that enables agents to refer cases to different bureaus within the Issuing Office.

3. RAPS (Revenue Appeals Processing System) - a browser-based system used by taxpayers, their representatives and the Issuing Office to file and administer tax appeals.

4. Data Warehouse - a Sybase IQ dbms, version 12.6. The Sybase IQ data warehouse is running on a 4-way IBM x366 server under the Windows 2003 operating system. The database accesses external drive storage on an IBM DS8100 storage system. Approximately four (4) terabytes are currently allocated for the warehouse. An operational data store extracted from several production databases on our Z/OS mainframe is now residing in the warehouse. The user base of the data warehouse now consists of collections and enforcement, research and audit personnel. Some of the initiatives that are completed or ongoing include investigations into potential Use Tax delinquencies, validation and assignment to a published delinquent list and extensive "next best case" decision support for auditors.

The Offeror could provide recommended enhancements to the Issuing Office's current infrastructure.

IV-3. Requirements.

A. **Major project phases and time constraints** (Detailed below in Part IV-4)

i) **Phase 1** - Initial implementation for major existing Teloquent call centers-Expanded Property Tax / Rent Rebate customers included

ii) **Phase 2** - Phased implementation of remaining targeted call centers by 31 December 2008

iii) **Phase 3 –** Implementation of new / additional operational areas into the Enterprise Communications System solution.

B. **Processing volumes (annual rates)**

		Projected		
	CURRENT	**PHASE 1**	**PHASE 2**	**PHASE 3**
IVR Self-Service	3,400,000	3,400,000	4,000,000	5,000,000
Inbound Calls	2,000,000	2,500,000	4,500,000	4,500,000
Abandoned Calls	240,000	200,000	175,000	150,000
Scheduled CallBacks	50,000	75,000	90,000	105,000
Outbound Calls – Right Party Connects	230,000	280,000	450,000	600,000
Emails	50,000	50,000	50,000	50,000
Knowledge Base Hits	1,000,000	1,250,000	1,500,000	2,000,000
Faxes	Not tracked	Not tracked	Not tracked	Not tracked

IV-4. Tasks.

A. **Implementation Phases.** Implementation for the ECS is anticipated to follow this general schedule. Tasks and required completion dates are listed below for each Phase. Reference **Appendix E** for details on current system information, ACD scripts, etc.

PHASE 1 –

Initial implementation for major existing Teloquent call centers, Expanded Property Tax / Rent Rebate customers included.

TASK	DESCRIPTION	COMPLETION DATE
#1	Training / Testing – 20 seats*	01 April 2007
#2	TSIC ACD – 50 seats **	15 May 2007
#3	E-Business ACD – 12 seats**	25 May 2007
#4	CATS/CACS ACD – up to 75 seats** and predictive dialer - 75 seats	15 June 2007 “
#5	EPAD ACD – 31 seats	30 June 2007

***NOTE** **Vendor-provided training is expected to and must occur during the entire implementation.** Three (3) Types of training are required: (1) High-level for system administration and management, (2) “Train the trainer”, and (3) Agent training. The third group must occur at the Issuing Office’s location.

****NOTE** As each ACD/ contact center is migrated to the new System, programming also needs to be put in place to allow callers the option to leave a digital request for a call back from a contact center agent. This component is a critical part of Tasks #2 - #4.

PHASE 2 Phased implementation of remaining targeted call centers by: 31December 2008.		
TASK	**DESCRIPTION**	**COMPLETION DATE**
#6	CTI / Screen Pops for TSIC	16 July 2007
#7	CTI / Screen Pops for E-Business and E-PAD	23 July 2007
#8	Call Monitoring capabilities added to TSIC and CATS contact center agents – up to 135 agents	30 July 2007
#9	Call Monitoring capabilities added to E-PAD – 30 to 40 agents	7 August 2007
#10	E-File/E-Services ACD -12 agents	15 August 2007
#11	PassThrough ACD – 12 agents	29 August 2007
#12	Conversion of existing IVR Applications, Groups A and B	
#12,GROUP A	★ FaxBack (Forms), 23 ports, (800) 362-2050 & 717-705-0425 ★ Lottery Mid-Day Winning Numbers 24-port hunt group, (877) 282-4639 & 717-705-7040 ★ TeleTax System with bulletin board messages, (888) 728-2937 [888-PA-TAXES]and 717-772-9739 ★ Senior Claims Information (717-705-0426), also transfers out to our callback application on the ACD system	31 October 2007
#12, GROUP B	★ Octel Designer Applications: Personal Income Tax, Property Tax/ Rent Rebate, Corporation Taxes ★ Offer an in-house recording solution (hardware and software) if speech-to-text is not an option	31 December 2007
#13	Conversion of TelCove ACD's	31 December 2008
***NOTE**	A reporting package is required that will integrate with the Enterprise Communications System solution.	

PHASE 3 – Implementation of new / additional operational areas into the Enterprise Communications System solution.		
TASK	**DESCRIPTION**	**COMPLETION DATE**
#14	New contact centers	TBD
#15	Expanded IVR solutions	TBD
#16	Call monitoring expanded to	TBD
	additional agents	TBD
#17	New dialer campaigns	TBD

IV-5. Reports and Project Control.

A. **Task Plan.** A work plan for each task that identifies the work elements of each task, the resources assigned to the task, and the time allotted to each element and the deliverable items to be produced. Where appropriate, a PERT or Gantt chart should be used to show project, task, and time relationship. Describe in detail a suggested approach to the implementation phases along with projected timeframes.

B. **Status Report.** A weekly progress report covering activities, problems and recommendations. This report should be keyed to the work plan the Offeror developed in its proposal, as amended or approved by the Issuing Office.

C. **Problem Identification Report.** An "as required" report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

i) Each open issue should be assigned a ticket number by the Offeror's support center for tracking until resolution.

ii) The Issuing Office will have access to this online report / ticket database with create, modify and view capabilities.

iii) This report needs to reflect the Offeror's proposed procedure for problem escalation, notifications and resolution.

D. **Final Reports for each Phase.**

i) Summarize the accomplishments of the phase,

ii) Identify all open or unresolved issues on the Problem Identification report

iii) Provide a revised/updated Gantt chart for the remainder of the project.

iv) Include all supporting documentation; e.g., flow-charts, forms, questionnaires, etc.

IV-6. Contract Requirements—Disadvantaged Business Participation and Enterprise Zone Small Business Participation

All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must also include a provision requiring the selected contractor to meet and maintain those commitments made to Disadvantaged Businesses and/or Enterprise Zone Small Businesses at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the BMWBO. All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must include a provision requiring Small Disadvantaged Business subcontractors, Enterprise Zone Small Business subcontractors and Small Disadvantaged Businesses or Enterprise Zone Small Businesses in a joint venture to perform at least **50%** of the subcontract or Small Disadvantaged Business/Enterprise Zone Small Business participation portion of the joint venture.

The selected contractor's commitments to Disadvantaged Businesses and/or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation shall be maintained throughout the term of the contract. Any proposed change must be submitted to BMWBO, which will make a recommendation to the Contracting Officer regarding a course of action.

If a contract is assigned to another contractor, the new contractor must maintain the Disadvantaged Business participation and/or Enterprise Zone Small Business participation of the original contract.

The selected contractor shall complete the Prime Contractor's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the Issuing Office and BMWBO within **10** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to Small Disadvantaged Business and/or Enterprise Zone Small Business subcontractors and suppliers, and Small Disadvantaged Business and/or Enterprise Zone Small Business participants involved in joint ventures. In addition, this information will serve as a record of fulfillment of the commitment the selected contractor made and for which it received Disadvantaged Business and Enterprise Zone Small Business points. If there was no activity during the quarter then the form must be completed by stating "No activity in this quarter."

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF DISADVANTAGED BUSINESSES STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR DISADVANTAGED BUSINESSES UTILIZATION.

APPENDIX A
DISASTER RECOVERY

COMPREHENSIVE EMERGENCY PREPAREDNESS

The Offeror must have a disaster recovery plan (DRP). The DRP is complementary to the Offeror’s normal security and emergency preparedness plans. The DRP must include the following strategies:

- Safety of personnel takes precedence over all other items
- Keeping up-to-date records on the local area network (LAN) and telephony environment
- Education of employees regarding identifying and reporting potential disasters through appropriate predetermined channels
- Team alert and activation protocols
- Rapid assessment of the situation(s)
- Storing daily backed-up data tapes off-site
- Storage of recovery kits with crucial files, data, and software to ensure quick resumption of services.

DEFINITION OF A MAJOR DISASTER

A major disaster is defined as a loss of the facility or business processing due to a catastrophic event, which causes vital business processes to stop for an extended period of time (more than 24 hours). This includes:

- Any incident, which may endanger the lives and safety of the employees
- Loss of the building due to fire, water damage, hurricanes, etc.
- A city, regional (county or cluster of counties), statewide or multi-state (Pennsylvania and any surrounding states) threat due to severe weather conditions, civil disruption, etc.
- A situation which may be catastrophic for the business
- Loss or delay of providing mission-critical functions for an extended period of time
- An event which results in significant loss of assets or revenue flow
- An event resulting in the inability to meet important customer commitments and contractual obligations or to protect the interests of the Issuing Office and the Offeror and its employees.
- Loss of system, service and / or degradation due to power surge, power outage, hard drive crash, server failure, cable failure, network hardware (i.e. router) failure, email failure, Internet failure, Virtual Private Network (VPN) failure, and / or computer virus.

The Offeror must:

1. Create and maintain automated protocol manuals to ensure that calls and procedures are handled properly, efficiently, and professionally. Offeror should describe how Offeror would create and maintain the protocol manuals.

2. Ensure that in the event of a major disaster the following occurs:

   a. The Quick Recovery of Critical Systems in the event of a disaster.
   Telephone and fax lines, email and Internet applications are available for customer use within 24 hours, and all business functions are returned to full service within five (5) business days.

   b. The Transfer of Business Functions to an Alternate Processing Facility
   Potential alternate facilities (hot sites) must be identified in advance. The chosen alternate facility is identified at the time a disaster is declared. The hot site location choice is based upon the scope and impact of the disaster.

   c. Effective Communication Efforts During Disaster Recovery
   All ISSUING OFFICE contacts, members of each of the Disaster Recovery Plan (DRP) teams **all** Call Center site employees, and other appropriate Offeror staff must be kept up-to-date during the recovery. The Offeror must provide information about (1) how to contact Offeror staff during the recovery, (2) when services will be re-established, and (3) any decision to locate to alternate facilities. The Issuing Office feels strongly that communication with staff, customers, and Issuing Office contacts is crucial to the actual and perceived success of the recovery efforts.

   d. Use of Backup Tapes and Restoration of Both Data and Telephony Connectivity
   Hardware replacement or restoration needs are assessed at the time of the disaster and appropriate measures are taken to ensure that functional hardware is available and installed within the designated recovery timeframe included in Offeror's proposal response. Full volume backups of all servers are made daily and stored off-site in a safety deposit box. Backup tapes must be transferred monthly or sooner to the Offeror's off-site (Cold Site) that has the appropriate environmental and security controls for tape storage.

APPENDIX B
DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

Each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States. Those who propose to perform a portion of the direct labor outside of the United States will receive a correspondingly smaller score for this criterion.

In order to be eligible for any consideration for this criterion, Offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the Offeror for this criterion.

I, ______________________**[title]** of ____________________________________**[name of Contractor]** a _______________ **[place of incorporation]** corporation or other legal entity, ("Contractor") located at ____ ____**[address],** having a Social Security or Federal Identification Number of ________________________, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check **one** of the boxes below):

☐ All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States.

OR

☐ ________________ **percent** (_____%) **[Contractor must specify the percentage]** of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States. Please identify the direct labor performed under the contract that will be performed outside the United States: ____
____
____
____
____
[Use additional sheets if necessary]

The Department of General Services **[or other purchasing agency]** shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the *Pennsylvania Crimes Code*, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

	______________________________
	Corporate or Legal Entity's Name
______________________________	______________________________
Signature/Date	Signature/Date
______________________________	______________________________
Printed Name/Title	Printed Name/Title

APPENDIX C
OUTSOURCING INBOUND TOLL FREE 800 SERVICES

Overview: This paper addresses outsourced application(s) that incorporate services are on various Commonwealth Contracts. This paper addresses Inbound Toll Free (800 Services) as follows:

> **Part I. Outsourcing applications to a Business Partner who obtains service from the Commonwealth's Inbound Toll Free (800 Services) Contract number ME 381368 using AT&T's 800 Services on their OneNet billing platform.**
>
> **Part II. Outsourcing applications to a Business Partner who does not use AT&T but another Toll Free (800 Services) carrier like Sprint, MCI, etc.**
>
> **Part III. AT&T's cost data under Commonwealth's Contract ME 381368 with AT&T.**

Part I. Outsourcing applications to a Business Partner who obtains service from the Commonwealth's Inbound Toll Free (800 Services) Contract number ME 381368 using AT&T's 800 Services on their OneNet billing platform.

1. Question: Will AT&T agree to allow the Commonwealth's awarded outsourcing vendor (Business Partner) to purchase off AT&T's Inbound Toll Free (800 Services) under the Commonwealth's contract number ME 381368?

> Answer: Yes, AT&T is willing to extend the contract to a Business Partner because the traffic belongs to a Commonwealth application.

2. Question: If a Business Partner issues an order for a T1(s) or T45(s), from their AT&T contract, would the Business Partner be penalized if they cancel the order to use the Commonwealth's contract?

> Answer: Yes, the cancellation charge applies. This can be addresses by
>
> a. creating language in the outsourcing bid that encourages (but not requires) an outsourcer to use the Commonwealth's 800 contract or
>
> b. allowing the T1(s) or T45 (s) to be installed, after which AT&T can transfer the facilities to the Commonwealth's contract, at no charge, using the OneNet billing platform.

3. Question: Can AT&T supply a Business Partner with usage on a CD and send it directly to them in order to meet their commitments of service?

Answer: Yes. Reference #4.

4. Question: Can a Business Partner be invoiced directly?

Answer: Yes. This can be accomplished in two (2) ways, both of which provide a free paper invoice.

a. AT&T will send a CD with the call detail, monthly and at no cost, if the Business Partner signs an agreement that includes a term and minimum level of usage. This amount can be nominal, but AT&T needs the agreement to keep the traffic on Commonwealth's contract and to prevent having it switched from plan to plan. In this arrangement, the Business Partner would have their own contract and network with the Commonwealth rates.

b. AT&T will send a monthly CD with the call detail after making the Business Partner a subset of the Commonwealth network and contract by creating a bill partition in the Commonwealth's Contract for the Business Partner. There is a $100.00 monthly charge for this arrangement.

5. Question: Can the Business Partner handle the troubles/service assurance issues directly without going through the agency?

Answer: Yes. The Business Partner or the agency may use AT&T's on line Business Direct when issuing trouble tickets that gives them the ability to check the status of the trouble ticket through Business Direct.

6. Question: Can the agency add/change 800 numbers incorporated into this new business partner account?

Answer: Yes, but, the Commonwealth needs to have an agreement in writing that the 800 numbers themselves would be transferred back to the Commonwealth at the end of the business partner contract. The Business Partner could add it to their contract with the agency. Given the arrangement above, there is really no need to execute a transfer of service agreement. Keeping ownership of the Toll Free numbers is clearly in the Commonwealth's best interest. For the most part Business Partners are very reputable providers, but this issue has surfaced in other arrangements that did not conclude as anticipated. If required, it is recommended that the agreement stipulate that Commonwealth can have the numbers transferred back AT ANY TIME. This is an important consideration that should be carefully crafted by the agency in their contract with their Business Partner.

7. Question: Is there a requirement to maintain a minimum level of usage to keep the contracted rates?

Answer: AT&T requires a Business Partner to sign an agreement that includes a term and minimum level of usage. This amount can be nominal, but need the agreement to help AT&T keep the traffic on Commonwealth's contract and prevent having it switched from plan to plan. In this arrangement, the Business Partner would have their own contract and network with Commonwealth rates. If this is not possible, AT&T can make them a subset of the Commonwealth's network and contract. This would involve creating a bill partition in the Pennsylvania OneNet for the Business Partner. There is a $100 monthly charge for this arrangement.

8. Question: Besides the contracting agency, who would be the Business Partners' contacts concerning the Commonwealth's 800 contract?

Answer:

Commonwealth of Pennsylvania Staff:

Valerie Long, Manger Network Administration
Office of Administration, Bureau of Infrastructure & Operations
1 Technology Park
Harrisburg, PA 17110-2913
(717) 772-4236
Email vlong@state.pa.us

Georgia Baer, Telecommunications Administrator
Office of Administration, Bureau of Infrastructure & Operations
1 Technology Park
Harrisburg, PA 17110-2913
(717) 772-8124
Email gbaer@state.pa.us

AT&T Staff:

Edward H. Sheehe, Client Business Manager,
Suite 401, 214 Senate Avenue
Camp Hill, PA 17011-2336,
800 752-2882 ext. 632, or (717) 731-6632
Cellular (717) 877-3446
Email: esheehe@att.com

Toni H. Sharp, Account Executive
Suite 401, 214 Senate Avenue
Camp Hill, PA 17011-2336
800 752-2882 ext 566, or (717) 975-6566
Cellular (717) 578-3466
Email: tonisharp@att.com

David L. Oyler, Program Manger
Suite 401, 214 Senate Avenue
Camp Hill, PA 17011-2336
717-731-6631
866-411-4607
Cellular (717) 951-6443,
Email: doyler@att.com

9. Question: Who is responsible if the Business Partner does not pay their invoices?

Answer: Business Partners have sole responsibility for paying their invoices and would be in default with AT&T. In the Commonwealth's contract ME 381368 authorized users (Business Partners) shall be responsible for payment of Services ordered under Contract ME 381368.

<u>Part II. Outsourcing applications to a Business Partner who does not use AT&T but another Toll Free (800 Services) carrier like Sprint, Verizon Business, etc.</u>

<u>1. Question</u>: Can an agency's Business Partner use AT&T's Toll Free Services when their Business Partner doesn't use AT&T's Toll Free (800 Services), but uses another carrier?

> <u>Answer</u>: No.

<u>2. Question</u>: What is required when an agency needs to transfer an existing Toll Free services 800 number from AT&T to their Business Partner when the Business Partner does not use AT&T's Toll Free services?

> <u>Answer</u>: The FCC established an independent organization (RespOrg) to handle the transfer of 800 numbers from one carrier to another carrier. The Business Partner's Toll Free carrier, not AT&T, will provide their carrier's form to be completed and signed by the agency and sent to the RespOrg for transferring the agency's Toll Free numbers from AT&T to the Business Partner's Toll Free carrier.

<u>3. Question</u>: Should the agency have an agreement in their contract with their Business Partner stipulating that when their contract expires, the Toll Free Numbers are transferred back to the Agency?

> <u>Answer</u>: Yes. Keeping ownership of the Toll Free numbers is clearly in the Commonwealth's best interest. For the most part Business Partners are very reputable providers, but this issue has surfaced in other arrangements that did not conclude as anticipated. It is recommended that the agreement stipulate that the Commonwealth can have the 800 numbers transferred back AT ANY TIME. This is an important consideration that should be carefully crafted by the agency in their contract with their Business Partner.

Part III. AT&T's cost data under Commonwealth's Contract ME 381368 with AT&T using AT&T's OneNet Billing Platform.

Attached is AT&T's updated cost package. For convenience, quick reference information follows and is taken from AT&T's attached cost proposal; Attachments F, T-1 & T-45 cost data and Attachment G, under option 2 Dedicated (Megacom) services cost data.

PA 800 Final ATT Cost Proposal...

ATTACHMENT F
NETWORK ACCESS COSTS STATEWIDE

SERVICE TYPES	RECURRING	NON-RECURRING
Switched Service	$0	$0
T1.5 (0 mile)	$255	$0
T1.5 (3 mile)	$255	$0
T45 (0 mile)	$4,974.06	$0
T45 (3 mile)	$7,086.04	$0
Other		
ISDN PRI	$104	$0

List all costs associated with making the service fully operational.
If additional space is required, please attach separate sheets in this format.

ATTACHMENT G
OTHER COSTS STATEWIDE

List all costs per Toll Free number, other than access costs, associated with making the service fully operational. Charges specifically for transferring 800 numbers from one Contractor to another are not acceptable. Cost to be per an 800 Number or per a trunk group within a T1.5. The usage price/cost per minute must be carried out to four (4) decimal points. Example: .0627

The rates for Toll Free (800) calls under the Commonwealth's contract ME381368 will be reduced 2.8% effective 3/19/05 and appear for the first time on the 4/19/05 invoices.

The new rates are as follows:

Commonwealth of Pennsylvania AT&T Rate Schedule March 19, 2005			
Service	**Jurisdiction**		**Rate Per Minute**
800 Inbound Switched	PA Intrastate	IntraLATA	$0.0583
		InterLATA	$0.0705
	Interstate	All Service Areas	$0.0533
800 Inbound Dedicated	PA Intrastate	IntraLATA	$0.0340
		InterLATA	$0.0340
	Interstate	All Service Areas	$0.0331

Commonwealth of Pennsylvania AT&T Rate Schedule September 1, 2003			
800 SERVICE	**RECURRING**	**USAGE**	**NON-RECURRING**
SERVICE CHARGE (OPTION 1): Not using this option.			
Switched	$0	N/A .0682	$0
Dedicated	$0	N/A .0352	$0
SERVICE CHARGE (OPTION 2): This is the option that the Commonwealth selected from 9/1/03 to 3/18/05.			
Switched (ReadyLine)			
Switched Interstate	$0	.0550	$0
Switched IntraLATA	$0	.0600	$0
Switched Intrastate	$0	.0726	$0
Dedicated (Megacom)			
Dedicated Interstate	$0	.0341	$0
Dedicated IntraLATA	$0	.0350	$0
Dedicated Intrastate	$0	.0350	$0
NOTE: AT&T is willing to provide either Switched and Dedicated rates (Option 1) as requested by the Commonwealth or jurisdictional pricing (Option 2). AT&T recommends Option 2 for optimal cost performance.			
INSTALLATION:			
Switched	$0		$0
Per routing arrangement	$0		$0

Commonwealth of Pennsylvania AT&T Rate Schedule September 1, 2003			
800 SERVICE	**RECURRING**	**USAGE**	**NON-RECURRING**
Record Change	$0		$0
Service Area Change	$0		$0
Expedite Charge	$0		$25
Dedicated	$0		$0
Initial Routing Arrangement	$0		$0
Additional Routing Arrangement	$0		$0
Addition of access facilities, per order	$0		$0
Reduction of access facilities per order	$0		$0
Change of access facilities per order	$0		$0
Expedite	$0		$500
NPA Change Charge	$0		$0

APPENDIX D

Network Domain (NET)

ITB-NET003 Enterprise Voice Communications

Information Technology Bulletin
Commonwealth of Pennsylvania
Governor's Office of Administration/Office for Information Technology

Issued by:	Deputy Secretary for Information Technology
Date Issued:	September 15, 2005
Date Revised:	

Domain:	Network
Discipline:	Physical Network
Technology Area:	Voice

Abstract:
The purpose of this Information Technology Bulletin (ITB) is to establish a definitive policy concerning the procurement of voice switched services.

Policy

This ITB establishes an enterprise-wide policy for voice switched services. TelCove provides Centrex, Centrex Voice Mail, and Centrex ACD. These are the services Commonwealth Agencies must use, unless they are not available in a specific location.

For those locations where Centrex is not available, TelCove provides Business Lines (Analog/ISDN) which shall be considered first, then PBX or Electronic Key Systems.
PBX or Electronic Key Systems are available for purchase through the use of two State Contracts: PBX 5805-56 and Electronic Key 5805-55. The purchase of a PBX or Electronic Key System **<u>in any circumstance</u>** requires review and approval from the Community of Practice Planners

General:
This ITB applies to all Departments, Boards, Commissions and Councils under the Governor's jurisdiction.

For the past 8 years, Centrex has been the chosen provisioning method of service for the Commonwealth. There is sound enterprise strategic, fiscal, and technical reasons for this position that overrides cost considerations for single sites.

<u>Strategic:</u> From a business perspective, Centrex is supported because of its ability to:

- Ensure interoperability and intercommunications between agencies
- Maximize the best possible service for the least possible current and future operating costs
- Aggregate users to cost effectively provide commonly needed services
- Make the best use of the state's valuable human and material resources on an enterprise or agency level

- Focus technology as well as design and application expertise to serve as a resource for the entire enterprise

Fiscal:
The Commonwealth enjoys some of the best rates in the country. These rates can be enjoyed by any Agency regardless of its size. This is directly the result of economies of scale. With nearly 70,000 Centrex lines and 20,000 voice mailboxes, the Commonwealth is well positioned to receive competitive pricing.

In addition, Centrex is outsourced, relieving the Commonwealth of a substantial investment in hardware that must be maintained, administered, and frequently upgraded.

Technical:
The Commonwealth has chosen Centrex since it allows the Commonwealth the best alternative for moving into new technologies at the enterprise-level by supplying technical stability. Stovepipe, proprietary technologies used in premise base systems create incompatibilities and restrict enterprise-wide deployments plans.

Definition of Services:

Centrex Analog / ISDN Services.
Centrex is available in Analog and ISDN. Analog service and equipment is less expensive, flexible, and has many features. ISDN service and equipment is expensive, and should be used only when Analog does not provide required features such as intercom, multi-line appearances, bridged lines, and monitoring capability.

Centrex is a reliable service provided by the phone company. There are redundant features built into a central office such as load-sharing circuitry, on-line diagnostics, 24/hour on-site personnel, and battery backup. With Centrex, each person has his or her own line. There are no constraints for incoming calls or outgoing calls. Unfortunately, Centrex is not available everywhere in Pennsylvania. For these locations, Business Lines (Analog/ISDN) should be considered before the purchase of a PBX or Electronic Key System.

PBX & Electronic Key Systems
PBX and Electronic Key Systems are possible solutions; however, there is a substantial cost to purchase and install them. Instead of the phone company owning the switch, the Agency location must own, operate, maintain, and manage the switch. Features and functionality of the system are determined by software purchased with the system, such as voice mail, auto attendant, automatic call distribution, etc. Cost for a premises system can appear less over an extended period of time (5 or more years). However, the delta has not proven sufficient to override the use of Centrex as the Commonwealth's strategic enterprise solution.

ACD / Call Center Services
These services must be acquired using TelCove Centrex ACD, or by using the premises ACD services available from the Department of General Services; Contract 5850.10 and 5850.05. The PBX and Electronic Key system contracts may not be used to avoid using either of the above noted contracts for ACD/Call Center Services.

VoIP Services
The Office of Administration acknowledges that merging of voice, data, and video on an IP network appears to be in the Commonwealth's best interest and may be the network of the future. The goal is to achieve seamless migration of voice, data, and video to a converged

IP network. This is best served by ensuring interim services are off-premise, carrier-hosted applications such as Centrex.

The Commonwealth is focused on hosted IP services at the carrier class level and will be conducting pilots. A Team consisting of Agency representatives, TelCove, and Bureau of Infrastructure and Operations staff has been formed to design and implement pilots to assess the future migration to hosted converged networks.

The results of the pilots will provide input for the formation of the strategic direction for the Commonwealth enterprise network and its services. The final strategy will require participation from voice, video, data, and security groups. There are situations where VoIP is the right solution and there are also many situations where it is not. As an enterprise, we will practice sound risk management by making sure all migration components are considered. A VoIP Technical Overview is referenced below, STD-NET003A, and will be revised as required.

Refresh Schedule:
All standards identified in this ITB will be subject to review and possible revision annually or upon request by the Enterprise Architecture Standards Committee (EASC).

Exemptions & Waiver Requests:
In the event an agency chooses to seek an exemption from the use of Centrex, an Enterprise Standards Waiver Request form must be submitted in writing or via e-mail to the Community of Practice (CoP) Planner at OIT CoP Planning Team. Core business or technical requirements that are not supported by Centrex must be defined on the Waiver Request.

Questions:
Questions regarding this policy should be directed to ra-oaitb@state.pa.us.

Attached File:
STD_NET003A_-_VOIP_Technical_Overview.doc

APPENDIX E

TASK #2
Teloquent Script for TSIC ACD
For Phone No. (717) 787-8201

Welcome.vox

Welcome to the Pennsylvania Department of Revenue's Taxpayer Service and Information Center. To better serve you, please have all the tax information you need in front of you. Then, select one of the following options, using the numbers on your telephone keypad. This call may be monitored for the coaching and development of our customer service team.

Please note, if you select prompt "2" for assistance, the customer service representative will provide assistance with a Property Tax and Rent Rebate question only. They cannot assist you with any personal income tax questions. Thanks for your cooperation.

If you know the number of the menu option you wish to reach, press it now.

Press "1" if you need assistance with your Personal Income Taxes, including profit and loss reports (Schedule C), partnership returns, fiduciary returns and Keystone Opportunity Zones;

If you need assistance with your Property Tax and Rent Rebate claim, you can call our special toll-free number 1-888-222-9190. Or to inquire about your claim using this service, press "2" now. That toll-free number again is 1-888-222-9190.

Press "3" if you have Inheritance Tax or Realty Transfer Tax questions;

If you are calling about a business tax or a tax registration issue, you can either hang up then call (717) 787-1064 or press "4" now and we will transfer your call. The business number again is 717-787-1064. If you are calling about a business tax electronic initiative, please call 717-783-6277. The business tax electronic initiative number again is 717-783-6277.

If you would like the menu repeated, press the number "9" now.

If you do not have touchtone service, or you are not sure which option to select, stay on the line and someone will assist you.

This service provides general tax information to help you comply with your tax obligations. We do not handle delinquent accounts, collection problems or assessments. For these types of inquiries, please use the phone number listed on your correspondence, or call the Revenue District Office nearest you whose phone numbers and locations are listed under "State Government" in the blue pages of your telephone directory.

busy.vox

All of our representatives are busy. Your call is being answered in the order in which it was received. You are currently # _______.

number.vox

Holding for the next available agent.

If you are calling to check on your income tax refund, you can either wait on the line or use our toll-free automated FACT and Information line. To reach the FACT line, dial 1-888-PATAXES and follow the directions. You will be asked for your Social Security Number - or your spouse's whichever is listed first on the tax return - and the amount of the refund you requested. You can also check your refund on-line. Just log on to our website, click on the E-service center button, select Individual Taxes, and then select "Where's my refund?" Our web address is: www.revenue.state.pa.us That web address again is www.revenue.state.pa.us.

wait.vox

Thank you for waiting.

The Department has an extensive website on the Internet, where you can get forms, brochures, answers to your questions or access to our On-line Customer Service Center. Just log on to our website at: www.revenue.state.pa.us. Select "Ask a question" and you will be linked to our On-line service. There you can get instant answers using its "find an answer" search or you can send an e-mail and get a response in about four business days.

stilbusy.vox

Thank you for holding.

If you have a touch-tone phone, information is also available on our 24-hour, toll-free FACT and Information Line by dialing 1-888-PATAXES. The FACT line allows you to:

- Check on the receipt of your Personal Income Tax return, payment, estimated payments, and to track your refund.
- You also can monitor the progress of your Property Tax and Rent Rebate Claim.
- It also allows you to order a form, which can be either faxed or mailed to you; and
- Obtain answers to the most commonly asked questions for personal and business taxes.

To reach the FACT line, dial 1-888-PATAXES. That number is 1-888-728-2937.

sorry.vox

Thank you for waiting. We are sorry for the delay in answering your call. Our representatives will answer your call as soon as possible. The Department maintains a 24-hour forms ordering service that can be reached by dialing 1-800-362-2050. The number again is 1-800-362-2050. You can request a form by using the form number or by providing a description of the form. Just follow the directions on the forms ordering message service and the forms will be faxed or mailed to you. If you have access to the Department's Web site, we offer a variety of fill-in forms. Fill-in forms permit taxpayers to fill in their information, print the forms, and mail them to the Department.

hold.vox 42635331#

Thank you for holding. All of our representatives are still busy. Please hold. Taxpayers and their representatives are reminded that discussion with Department of Revenue employees by telephone, letter, e-mail, or any other exchange of correspondence will not stop the running of time to file an appeal to the Board of Appeals. Please be advised that the appeal must be physically received by the Board of Appeals or post-marked by the United States Post Office on or before the due date. An appeal may be filed to the Board of Appeals via the Internet; the Department of Revenue's website should be consulted for the rules for filing on-line. Appeals filed after the due date may be dismissed by the Board of Appeals without review.

PITTRAN.vox

All of our representatives are still busy. If you continue to hold, an agent will be with you as soon as possible. If you prefer, you may call back on our next normal business day between the non-peak hours of 7:30 a.m. and 9:00 a.m. Or, you may press "1" to leave a telephone number where someone can reach you. You will be asked to enter your 3-digit area code and 7-digit telephone number and your Social Security Number using the keys on your telephone. An agent will return your call as soon as possible. To exercise this option, press "1" now. **(Transfer to Mailbox 2-9343)**

volume.vox

Due to the volume of calls being received, our representatives are still busy.
You can now make your estimated tax payments, extension payment, or delinquent tax payments for your Personal Income Tax using your credit card. When making a credit card payment, there is no need to file the coupon or voucher. To use this new service, either call toll-free 1-800-2PAYTAX (1-800-272-9829) or log on to: www.officialpayments.com. Enter your credit information like you do for any phone or Internet purchase. You will be charged a separate convenience fee of 2.49 percent, in addition to the amount of tax. The minimum fee is $1. Your account will be updated within three business days.

special.vox

We are sorry to keep you waiting.
To better serve you, the Department has developed the on line "e-Services Center," which allows taxpayers to file returns and reports, make payments, make name and address changes, calculate penalty and interest, and file appeals electronically for PA Personal Income Tax.

To access filing and payment services, some information is required for security and verification purposes. To use the e-Services Center, visit to the Department's Web site at www.revenue.state.pa.us and click on the e-Services Center.

home.vox

We understand that no one likes to wait on hold. When you are connected to one of our representatives, we will take the time necessary to assist you.

The Department has developed a comprehensive guide for completing your state income tax return -- the Pennsylvania Personal Income Tax Guide. The guide is the state equivalent to the federal IRS Publication 17 and is organized topically around the eight classes of income. The guide is available on our website at www.revenue.state.pa.us. Select the PIT Guide from the list of forms and publications. After you open the guide, use the search feature to locate your topic.

wait1.vox

Thank you for waiting. All of our representatives are still busy. Please hold. You also can get assistance by contacting the Revenue District Office nearest you, whose phone numbers and locations are listed in your income tax booklet or under "State Government" in the blue pages of your telephone directory.

1PITTRAN.vox

All of our representatives are still busy. If you continue to hold, an agent will be with you as soon as possible. Or you may press "1" to leave a telephone number where you can be reached and an agent will return your call as soon as possible. To exercise this option, press "1" now. **(Transfer to mailbox 2-9343)**

LOOP BACK TO MESSAGE 1, PART II AND BEGINS AGAIN.

(Anyone calling after 4:30, will get a message after holding for two minutes that there call may not be answered and they will be given a mailbox to leave their name and phone number for a return call. See message.vox and last.vox on page 14 (Final Message after 4:30.)

For Phone No. (717) 787-1064 Business Taxes (BUS_RP)

greeting.vox

Welcome to the Pennsylvania Department of Revenue's Taxpayer Service and Information Center.

Because of the number of calls we our receiving, you may experience a longer then normal delay. We will answer your call in the order it was received.

To better serve you, please have all the tax information you need in front of you. Then, select one of the following five (5) options, using the numbers on your telephone keypad. This call may be monitored for the coaching and development of our customer service team.

1Menu.vox

If you know the number of the menu option you wish to reach, press it now.

Press "1" if you have questions regarding the PA-100, PA Enterprise Registration Form. However, if you need information about registering a corporation or the "S" election, press 4 now.

Press "2" if you need assistance with Sales and Use Tax or Local Sales Tax, including sales tax issues concerning the Keystone Opportunity Zones. If you are calling about the electronic Sales Tax initiative, you can either hang up and call (717) 783-6277 or press 6 now and we will transfer your call.

Press "3" if you need assistance concerning Employer Withholding . If you are calling about the electronic Employer Tax initiative, you can either hang up and call (717) 783-6277 or press 6 now and we will transfer your call.

Press "4" if you have Corporation Tax questions, including how to register a corporation, how to start a business in PA, or questions about Keystone Opportunity Zones.

Press "5" if you have questions about Motor Fuel Taxes, cigarette tax, or another type of business tax.

(Pressing "6" will transfer you to 783-6277. After 3 attempts - the following vox file is played then the caller is dropped.)

We cannot answer questions on unemployment taxes or workers' compensation. These programs are administered by the PA Department of Labor and Industry. For Unemployment tax information, hang up and call toll-free 1-866-403-6163. For information on workers' compensation, hang up and dial toll-free 1-800-482-2383.

This service provides general tax information to help you comply with your tax obligations. We do not handle delinquent accounts, collection problems or assessments. For these types of inquiries, please use the phone number listed on your correspondence, or call the Revenue District Office nearest you whose phone numbers and locations are listed under "State Government" in the blue pages of your telephone directory.

If you do not have a touchtone phone, or you have questions about another type of business tax, stay on the line and someone will assist you.

If you would like the menu repeated, press "9" now on your telephone keypad.

1EBusBZ.vox

Currently, there is no one available to take your call. Please try calling our Taxpayer Service and Information Center's E-Business tax unit at 717-783-6277 between the hours of 7:30 am and 5:00 pm. Thank you…

busyone.vox

Thank you for waiting. All of our representatives are busy. Your call is being answered in the order in which it was received. We also respond to taxpayers' e-mail inquiries through our On-line Customer Service Center. Just log on to our website at: www.revenue.state.pa.us . Select "Ask a question" and you will be linked to our on-line service. There, you can get instant answers using its "find an answer" search or you can send an e-mail and get a response in about four business days.

1tilbusy.vox

All of our representatives are still busy. If you have a touch-tone phone, information is also available on our 24-hour, toll-free FACT and Information Line by dialing 1-888-PATAXES.

The FACT line is an automated service, which allows you to:

- Check the estimated payments made on your Corporate Tax account;
- Monitor the receipt of your Personal Income Tax return, payment, estimated payments, and to track your refund.
- It also allows you to order a form, which can be either faxed or mailed to you; and
- Obtain answers to the most commonly asked questions for personal and business taxes.

To reach the FACT line, dial 1-888-PATAXES. That number is 1-888-728-2937.

1sorry.vox

Thank you for waiting. Did you know that you can file your business taxes over the Internet for free using e-TIDES? With e-TIDES**,** businesses can file and pay their Sales and Use Tax, Employer Withholding Tax, Liquid Fuels and Fuels Tax, Corporation Taxes, and Pennsylvania Unemployment Taxes on-line. Once you begin filing on-line, you can access your account history anytime and warehouse your payment, which means you can file early and schedule your payment to be withdrawn later. Your information is secured with the latest encryption. For details, log on to the Department's Web site at: www.revenue.state.pa.us and select the e-Service Center.

1hold.vox

Thank you for holding. All of our representatives are still busy. Taxpayers and their representatives are reminded that discussion with Department of Revenue employees by telephone, letter, e-mail, or any other exchange of correspondence will not stop the running of time to file an appeal to the Board of Appeals. Please be advised that the appeal must be physically received by the Board of Appeals or post-marked by the United States Post Office on or before the due date. An appeal may be filed to the Board of Appeals via the Internet; the Department of Revenue's website should be consulted for the rules for filing on-line. Appeals filed after the due date may be dismissed by the Board of Appeals without review.

BUSTRAN.vox

All of our representatives are still busy. If you continue to hold, an agent will be with you as soon as possible. If you prefer, you may call back on our next normal business days between the non-peak hours of 7:30 and 9:00 a.m. Or you may press "1" to leave a message. An agent will return your call as soon as possible. To exercise this option, press "1" now.

Transfers to Scheduled Call Back

internet.vox

Due to the volume of calls being received, our representatives are still busy.
Thank you for holding.

Pennsylvania offers a number of business services on-line through our new e-Services Center available on our Web site at: www.revenue.state.pa.us. The e-center allows taxpayers to:

- access tax information, forms and publications;
- file their taxes electronically,
- make various types of payments, calculate penalty and interest,
- submit petitions of appeals and
- access personal and business account information.

Your personal information is protected by your registered e-signature. For more information or to register your signature with the Department, log on and select the "e-Services Center."

eservice.vox

All of our representatives are still busy. If you are calling the Department because you did not get a Sales Tax Coupon Booklet or your Employer Tax Coupon Booklet, you should know that we have eliminated these forms. Taxpayers now have two free ways to file their Sales and Use Tax and Employer Tax returns. They can file on the Internet or over the telephone.

video.vox

We are sorry for the delay in answering your call. Thank you for waiting. The Department maintains a 24-hour forms ordering service that can be reached by calling toll free 1-800-362-2050. That number again is 1-800-362-2050. You can request a form by using the form number or by providing a description of the form. Just follow the directions on the forms ordering message service. If you have access to the Department’s Web site, we offer a variety of fill-in forms. Fill-in forms permit taxpayers to fill in their information, print the forms, and mail them to the Department. The Corporation Tax report, RCT-101, is only available on the Internet as a fill-in form. Our fill-in forms are convenient and avoid some of the pitfalls that create errors, which delay processing. To access a form, log on to www.revenue.state.pa.us and select "forms and publications.”

taxupd.vox
A representative will be with you as soon as possible. Taxpayers can receive the ***Pennsylvania Tax Update***, a bimonthly newsletter, which highlights changes in tax laws, policies and procedures. The Tax Update is available by email. You can subscribe to the Tax Update by signup up to receive an e-alert through the Department’s Web site at: www.revenue.state.pa.us.

1BUSTRAN.vox
All of our representatives are still busy. If you continue to hold, an agent will be with you as soon as possible. Or you may press “1” to leave a telephone number where you can be reached and an agent will return your call as soon as possible. To exercise this option, press “1” now. **(Transfers to Scheduled CallBack)**

LOOP BACK TO MESSAGE 2 AND REPEATS

After 4:30 p.m. – transfer to mailbox

message.vox
Our representatives may not be able to get to your call before the Taxpayer Service and Information Center closes. Please call back on our next normal business day or leave a telephone number where you can be reached and one of our representatives will return your call. To exercise this option, press 1 now.
(No longer transfers to mailbox 5-3262, now transfers to Scheduled CallBack)
After 5 minutes, transfer to SCB.

transfer.vox
Thank you for waiting. Because of the volume of calls, a representative has not been able to take your call. You may continue to hold or you can leave a telephone number where you can be reached and one of our representatives will return your call. To leave a message, press 1 now. **(No longer transfers to mailbox 5-3262, now transfers to Scheduled CallBack)**

See Last.vox at end of scripts.

Property Tax and Rent Rebate (Rebate_RP)
For Phone number 1-888-222-9190

hello.vox

Welcome to the Pennsylvania Department of Revenue's Property Tax and Rent Rebate unit.

Did you know that the Property Tax/Rent Rebate program has been dramatically expanded to give more older and disabled Pennsylvanians a rebate and increase the amount of the rebates - effective next year? The law increases the income limit from $15,000 to $35,000 for homeowners and boosts the maximum rebate from $500 to $650. Remember to exclude one-half of your Social Security Income when calculating your eligibility income. Forms to apply for the program will be available in February 2007.

PTRRMenu.vox

If you are calling to request a rebate form for this year's program or for next year's newly expanded program, please press "1" now.
(Transfers to Octel Forms Ordering via mailbox 705-0425, category changes to prop_tax_forms)

If you are calling to speak to someone about your 2005 rebate claim or if you have questions about this year's Property Tax and Rent Rebate program, please press "2" now and someone will assist you.
(Transfers to TS&IC call center staff – leave category as 'rebate')

If you are calling to speak to someone about the newly expanded Property Tax and Rent Rebate program for next year, please press "3" now and someone will assist you.
(Transfers to TS&IC call center staff after changing category to 'rebate_2006')

Please note that if you are calling with a Personal Income Tax question, please hang up and call area code (717) 787-8201. Our Property Tax agents are not able to help you with income tax questions. That number again is area code (717) 787-8201.

FormsBZ.vox

Currently, all of our lines are busy. Please try calling our Forms Ordering Service at 800-362-2050 to request a form by fax or by mail. Thank you…

rebate.vox

All of our representatives are busy. To better serve you, please have all of the tax information you need in front of you, including your Social Security Number. Your call may be monitored for the coaching and development of our customer service team.

Thank you for waiting.

1st message, version #2 (separate .vox file - normally added 1-1 and removed 3-1)

All of our representatives are busy.

To better serve you, please have all of the tax information you need in front of you, including your Social Security Number. Your call may be monitored for the coaching and development of our customer service team.

If you are calling about the mailing of the 2005 Property Tax and Rent Rebate form, please note that you will receive your 2005 claim form by the end of February. If you have not received your 2005 claim form by the end of February, please call us back.

Thank you for waiting.

1st message, version #3 (separate .vox file - normally added 6-1 and removed 12-23)

All of our representatives are busy.

To better serve you, please have all of the tax information you need in front of you, including your Social Security Number. Your call may be monitored for the coaching and development of our customer service team.

If you are calling about the status of this year's Property Tax/Rent Rebate check, the mailing or direct deposit of the rebate checks begin July 1st. Please allow 10 business days for the mail delivery of your check. If you chose to have your rebate directly deposit into your checking or savings account, please check your account regularly to ensure that your rebate has been deposited. Applicants who recently applied or apply after July 1st should receive their rebate in approximately twelve weeks from the time it was filed. Also, this year the Property Tax/Rent Rebate application deadline has been extended from June 30 to December 31.

Thank you for waiting.

2tilbusy.vox

All of our representatives are still busy. You may also get assistance by contacting the Revenue District Office nearest you, whose phone numbers and locations are listed in the Property Tax and Rent Rebate booklet, in the blue pages of your telephone directory under "State Government" and on the Department's Web site at www.revenue.state.pa.us. The district office can put you in touch with a network of volunteers who can provide additional assistance at hundreds of sites across the state during the tax season.

2sorry.vox

Thank you for waiting. We are sorry for the delay in answering your call. If you have a touch-tone telephone, information is also available on our 24-hour, toll-free FACT and Information Line by dialing 1-888-PATAXES. The FACT line allows you to:

- Check on the progress of your Property Tax and Rent Rebate Claim.
- You also can monitor the receipt of your Personal Income Tax return, payment, estimated payments, and to track your refund.
- It allows you to order a form, which can be either faxed or mailed to you; and
- You can obtain answers to the most commonly asked questions for personal and business taxes.

To reach the FACT line, dial 1-888-PATAXES. That number is 1-888-728-2937.

2hold.vox

If you have called because you received a notice from the Department about your claim, please read the notice carefully and respond in writing, using the enclosed envelope. If you have read the notice and are not sure what the Department wants, please hold on the line and someone will assist you.

intnet.vox

Due to the volume of calls being received, our representatives are still busy. Information about the Property Tax and Rent Rebate program and forms are available on the Department's Web site at: www.revenue.state.pa.us Fill-in forms permit claimants to fill in their information on the computer, print the forms and mail them to the Department.

You can also e-mail inquiries through the Department's Online Customer Service Center. Just log on to our Web site at www.revenue.state.pa.us; select "Online Customer Service Center" and you will be linked to our online service. There you can get instant answers using the "find an answer" search feature or you can send an e-mail and get a response in about four business days.

lottery.vox

Thank you for waiting. The Pennsylvania Lottery funds the Property Tax and Rent Rebate program. Claimants that qualify can be reimbursed up to $500 for the amount they paid in rent or property taxes the previous year.

Rebate checks will be mailed beginning July 1st of each year. You have the option of having your rebate check directly deposited into your checking or savings account. Unless you complete lines 20 through 22 on the claim form, you will automatically receive your rebate check by mail.

PITTRAN.vox

All of our representatives are still busy. If you continue to hold, an agent will be with you as soon as possible. If you prefer, you may call on our next normal business day between the non-peak hours of 7:30 a.m. and 9 a.m. Or, you may press "1" to leave a telephone number where you can be reached and an agent will return your call as soon as possible. To use this option, press “1” now. **(Transfer to Mailbox 2-9343)**

SCHEDULED CALLBACK

claims.vox
All of our representatives are still busy. The amount of your Property Tax and Rent Rebate is based on the property taxes or rents you paid during the previous calendar year, or the claim year. To file for a property tax or rent rebate:

- You must have owned and occupied a home or rented and occupied a home, apartment, nursing home, boarding home, or similar residence in Pennsylvania during the period for which you are claiming the rebate,

- Your total income, including your spouse’s, must have been $15,000 or less. Claimants may exempt ½ (one-half) of their social security or railroad pension when calculating their eligibility income. Claimants must include proof of their income.

claimrec.vox
All of our representatives are still busy. To apply for a rebate:

- You or your spouse must have been at least 65 years old as of December 31 of the claim year, or
- You must be a widow or widower during all or part of the claim year and must have been at least 50 years of age as of December 31, or
- You must be permanently disabled during all or part of the claim year and between the age of 18 and 64 years during the claim year.

In addition, owners must have paid their taxes prior to filing. Renters must make certain their landlords were required to pay property taxes or made payments in lieu of property taxes on the rental property.

proof.vox
All of our representatives are still busy. If you are claiming a rebate on rents you paid, attach proof of the rent you paid to the claim form.

Include a rent certificate for each place in which you resided during the claim year, signed by the landlord or the landlord’s authorized agent.
If you cannot obtain the landlord’s signature, the claimant may complete and submit a rent certificate, along with a notarized rental occupancy affidavit, included in your Property Tax and Rent Rebate booklet.

➢ The Department will also accept rent receipts, signed by the landlord or their agent, showing your name and rental address, the amount of rent you paid, and the time period for which the rent was paid. Receipts must be complete and cover all months claimed.

estate.vox

We are sorry to keep you waiting. You may file a claim for an eligible claimant who died after the close of the claim year. If the claimant died in the claim year, you may not file a claim. The law governing the Property Tax and Rent Rebate Program requires that a claimant must have lived the entire claim year in order to receive a rebate. If you are filing a claim for an eligible decedent, please include the word "Estate of" before the claimant's name. Do not use the preprinted label. Also include with the other required proof documents, a copy of a Letter of Administration or the short certificate.

message.vox

Our representatives may not be able to get to your call before the Taxpayer Service and information Center closes. Please call back on our next normal business day or leave a telephone number where you can be reached and one of our representatives will return your call. To use this option, press 1 now.
(**Transfers out to mailbox - option 1 5-7645)**

Automated CallBack Script

Last.vox - (FINAL MESSAGE AFTER 4:30)

Due to a heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes. Please listen to the following options:

- You can call back on our next normal business day at 7:30 a.m. eastern time or
- Press "1" to leave a telephone number where you can be reached and an agent will return your call as soon as possible. You may press "1" now.

We are sorry we could not get to your call. Thank you for calling the PA Department of Revenue.

Night Service

night.vox - Now only used for PIT and Business – no longer used for rebate

You have reached the Pennsylvania Department of Revenue's Taxpayer Service and Information Center. Our offices are closed now. Our representatives are available to assist you Monday through Friday after 7:30 a.m. Eastern Time. If you have touch-tone telephone service and need immediate information, please try our 24-hour, toll-free FACT and Information Line at 1-888-PATAXES. That number is 1-888-728-2937. If you have access to the Internet, you can also visit our Online Customer Service Center. Go to the Department's Web site at www.revenue.state.pa.us and click on "Online Customer Service Center", then select "find an answer" and type in your question or subject and click on "search." If you do not find the answer to your question, you can send an e-mail to the Department and get a response in about four business days. The Web address again is www.revenue.state.pa.us. Thank you.

RebNite.vox Used for Rebate line only

You have reached the Pennsylvania Department of Revenue's Property Tax and Rent Rebate unit. Our offices are closed now. But, if you are calling to request a rebate form, you can still do so by pressing "1" now. If you need to speak to someone, our representatives are available to assist you Monday through Friday after 7:30 a.m. Eastern Time. If you have access to the Internet, you can also visit the Department's Web site for assistance at www.revenue.state.pa.us and click on "Online Customer Service Center". If you do not find the answer to your question, you can send an e-mail to the Department and get a response in about four business days. The Web address again is www.revenue.state.pa.us. Thank you.

Extended Night Service - extnight.vox

You have reached the PA Department of Revenue's Taxpayer Service and Information Center. Our offices are closed now. Our business hours have been extended and we will be open from 7:30 a.m. to 7:00 p.m. eastern time Monday thru Friday up to and including Monday, April 17th, except for Friday, April 14th, we will be available during the Department's normal business hours. We will also be open for business on Saturdays, April 8th, and, April 15th from 8:00 a.m. until 4:00 p.m. eastern time. If you have touch- tone telephone service and need immediate information or forms, please try our 24-hour toll free FACT and Information Line at 1-888-PATAXES. That number is 1-888-728-2937. If you have access to the Internet, you can also visit our Online Customer Service Center. Go to the Department's Web site at www.revenue.state.pa.us and click on "Online Customer Service Center", then select "find an answer" and type in your question or subject and click on "search." If you do not find the answer to your question, you can send an e-mail to the Department and get a response in about four business days. The Web address again is www.revenue.state.pa.us. Thank you. (Changes will be made closer to holiday).

CLOSED_RP/ CLOSED.VOX

(Emergenc.vox 3261327241326223#) **Emergency Message for all phone numbers**

You have reached the Pennsylvania Department of Revenue's Taxpayer Service and Information Center. We are sorry that our system is not available at this time and apologize for this inconvenience. Please try again later. Thank you.

Access from Supervisors PC in each respective section, use agent **ID xxxx** for TSIC.

Sample: You have reached the Pennsylvania Department of Revenue's Taxpayer Service and Information Center. Our offices are closed due to an emergency. Please try again later. (physically route when access code entered. Night recording overrides emergency)

CLOSED.VOX – Only plays when the vox file is stored on the voice server in the proper folder.

SAMPLES:

Option A.
Our office is closed today because of a weather emergency and is scheduled to reopen tomorrow. (or on the next normal business day)

Option B.
The opening of our office has been delayed because of a weather emergency. We will be opening at 10 a.m. Please call back then.

Holiday schedule recording - holiday.vox
You have reached the Pennsylvania Department of Revenue's Taxpayer Service and Information Center. Our offices are closed due to observance of the holiday and will reopen at 7:30 a.m. eastern time on our next normal business day. Thank you.

Dayoff.vox
Welcome to the Pennsylvania Department of Revenue's Taxpayer Service and Information Center. Our offices are closed today. Please call back on our next normal business day at 7:30 a.m. If you are calling to request forms, please hang up and dial 1-888-PATAXES to reach our 24-hour toll-free FACT and Information line. Forms can be faxed or mailed to you from that number. Also, you can get answers to the most commonly asked questions. Again that number is 1-888-728-2937. If you have access to the Internet, you can also visit our Online Customer Service Center. Go to the Department's Web site at www.revenue.state.pa.us and click on "Online Customer Service Center", then select "find an answer" and type in your question or subject and click on "search." If you do not find the answer to your question, you can send an e-mail to the Department and get a response in about four business days. The Web address again is www.revenue.state.pa.us. Thank you.

APPENDIX E

TASK #3
Teloquent Script For E-BUSINESS ACD
For Phone No. (717) 783-6277 (8:00 AM – 5:00 PM)

EBus_Day_RP - 4 Welcome.vox

Welcome to the Pennsylvania Department of Revenue's Taxpayer Service and Information Center's e-Business Tax Unit. We are prepared to answer questions about filing your Sales & Use Tax and Employer Withholding payments and returns electronically.

If you currently file your Sales and Use Tax or Employer Withholding taxes online with e-TIDES, you do not have to do anything to get ready for the 2006 tax year.

If you are a first time user of e-TIDES please note that you do not have to re-register your business through the on-line PA-100 or the paper version of the PA-100, since your account is already established. e-TIDES registration is for the sole purpose of filing returns and making payments electronically.

If you are planning to use TeleFile to file your Sales and Use Tax and/or Employer Withholding Taxes, no registration is required prior to filing your return.

Please hold for one of our customer service representatives. Your call may be monitored for quality assurance.

Vivaldi – tqmwintr.vox for 45 seconds

4menu.vox

- If you are calling concerning e-Tides Registration, press 1 now.
- If you are calling concerning TeleFile, press 2 now.
- If you are calling with e-Tides questions, other than registration, press 3 now.
- If you are calling concerning account maintenance for your business, press 4 now.
- If you would like this menu repeated, please press 9 now.

Note: Pressing 1, 2, 3 or 4 all go to 4busy.vox… No selection will default to menu option 3.

1st message on queue - 4busy.vox

I am sorry that all of our representatives are busy with other customers. Your call will be handled by the next available agent. The Department has information about the Sales Tax electronic filing initiative at the e-Services Center on our Web site at www.revenue.state.pa.us. The Revenue e-Services Center is the one site for all of the Department's electronic services. Taxpayers can access tax information, file their taxes electronically, make various types of payments and submit petitions of appeals. That web site again is www.revenue.state.pa.us.

Vivaldi – tqmsprng.vox for 30 seconds

2nd message on queue - 4wait.vox

Thank you for waiting. You may be able to get the answers to your questions through our Online Customer Service Center. The Department has an extensive Web site on the Internet, where you can get forms, brochures and answers to your questions using our Online Customer Service Center. Just log on to our Web site at: www.revenue.state.pa.us. Select "Ask a question" and you will be linked to our online service center. You can get instant answers using its "find an answer" search or you can send an e-mail and get a response in about four business days.

Vivaldi – tqmwintr.vox for 45 seconds and tqmautum for 45 seconds

3rd message on queue - 4hold.vox

Thank you for holding. If you do not have access to the Internet and have touch-tone telephone service, you can get information about the Sales Tax electronic filing initiative on the FACT and Information Line. This toll-free, automated service can be reached by dialing 1-888-PATAXES. In addition, the FACT line allows you to:

* Order a form, which can be either faxed or mailed to you; and

* Obtain answers to the most commonly asked questions, business and personal taxes. To reach the FACT line, dial 1-888-PATAXES. That number again is 1-888-728-2937.

Vivaldi – tqmsprng.vox for 30 seconds

4th message on queue - 4sorry.vox

We are sorry for the delay in answering your call. If you file your Sales Tax return online, you can also sign up to receive automatic e-mail reminders of approaching due dates. Just select the option from the e-Services Center; complete the information and you will be reminded that a Sales Tax payment is due in five days. To reach the e-Services Center, log on to the Department's Web site at: www.revenue.state.pa.us and select the link for the e-Services Center.

Vivaldi – tqmwintr.vox for 45 seconds and tqmautum for 45 seconds

5th message on queue - 4thanks.vox

Thank you for waiting. If you plan to file your Sales Tax return by telephone using our new TeleFile system, you may want to order the list of Sales Tax due dates (the REV-819) from our forms ordering service. The 24-hour, toll-free forms ordering service can be reached by dialing 1-800-362-2050. That number again is 1-800-362-2050. You can request the REV-819 and all other forms by using the form number or by providing a description of the form. Just follow the directions on the forms ordering message service. The REV-819 and other forms are also available on our Web site at: www.revenue.state.pa.us.

Vivaldi – tqmsprng.vox for 30 seconds

6th message on queue - 4scbopt1.vox
All of our representatives are still busy. If you continue to hold, an agent will be with you as soon as possible. Or you may press “1” to leave a digital message. An agent will return your call as soon as possible. To leave a message, press “1” now.

Vivaldi – tqmsprng.vox for 45 seconds

7th message on queue - 4stilwait.vox
Thank you for waiting. Did you know that you could file more than your Sales Tax online? Our Internet filing system also handles Employer Withholding Tax, Liquid Fuels and Fuels Tax, Corporation Taxes and Pennsylvania Unemployment Taxes. Once you begin filing online, you can access your account filing and payment history, segregate functions, file early and schedule payment for automatic withdrawal on the due date. Your information is secured with the latest encryption. For details, log on to the Department’s Web site at: www.revenue.state.pa.us and select the e-Service Center.

Vivaldi – tqmsprng.vox for 45 seconds

8th message on queue - 4soon.vox
A representative will be with you as soon as possible. Taxpayers can receive the *Pennsylvania Tax Update*, a bimonthly newsletter, which highlights changes in tax laws, policies and procedures. The Tax Update is available by email. You can subscribe to the Tax Update by signup up to receive an e-alert through the Department’s Web site at: www.revenue.state.pa.us.

Vivaldi – tqmwintr.vox for 45 seconds

9th message on queue - 4office.vox
We are sorry that no one is yet available to take your call. You may also get assistance by contacting the Revenue District Office nearest you, whose phone numbers and locations are listed under “State Government” in the blue pages of your telephone directory. The local district office can handle most tax issues and stocks most tax forms.

Vivaldi – tqmautum.vox for 45 seconds and tqmsummr for 45 seconds

10th message on queue - 4volume.vox
Due to the volume of calls being received, our representatives are still busy.
You can now make your delinquent tax payments with your credit card. American Express, Discover, MasterCard and VISA are accepted. To use this new service, file your estimated tax coupons as you normally would, then either log on to the Department’s e-Services Center at: www.revenue.state.pa.us or call toll free 1-8002PAYTAX (1-800-272-9829). Enter your credit information like you do for any phone or Internet purchase. You will be charged a separate convenience fee of 2.5 percent, in addition to the amount of tax. The minimum fee is $1. Your account will be updated within three business days.

Vivaldi – tqmsprng.vox for 45 seconds

<u>11th message on queue - 4filing.vox</u>
Thank you for holding. The Department of Revenue is expanding and improving electronic filing opportunities for its business customers next year. On January 1, 2005, the Department will introduce its new, business TeleFile system and a revamped Internet Sales & Use Tax filing system.

For the first time, businesses will be able to file their Sales and Use Tax reports over the telephone using a toll-free number. In addition, our online filing systems are being redesigned and streamlined to make them user-friendlier. Taxpayers using these electronic systems will receive immediate confirmation that the Department has received their information. Both electronic systems are fast, safe, easy -- and free!

This initiative is in response to the Governor's challenge to all departments to make state government more efficient, streamlined and cost effective.

Vivaldi – tqmsprng.vox for 45 seconds

<u>12th message on queue 4scbopt2.vox</u>
(Repeat of Message 6 – but added "If you prefer" since it is now later in the day)
All of our representatives are still busy. If you continue to hold, an agent will be with you as soon as possible. If you prefer, you may call back on our next normal business day between the non-peak hours of 7:00 and 9:00 a.m. Eastern time. Or you may press "1" to leave a digital message. An agent will return your call as soon as possible. To leave a message, press "1" now.

LOOP BACK TO TQMSPRNG.VOX (30 Secs) THEN TO MESSAGE #1 (4WAIT.VOX), AND BEGIN AGAIN.

Anyone calling after will be offered the option to leave a Scheduled CallBack more often. Then they will be instructed to leave their phone number and extension (if applicable) for a return call.

Other treatment after 4:30 pm - See message.vox and last.vox

(Final messages after 4:30.)

After 4:30 p.m. transfer to mailbox - 4message.vox
Our representatives may not be able to get to your call before the e-Business Unit closes. Please call back on our next normal business day or leave a telephone number where you can be reached and one of our representatives will return your call. To leave a message, press 1 now.

(Transfer to Scheduled CallBack Routing if caller presses 1)

LAST.VOX (FINAL MESSAGE AFTER 4:30) - 4Last.vox

Due to a heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes. Please listen to the following options:

You can call back on our next normal business day at 7:00 a.m. eastern time or
Press “1” to leave a telephone number where you can be reached and an agent will return your call as soon as possible. Press “1” now to leave a message.

We are sorry we could not get to your call. Thank you for calling the Pa Department of Revenue. Good Bye.

Night Service - 4night.vox

You have reached the Taxpayer Service and Information Center’s e-Business Unit. Our offices are closed now. Our representatives are available to assist you Monday through Friday 7:00 a.m. to 5:00 p.m. Eastern Time. If you have touch-tone service and need immediate information, please try our 24-hour, toll-free FACT and Information Line at 1-888-PATAXES. That number is 1-888-728-2937. If you have access to the Internet, you can also visit our Online Customer Service Center. Log on to the Department’s Web site at www.revenue.state.pa.us and click on “Ask a Question. For immediate information, select “find an answer, ” type in your question or subject, and click on “search.” The Web address again is: www.revenue.state.pa.us. Thank you.

CLOSED_RP/ CLOSED.VOX

Emergency Message - 4Emergen.vox

You have reached the Taxpayer Service and Information Center’s e-Business Unit. We are sorry our system is not available at this time and apologize for this inconvenience. Please try again later. Thank you.

EMERGENCY LOGON ID’s

Access from Supervisors PC in each respective section. xxxx: E-Business

4CLOSED.VOX - ONLY PLAYS WHEN VOX FILE IS STORED ON SYSTEM

Varies based on weather-emergency (i.e. 2-hr delay, 4-hr delay, closing, etc…)

You have reached the Taxpayer Service and Information Center’s e-Business Unit. Due to inclement weather, our office has a two-hour delay and will open at **9:00 a.m**. Eastern Time. Please call back at that time. Thank you.

Holiday schedule recording - 4holiday.vox

You have reached the Taxpayer Service and Information Center’s e-Business Unit. Our offices are closed due to observance of the holiday and will reopen at 7:00 a.m. eastern time on our next normal business day. Thank you.

4Dayoff.vox

Welcome to the Taxpayer Service and Information Center's e-Business Unit. Our offices are closed today. Please call back on our next normal business day at 7:00 a.m. If you are calling to request forms, please hang up and dial 1-888-PATAXES to reach our 24-hour toll-free FACT and Information line. Forms can be faxed or mailed to you from that number. Also, you can get answers to the most commonly asked questions. Again that number is 1-888-728-2937. If you have access to the Internet, you can also visit our Online Customer Service Center. Log on to the Department's Web site at www.revenue.state.pa.us and click on "Ask a Question. For immediate information, select "find an answer, " type in your question or subject, and click on "search." The Web address again is www.revenue.state.pa.us. Thank you.

4Unavail.vox

You have reached the Taxpayer Service and Information Center's e-Business Unit. We're sorry our system is not available at this time. Please try again in one hour. Thank you.

APPENDIX E

TASK #4
Teloquent Script for CATS ACD
For Phone No. (717) 783-8434 (8:00 AM – 5:00 PM)

CATS.vox
Welcome to the Pennsylvania Department of Revenue, Harrisburg Call Center. This unit provides assistance with resolving your business tax delinquencies.

Sales and employer withholding tax returns can now be filed on-line. To take advantage of this service, please go to Website www.etides.state.pa.us. Again, the address is www.etides.state.pa.us**.**

CATSNF.vox
Tax extension, use during the CT NF run instead of CATS.vox, changed 5-5-03
Normally in June or July, the Call Center is responsible for answering calls with regard to a Corp Tax Non-Filer run. A large majority of these callers only need to send in their extension request to the number that is in red...at least that use to be the number.

Welcome to the Pennsylvania Department of Revenue, Harrisburg Call Center. This unit provides assistance with resolving your business tax delinquencies.

If this call is concerning a Pennsylvania Corporate Tax Extension Request, please fax your Corporate Tax Extension Request ONLY to **717-346-1958**. Please DO NOT fax your entire Corporate Tax Report. The number again for Corporate Tax Extensions only is **717-346-1958.**

Sales and employer withholding tax returns can now be filed on-line. To take advantage of this service, please go to Website www.etides.state.pa.us. Again, the address is www.etides.state.pa.us.

1menu.vox
To better serve you, please select one of the following options, using the numbers on your telephone keypad. Your call may be monitored for quality assurance.

*Press “1” If you need assistance concerning a Sales Tax delinquency.
*Press “2” If you need assistance concerning an Employer Withholding delinquency.
*Press “3” If you need assistance concerning a Corporation Tax delinquency.
*Press “4” If you have questions about a multiple tax delinquency or a Contractor Clearance.
*Press “5” If you need assistance concerning the Use Tax Voluntary Compliance correspondence sent to you from the Department.

If your call does not concern a tax delinquency and you want to obtain general tax information, please call (717) 787-1064. That number again is (717) 787-1064. If you would like this menu repeated, press ‘9’ now on your telephone keypad or stay on the line and a representative will assist you. Note: Pressing 1-4 all go to CATSday.rp. Pressing 5 goes to UseTaxDay.rp.   No selection will go to default_delinq category.

ROUTING FOR OPTIONS 1-4 OFF MAIN MENU (1MENU.VOX) QUEUE: CATSday.rp

1st Message in Queue, Part 1 - 1busy.vox
All of our representatives are busy. Your call is being answered in the order in which it was received. Thank you for waiting. You are currently # ________.

1st Message in Queue, Part 2 - que.vox
Holding for the next available agent. Thank you for waiting.

30 seconds of music (tqmsprng.vox)

2nd Message on queue - file.vox
If you are calling to file and/or pay your tax obligation you may send your return and/or payment to:

PA Department of Revenue
Bureau of Imaging & Document Management
1854 Brookwood Street
Harrisburg, PA 17104

If you still wish to speak with an agent please continue to hold. Thank you

30 seconds of music (tqmautum.vox)

***An attempt to transfer call to the dialer—call has been in queue for approx. 62 seconds**

3rd Message on queue - 1sorry.vox
We are sorry for the delay in answering your call. Thank you for waiting. If you have a touch-tone phone, information is also available on our 24-hour, toll-free FACT and Information Line by dialing toll free 1-888-PATAXES. That number is 1-888-728-2937.

The FACT line is an automated service, which allows you to do the following:

- Check the progress of your Personal Income Tax payment, return and refund, your Corporate Tax Payment, and your Property Tax and Rent Rebate Claim;
- Order a form, which can be either faxed or mailed to you; and
- Obtain answers to the most commonly asked questions for personal and business taxes.

To reach the FACT line, dial 1-888-PATAXES. That number is toll free 1-888-728-2937.

30 seconds of music (tqmsprng.vox)

4th Message on queue - 1hold.vox
Our representatives will answer your call as soon as possible. Thank you for holding. The Department maintains a 24-hour forms ordering service that can be reached by calling toll free 1-800-362-2050. You can request a form by using the form number or by providing a description of the form. Just follow the directions on the forms ordering message service.

30 seconds of music (tqmautum.vox)

***A 2nd attempt to transfer call to the dialer ---approx. 2 minutes 20 seconds since 1st attempt**

5th Message on queue - 1volume.vox
Due to the volume of calls being received, our representatives are still busy. The Department has an extensive home page on the Internet. You can access our web site at: revenue.state.pa.us. Our e-mail address is parev@revenue.state.pa.us

60 seconds of music (tqmsprng.vox)

6th Message on queue - detail.vox
Thank you for waiting. Detailed information about the major tax types is available on videotape. To arrange to view a videotape, contact the district office nearest you whose location is listed in the blue pages of your telephone directory.

60 seconds of music (tqmautum.vox)

7th Message on queue - 1taxup.vox
A representative will be with you as soon as possible. Taxpayers can receive the ***Pennsylvania Tax Update***, a bi-monthly publication, which highlights changes in tax laws, policies and procedures. To be added to the mailing list, call area code (717)787-6960.

60 seconds of music (tqmsprng.vox)

7th Message on Queue (Transfer to Mailbox) - 1mailbox.vox
Thank you for waiting. Due to the volume of calls received, a representative has not been able to take your call. You may continue to hold or you can leave a message and one of our representatives will return your call. To leave a message, press “1” now.

After pressing “1” call is transferred to Mailbox 2-9345.

(Takes 9 minutes before a caller is given this option)

1PARTY.VOX
You have reached the Pennsylvania Department of Revenue, Harrisburg Call Center. We are sorry our system is not available at this time. Please try again in one hour. Thank you.

ROUTING FOR OPTION 5 OFF MAIN MENU (1MENU.VOX)
QUEUE: UseTaxDay.rp

1st Message in Queue, Part 1 - 1busy.vox
All of our representatives are busy. Your call is being answered in the order in which it was received. Thank you for waiting. You are currently # ________.

1st Message in Queue, Part 2 - que.vox
Holding for the next available agent. Thank you for waiting.

30 seconds of music (tqmsprng.vox)

2nd Message in queue - UTInfo.vox
If you have questions regarding the Use Tax Voluntary Compliance Program, please stay on the line. If you are calling to obtain general tax information regarding Use Tax, please call area code (717) 787-1064. Please note, that customer service reps at 717-787-1064 will respond to taxability use tax questions only. They can not respond to any collection type questions. Thank you…

20 seconds of music (tqmautum.vox)

3rd Message in queue - UTRemit0.vox
If you received a letter from the Department regarding the Use Tax Voluntary Compliance program and have determined that you do not owe Use Tax, you are required to remit a zero return. You may send your return and or payment to:

PA Department of Revenue
Department 280437
Harrisburg, PA 17128-0437

20 seconds of music (tqmsprng.vox)

4th Message in queue - UTSorry.vox
We are sorry for the delay in answering your call. Thank you for waiting. To ensure that penalties are waived through the Use Tax Voluntary Compliance Program, please file and mail all returns, including payments, to:

PA Department of Revenue
Department 280437
Harrisburg, PA 17128-0437

All future Use Tax payments can be reported and remitted with your regular Sales and Use Tax return. If you are not registered and incur Use Tax on a regular basis, you must register for a Use Tax account number by completing the PA Enterprise Registration Form (PA100).

20 seconds of music (tqmsprng.vox)

5th Message in queue - UTWeb.vox
The Department has added Use Tax information, specific to businesses, to its Web site including a new brochure, ***Use Tax for Businesses (REV-935).*** Additional information about Use Tax and the Use Tax Compliance Program can be found on the Department's web site at www.revenue.state.pa.us.

20 seconds of music (tqmsprng.vox)

6th Message in queue - UTPurch.vox
Our representative will answer your call as soon as possible. If you are a non-profit organization that is not subject to tax, please be advised that only those items used directly and predominantly in the fulfillment of the charitable purpose are exempt. Unrelated purchases follow the same rules of taxation as any other business. If you have only related purchases you should remit a zero return for the periods in question.

20 seconds of music (tqmsprng.vox)

7th Message in queue - UTVolume.vox
Due to the volume of calls being received, our representatives are still busy.
You can submit a question to the Department's Online Customer Service Center on the Department's web site at www.revenue.state.pa.us.

Businesses that incur Use Tax liabilities on a regular basis must register for a Use tax account number by completing the PA Enterprise Registration Form (PA100). Non-recurring Use Tax liabilities can be reported on the Use Tax Return (PA-1). Purchases made over the Internet, through toll-free numbers, mail order catalogs, or from an out-of-state location are subject to Use Tax if Sales Tax was not paid. Pennsylvania statues generally exclude from Sales and Use Tax items such as clothing; most foods purchased from a grocery store and prescription medicines. Examples of taxable items include: computers, sports and recreational equipment and formal clothing. See REV-717 (Retailers' Information Guide) for a list of taxable items.

20 seconds of music (tqmsprng.vox)

8th Message in queue (Transfers to voice mailbox) - UTmailbx.vox
Thank you for waiting. Because of the volume of calls received, a representative has not been able to take your call. You may continue to hold or you can leave a message and one of our representatives will return your call. To leave a message, press "1" now.

If a caller does not select option 1 above, they loop back to the 2nd message in queue (UTInfo.vox) and continue to loop.

FROM 4:45 P.M. - 4:55 P.M.

(transfer.vox 8172216273333272#)
Thank you for waiting. Because of the volume of calls, a representative has not been able to take your call. You may continue to hold or you can leave a telephone number where you can be reached and one of our representatives will return your call. To leave a message, press 1 now.

After pressing “1” call is transferred to Mailbox x-xxxx.

45 seconds of music (tqmsprng.vox)
45 seconds of music (tqmautum.vox)

1evening.vox
Our representatives may not be able to take your call before the Harrisburg Call Center closes. You may continue to hold, or, you can leave a message and one of our representatives will return your call as soon as possible. To exercise this option, press “1” now.

After pressing “1” call is transferred to Mailbox x-xxxx.

45 seconds of music (tqmsprng.vox)
45 seconds of music (tqmautum.vox)

1evening.vox
Our representatives may not be able to take your call before the Harrisburg Call Center closes. You may continue to hold or you can leave a message and one of our representatives will return your call as soon as possible. To exercise this option, press “1” now.

After pressing “1” call is transferred to Mailbox x-xxxx.

45 seconds of music (tqmsprng.vox)
45 seconds of music (tqmautum.vox)

Last message on queue - 1last.vox
Due to a heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes. Please listen to the following options:

- You can call back on our next normal business day at 8:00 a.m. ET or
- Press “1” to leave a message and an agent will return your call as soon as possible. You may press “1” now.

We are sorry we could not take to your call. Thank you for calling the PA Department of Revenue.   Good Bye.

SPECIAL VOX FILES

Night Message - 1night.vox
You have reached the Pa Department of Revenue Harrisburg Call Center. Our offices are closed now. Our normal business hours are 8:00 AM to 5:00 PM, ET, Monday thru Friday. Please call back on our next normal business day. Thank you.

<u>Optimail mailbox x-xxxx recording</u>
Please leave your first and last name, your phone number with area code and your case number, employer identification number or business number and a brief message. A representative will call you back as soon as possible.   Thank you.

<u>Holiday schedule recording - 1holiday.vox</u>
You have reached the Pennsylvania Department of Revenue Harrisburg Call Center. Our offices are closed in observance of the holiday and will reopen at 8:00 a.m. ET on our next normal business day.   Thank you.

<u>Emergency Message - 1emergen.vox</u>
Access from Supervisors PC in each respective section for temporary close, ex. fire drill, etc.

xxxx - CATS;   xxxx - CACS

You have reached the Pennsylvania Department of Revenue Harrisburg Call Center.   We are sorry our system is not available at this time and apologize for this inconvenience. Please try again later. Thank you.

<u>1closed.vox</u>
This message is not activated until it is recorded.   To deactivate, delete message.
You have reached the Pennsylvania Department of Revenue Harrisburg Call Center. Due to inclement weather the opening of our office has been delayed 2 hours because of a weather emergency. We will be opening at 10:00 a.m.   Please call back then.

TASK #4
Teloquent Script For CACS ACD
For Phone No. (717) 783-3000 (8:00 AM – 5:00 PM)

2CACS.vox

Welcome to the Pennsylvania Department of Revenue, Harrisburg Call Center. This unit provides assistance with resolving your personal income tax and Inheritance Tax delinquencies. To better serve you, please select one of the following options, using the numbers on your telephone keypad. Your call may be monitored for quality assurance.

2menu.vox

*Press "1"   If you need assistance concerning a Personal Income tax delinquency.
*Press "2"   If you need assistance concerning an Inheritance tax delinquency.

If you would like this information repeated, press 9 now on your telephone keypad or stay on the line and a representative will assist you.

This is where the queue has to split, one branch for CACS & one for Inheritance Tax, due to different information provided to the Taxpayer.

Option 1 Routing From Main Menu Above (2menu.vox)
Personal Income Tax Delinquency

QUEUE: CACSday.rp

1st message in queue - 2geninfo.vox

If your call does not concern a tax delinquency and you want to obtain general tax information, please call area code (717) 787-8201. That number again is (717) 787-8201. If you prefer to send correspondence concerning your account, you may write to:

PA Department of Revenue
Bureau of Individual Taxes
Dept. 280604
Harrisburg, PA   17128-0604
Attn: PIT Enforcement Section

If you would like this information repeated, press 9 now on your telephone keypad or stay on the line and a representative will assist you. That address again is:

1st message in queue, Part 1 - 2busy.vox

All of our representatives are busy. Your call is being answered in the order in which it was received. Thank you for waiting. You are currently #_________.

1st message in queue, Part 2 - 2que.vox
Holding for the next available agent. Thank you for waiting.

10 seconds music (tqmsprng.vox)

2nd message in queue - 2ssn.vox
All of our representatives are still busy. Please hold. The representative will need your social security number or the social security number of the account in question. If you are calling to file and/or pay your tax obligations, you may send your return and/or payment to:

PA Department of Revenue
Collections and Taxpayer Services
Dept. 281210
Harrisburg, PA 17128-1210

That address again is:

10 seconds of music (tqmautum.vox)
***An attempt to transfer call to the dialer**

3rd Message on Queue - 2sorry.vox
Thank you for waiting. We are sorry for the delay in answering your call. If you have a touchtone phone, information is also available on our 24- hour toll-free FACT and Information line by dialing toll free 1-888-PATAXES. The fact line is an automated service, which will allow you to do the following:

- check the progress of your current year Personal Income Tax return and refund, your Corporate Tax Payment, and your Property Tax and Rent Rebate Claim;
- order a form which can be either faxed or mailed to you; and
- obtain answers to the most commonly asked questions for personal and business taxes.

To reach the FACT line dial 1-888-PATAXES. That number is 1-888-728-2937.

10 seconds of music (tqmsprng.vox)

4th message on queue - 2est.vox
Our representative will answer your call as soon as possible. You must file a Declaration of Pennsylvania Estimated Tax when your taxable income, not subject to withholding, reasonably can be expected to exceed $8000. You then pay tax in installments, which are due for most individuals on April 15, June 15, September 15 and January 15.

10 seconds of music (tqmautum.vox)
***An attempt to transfer call to the dialer**

5th message on queue - 2volume.vox
Due to the volume of calls being received, our representatives are still busy. If you have a touch-tone phone, you can have forms faxed to you. To order a form by fax, dial toll free 1-888-PATAXES that number again is 1-888-728-2937.

45 seconds of music (tqmsprng.vox)

6th Message on Queue (Transfer to Mailbox for CACS - 2mailbox.vox

Thank you for waiting. Because of the volume of calls, a representative has not been able to take your call. You may continue to hold or you may press "1" to leave a digital message. An agent will return your call as soon as possible. To leave a digital message, press "1" now on your telephone touch-tone keypad.

(After pressing one transfer to Scheduled CallBack for CACS)

Vivaldi – tqmsprng.vox for 45 seconds

LOOP BACK TO 2ND MESSAGE ON QUEUE (2SSN.vox) AND REPEAT

Option 2 Routing From Main Menu (2menu.vox)
Inheritance Tax

QUEUE: (InhTaxDay.rp)

1st message on queue for option 2 - 3geninfo.vox

If your call does not concern an Inheritance tax delinquency and you want to obtain general Inheritance tax information, please call area code (717) 787-8327. That number again is (717) 787-8327.

If you prefer to send correspondence concerning your account, you may write to:

(1) PA Department of Revenue
Inheritance Tax Division
Bureau of Individual Taxes
Dept 280601
Harrisburg PA 17128-0601

1st message in queue, Part 1 - 2busy.vox

All of our representatives are busy. Your call is being answered in the order in which it was received. Thank you for waiting. You are currently #_____________.

~~~~~~

1st message in queue, Part 2 - 2que.vox

Holding for the next available agent. Thank you for waiting.

10 seconds music (tqmsprng.vox)
*An attempt to transfer call to the dialer
~~~~~~

2nd message in queue - 3CFN.vox

All of our representatives are still busy. Please hold. The representative will need the County File Number, Decedents Social Security number or the Decedents name and date of death for the account in question. If you are calling to file and/or pay your tax obligations, you may send your return and/or payment to the Register of Wills of the county in which the Decedent resided or the estate is being administered.

10 seconds of music (tqmautum.vox)

3rd message in queue - 3sorry.vox

We are sorry for the delay in answering your call. Thank you for waiting.
If you prefer to send correspondence concerning your account, you may write to:

(2) PA Department of Revenue
Inheritance Tax Division
Bureau of Individual Taxes
(3) Dept 280601
Harrisburg PA 17128-0601

10 seconds of music (tqmsprng.vox)
***An attempt to transfer call to the dialer**

4th message in queue - 2volume.vox

Due to the volume of calls being received, our representatives are still busy. If you have a touch-tone phone, you can have forms faxed to you. To order a form by fax, dial toll free 1-888-PATAXES that number again is 1-888-728-2937.

10 seconds of music (tqmautum.vox)

5th message in queue (Transfer to Mailbox for Inheritance Tax) - 2mailbox.vox

Thank you for waiting. Because of the volume of calls, a representative has not been able to take your call. You may continue to hold or you may press “1” to leave a digital message. An agent will return your call as soon as possible. To leave a digital message, press “1” now on your telephone touch-tone keypad.
(After pressing one transfer to Scheduled CallBack for Inheritance Tax)

Vivaldi – tqmsprng.vox for 45 seconds

LOOP BACK TO 2ND MESSAGE ON QUEUE (3CFN.vox) AND REPEAT

FROM 4:45 PM to 4:55 PM – SHARED FILES

2evening.vox

Our representatives may not be able to take your call before the Harrisburg Call Center closes. You may continue to hold or you may press “1” to leave a digital message. An agent will return your call as soon as possible. To leave a digital message, press “1” now on your telephone touch-tone keypad.
(After pressing 1, transfers to Scheduled CallBack)

45 seconds of music (tqmsprng.vox) and 45 seconds of music (tqmautum.vox)

2evening.vox

Our representatives may not be able to take your call before the Harrisburg Call Center closes. You may continue to hold or you may press “1” to leave a digital message. An agent will return your call as soon as possible. To leave a digital message, press “1” now on your telephone touch-tone keypad.
(After pressing 1, transfers to Scheduled CallBack)

45 seconds of music (tqmsprng.vox) and 45 seconds of music (tqmautum.vox)

Last Message In Queue - 2Last.vox

Due to a heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes. Please listen to the following options:

- You can call back on our next normal business day at 8:00 a.m. ET or
- Press “1” to leave a digital message and an agent will return your call as soon as possible. You may press “1” now. **(After pressing one transfer to mailbox 2-9335)**

We are sorry we could not take your call. Thank you for calling the Pennsylvania Department of Revenue. **(We then end the call)**

Night message - 2night.vox

You have reached the Pennsylvania Department of Revenue Harrisburg Call Center. Our offices are closed now. Our normal business hours are between 8:00 AM and 5:00 PM ET Monday thru Friday. Please call back on our next normal business day.
Thank you.

Mailbox 2-9335 (Personal Income Tax)

At the tone, leave your first and last name, your phone number with area code, your case number or social security number and a brief message. A representative will call you back as soon as possible.

Mailbox 5-7780 (Inheritance Tax)

At the tone, leave your first and last name, your phone number with area code, the county file number, case number or decedent's name or social security number and a brief message. A representative will call you back as soon as possible. Thank you.

Holiday Schedule recording - 2holiday.vox

You have reached the Pennsylvania Department of Revenue Harrisburg Call Center. Our offices are closed in observance of the holiday and will reopen at 8:00 a.m. ET on our next normal business day. Thank you.

Emergency Message - 2emergen.vox

Access from Supervisors PC in each respective section for temporary close, ex. fire drill, etc.

xxxx - CATS; xxxx - CACS

You have reached the Pennsylvania Department of Revenue Harrisburg Call Center. We are sorry our system is not available at this time and apologize for this inconvenience. Please try again later. Thank you.

Closed (Closed_RP) - 2closed.vox

(This message is not activated until it is recorded. To deactivate, delete message.)

You have reached the Pennsylvania Department of Revenue Harrisburg Call Center. Due to inclement weather the opening of our office has been delayed 2 hours. We will be opening at 10:00 a.m. Please call back then.

2PARTY.VOX

You have reached the Pennsylvania Department of Revenue, Harrisburg Call Center. We are sorry our system is not available at this time. Please try again in one hour. Thank you.

TASK #4
Predictive Dialer Voice Files For CATS and CACS

outboundmsg#1 (fwait1.au - Message #1)
Hold the line please. I have an important call for this number from the Pennsylvania Department of Revenue.

outboundmsg#2 (fwait2.au - Message #2)
Sorry to keep you waiting. I'm still trying to connect your call.

outboundmsg#3 (fwait3.au - Message #3)
I'm still trying to connect you. Please hold.

outboundmsg#4 fwait4.au - Message #4)
Still trying to connect your call, thank you for waiting.

inboundmsg#1 (infwait1.au - Message #5)
Thank you for calling the Pennsylvania Department of Revenue. A representative will be with you shortly.

inboundmsg#2 (infwait2.au - Message #6)
Your call is important to us. Please hold for the next available representative.

inboundmsg#3 (infwait3.au - Message #7)
Please continue to hold. A representative will be with you momentarily.

inboundmsg#4 (infwait4.au - Message #8)
Thank you for holding. Please continue to wait.

<u>VirtualAgentCACS (fvirt1 - Message #230)</u>
Hello, this is the Pennsylvania Department of Revenue, Personal Income Tax Collections Unit. It is important that you return our call. Our telephone number is area code 717-783-3000. That number again is area code 717-783-3000. Our office hours are 7:30 am to 4:00 pm Eastern Standard Time Monday through Friday.

<u>VirtualAgentCATS (fvirt2 - Message #231)</u>
Hello, this is the Pennsylvania Department of Revenue. It is important that you return our call. Our telephone number is area code 717-783-8434. That number again is area code 717-783-8434. Our office hours are 8:00 am to 5:00 pm Eastern standard time Monday through Friday. Thank you.

<u>VirtualAgentCACS-4-99 (fvirt1a - Message #232)</u>
Hello, this is the Pennsylvania Department of Revenue, Personal Income Tax Collections Unit. It is important that you return our call. Our telephone number is area code 717-783-3000. That number again is area code 717-783-3000. Our office hours are 8:00 am to 4:00 pm Eastern Standard Time Monday through Friday. Thank you.

<u>VirtualAgentCATS-4-99 (fvirt2a - Message #233)</u>
Hello, this is the Pennsylvania Department of Revenue, Harrisburg Telephone Unit. It is important that you return our call. Our telephone number is area code 717-783-8434. That number again is area code 717-783-8434. Our office hours are 8:00 am to 5:00 pm Eastern standard time Monday through Friday. Please have your account name, Federal Identification number of case number available when you return our call. Our number again is area code 717-783-8434. Thank you.

SYSTEM VOICES

(fwaitf.au – not being used, unknown female voice)
Thank you for waiting. Sorry I couldn't connect you. I'll try again later.

(mwait1.au - Message #9 / Outbound, unknown male voice)
Hold the line please. I have a call for this number

(mwait2.au - Message #10 / Outbound, unknown male voice)
Sorry to keep you waiting. I'm still trying to connect.

(mwait3.au - Message #11 / Outbound, unknown male voice)
Still trying, hold please.

(mwaitf.au - Message #12 / Outbound, unknown male voice)
Thank you for waiting. Sorry I couldn't connect you. I'll try again later.

(inmwait1.au - Message #13 / Inbound, unknown male voice)
Thank you for calling. An operator will be with you shortly.

(inmwait2.au - Message #14 / Inbound, unknown male voice)
Please hold for the next available operator.

(inmwait3.au - Message #15 / Inbound, unknown male voice)
We're still trying.

(inmwait4.au - Message #16 / Inbound, unknown male voice)
Thank you for calling. You may continue to wait.

Mosaix Voice Files
Page Four

Auto-Play – Personal Income Tax (fautopit - Message #???)

Hello, The Pennsylvania Department of Revenue is trying to contact you regarding an important Personal Income Tax matter. Please call us back within the next five business days between the hours of 8:00 am & 5:00 pm Eastern Standard Time, Monday through Friday, at 717-783-3000. That number again is 717-783-3000. Please reference your Social Security Number when returning our call. Thank you.

Auto-Play – Inheritance Tax (fautoinh - Message #???)

Hello, The Pennsylvania Department of Revenue is trying to contact you regarding an important Inheritance Tax matter. Please call us back within the next five business days between the hours of 8:00 am & 5:00 pm Eastern Standard Time, Monday through Friday, at 717-783-3000. That number again is 717-783-3000. Please reference the Decedents County Code File Number or Social Security Number when returning our call. Thank you.

Auto-Play – Corporate Tax (fautoctx - Message #???)

Hello, The Pennsylvania Department of Revenue is trying to contact you regarding an important Corporate Tax matter. Please call us back within the next five business days between the hours of 8:00 am & 5:00 pm Eastern Standard Time, Monday through Friday, at 717-783-8434. That number again is 717-783-8434. Please reference your Entity Identification Number when returning our call. Thank you.

Auto-Play – Sales Tax (fautosal - Message #???)

Hello, The Pennsylvania Department of Revenue is trying to contact you regarding an important Sales Tax matter. Please call us back within the next five business days between the hours of 8:00 am & 5:00 pm Eastern Standard Time, Monday through Friday, at 717-783-8434. That number again is 717-783-8434. Please reference your Entity Identification Number or Account Number when returning our call. Thank you.

Auto-Play – Employer Withholding Tax (fautoemp - Message #???)

Hello, The Pennsylvania Department of Revenue is trying to contact you regarding an important Employer Withholding Tax matter. Please call us back within the next five business days between the hours of 8:00 am & 5:00 pm Eastern Standard Time, Monday through Friday, at 717-783-8434. That number again is 717-783-8434. Please reference your Entity Identification Number or Account Number when returning our call. Thank you.

APPENDIX E

TASK #5
Proposed Teloquent Script For E-PAD ACD
For Phone No. (717)

EPADwelc.vox
Welcome Announcement - What caller hears when first calling into 717.xxx.xxxx.

Welcome to the Pennsylvania Department of Revenue, EPAD – Discovery Division. This Unit will respond to Sales and Use Tax Questions. Your call is being answered in the order in which it was received. Note: Your call may be monitored for quality assurance. Please hold for the next available agent.

IN QUEUE - while caller is on hold for next available agent, music will play between each of the messages below.

EPADmenu.vox
- If you are calling concerning receipt of a Use Tax Letter or form, press 1 now.
- If you are calling concerning general Use Tax question, press 2 now.
- If you are calling concerning how to file Sales and Use tax returns, press 3 now.
- If you are calling concerning _________________, press 4 now.
- If you would like this menu repeated, please press 9 now.

Note: Pressing 1, 2, 3 or 4 all go to EPADbusy.vox…

EPADbusy.vox #4 LOOPS BACK TO #2
I am sorry but all of our representatives are currently busy with other customers. Your call will be handled by the next available agent. Currently you are #___ holding for the next available agent.

Vivaldi – tqmsprng.vox for 45 seconds

EPADque.vox-
Give caller the exact hold time at this point?

EPADhold.vox
Due to the heavy volume of calls being received, our representatives are still busy. Please hold.

tqmsummr for 45 seconds

scboptA.vox

All of our representatives are still busy. You may press “1” to leave a digital message such as your identification number or phone number. If not, please hold and an agent will be with you. To leave a message, press “1” now.

Loops back to EPADbusy.vox above if caller continues to hold. If caller presses 1, they will be sent to the SCB routing.

Vivaldi – tqmsprng.vox for 45 seconds

transfer.vox

Thank you for waiting. Because of the volume of calls, a representative has not been able to take your call. You may continue to hold or you can leave a telephone number where you can be reached and one of our representatives will return your call. To leave a message, press 1 now. (transfers to Scheduled CallBack)

Vivaldi – tqmsprng.vox for 45 seconds

EPADCOB.vox

Offer caller option at 4:50 to leave a message “10” minutes before close of business .

Our representatives may not be able to get to your call before the close of business today. You may continue to hold or you can leave a message and one of our representatives will return your call as soon as possible. To leave a message, press “1” now or you may continue holding. Thank you

(Pressing “1” transfers caller to our Scheduled CallBack routing where they can leave their phone number, ext. and an SSN or an account number. Then a special campaign is run to call all taxpayers back that left their contact information in our database.

EPADlast.vox - FINAL MESSAGE to be played at 4:57 p.m.

Due to a heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes at 5:00 p.m. today. Please listen to the following options:

- You can call back on our next normal business day at 8:30 a.m. eastern time or
- Press “1” to leave a telephone number where you can be reached and an agent will return your call as soon as possible. Press “1” now to leave a digital message.

We are sorry we could not get to your call. Thank you for calling the Pa Department of Revenue.

<u>EPADnite.vox - NIGHT SERVICE (Played between 5:00 PM and 8:30 AM)</u>
You have reached the Pennsylvania Department of Revenue, E-PAD. Our office is closed now. Our office hours are from 8:30 a.m. to 5:00 p.m. eastern time, Monday through Friday. Please call back on our next normal business day. Thank you.

<u>EPADholid.vox (E-PAD holiday routing)</u>
You have reached the Pennsylvania Department of Revenue's Compliance – Discovery Division. Our offices are closed due to observance of the holiday and will reopen at 7:30 a.m. eastern time, on our next normal business day. Thank you.

<u>EPADemrg.vox Agent ID Activation = xxxx</u>
EMERGENCY MESSAGE: (Activated by Supervisor in emergency situation)

You have reached the Pennsylvania Department of Revenue's Compliance – Discovery Division. Our office is closed due to an emergency. Please try again later. Thank you.

<u>EPADclos.vox</u>
CLOSED MESSAGE - (Weather related, etc.) Samples below:

<u>Voice file must exist on server to activate this vox file)</u>

- You have reached the PA Department of Revenue, Compliance – Discovery Division. Due to inclement weather, our office is experiencing a two-hour delay and will open at 9:30 a.m. eastern time. Please call back at that time. Thank you.

- Our Office is temporarily closed. We expect to be back in the office within the next hour. Please call back. Thank you.

APPENDIX E

TASK #10
Teloquent Script For E-FILE
For Phone No. (717) 787-4017

EFWELC.VOX - Welcome Announcement
Welcome to the Pennsylvania Department of Revenue, Electronic Filing help desk.

We are here to assist tax professionals with questions or problems regarding P.I.T. electronic filing services. If you are a taxpayer calling regarding a Personal Income Tax return, please hang up and call the Taxpayer Service and Information Center at 717-787-8201. That number again is 717-787-8201.

If you have questions about a business tax electronic service, please hang up and call toll free 717-783-6277. That number again is 717-783-6277. Presently all of our agents are busy. Your call may be monitored for quality assurance. Please hold for the next available agent.

In queue – while caller is on hold for next available agent, 45 seconds of music will play between each of the 4 messages below.

EFQUE.VOX
Thank you for waiting. All of our representatives are busy. Your call will be answered in the order it was received. We are here to assist you with questions and problems about the Department's Personal Income Tax electronic filing services. Please hold for the next available agent.

EFSORRY.VOX
We are sorry for the delay in answering your call. All of our agents are still busy. Please hold.

EFSTLBZ.VOX
All of our agents are still busy. Thank you for holding.

EFVOLUM.VOX
Due to the volume of calls being received, our representatives are still busy. Please hold.

EF2MINS.VOX
All of our agents are still busy. If you continue to hold an agent will be with you as soon as possible. If you prefer, you may Press "1" to leave a message and an agent will

return your call. You may Press “1” now or continue to hold. (Pressing “1” transfers to mailbox 772-9304.)

Offer caller an option at 3:50 to leave a message “10” minutes before close of business.

EFCOB.VOX

Our representatives may not be able to get to your call before the close of business today. You may continue to hold or you can leave a message and one of our representatives will return your call as soon as possible. To leave a message, press “1” now or you may continue holding. Thank you. (Pressing “1” transfers to mailbox 772-9304.)

Final Message to be played at 3:57 p.m

EFLAST.VOX

Due to the heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes at 4:00 p.m. today. Please listen to the following options: You can call back on our next normal business day between 8:00 a.m. and 4:00 p.m. eastern time at 717-787-4017 or Press “1” to leave a message and an agent will return your call as soon as possible. You may Press “1” now. We are sorry we could not get to your call. Thank you for calling the PA Department of Revenue. Good-Bye. (Pressing “1” transfers to mailbox 772-9304.)

EFNITE.VOX -Night Service (Day Hours 8:00 to 4:00)

You have reached the Pennsylvania Department of Revenue Electronic Filing help desk. Our office is now closed. Our office hours are from 8:00 a.m. to 4:00 p.m., Eastern Time, Monday through Friday. Please call back on our next normal business day at 717-787-4017. Thank you.

772-9304 Message Mailbox

This mailbox will be used for the following scripts: EFCOB, EFLAST and EF2MINS

At the tone, please leave you first and last name, your daytime **telephone** number with area code and a brief message. A representative will return your call as soon as possible. Thank you.

EFHOLIDA.VOX - Holiday Recording

You have reached the Pennsylvania Department of Revenue’s Electronic Filing help desk. Our office is closed due to the observance of the holiday and will reopen at 8:00 a.m. Eastern Time, on our next normal business day. Thank you for calling the PA Department of Revenue.

EFDAYOFF.VOX

You have reached the Pennsylvania Department of Revenue's Electronic Filing help desk. Our office is closed today. Please call back on our next normal business day. Our office reopens at 8:00 a.m. Eastern Time. Thank you.

EFEMERG.VOX - Emergency Message

You have reached the Pennsylvania Department of Revenue's Electronic Filing help desk. Our systems are not available at this time. Please try again later. Thank you.

EFCLOSED.VOX

Samples:

You have reached the Pennsylvania Department of Revenue's Electronic Filing help desk. Due to inclement weather our office has a two-hour delay and will open at 10:00 a.m. Eastern Time. Please call back at that time. Thank you.

Our office is temporarily closed. We expect to be back in the office within the next hour. Please call back. Thank you.

You have reached the PA Dept of Rev's Personal Income Tax Electronic Filing Help Desk. Due to inclement weather our office is closed today and will reopen at 8:00 a.m. Eastern Time on our next normal business day. Please call back at that time. Thank

APPENDIX E

Teloquent Script For E-SERVICES ACD
For Phone No. (717) 787-1392

ESWELC.VOX
Welcome to the Pennsylvania Department of Revenue, Personal Income Tax e-Services Support Center. We are here to assist you with questions or problems regarding the
P.I.T. e-Services Center. If you have questions about a business tax electronic service, please hang up and call (717) 783-6277. That number again is (717) 783-6277. Presently all of our agents are busy. Your call may be monitored for quality assurance. Please hold for the next available agent.

In queue – while caller is on hold for next available agent, 45 seconds of music will play between each of the 4 messages below.
ESQUE.VOX
Thank you for waiting. All our representatives are busy. Your call will be answered in the order it was received. We are here to assist you with questions and problems about the features available on the Department's Personal Income Tax e-Services Center. We will help you with your questions regarding e-Signature, electronic payments, name and address changes, account status information or on-line filing through pa.direct.file. Please hold for the next available agent.

ESSORRY.VOX
We are sorry for the delay in answering your call. All of our agents are still busy. Please hold.

ESSTLBZ.VOX
All of our agents are still busy. Thank you for holding.

ESVOLUM.VOX
Due to the volume of calls being received, our representatives are still busy. Please hold.

Loop back to ESSORRY.VOX

Offer caller an option to leave a message "10" minutes before close of business.

ESCOB.VOX
Our representatives may not be able to get to your call before the close of business today. You may continue to hold or you can leave a message and one of our representatives will return your call as soon as possible. To leave a message, press “1” now or you may continue holding. Thank you. (Pressing “1” transfers to mailbox 772-9305.)

Final Message to be played 23 minutes before close
ESLAST.VOX
Due to the heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes at **5:00** p.m. today. Please listen to the following options: You can call back on our next normal business day between **7:00 a.m. and 5:00 p.m.** eastern time at 717-787-1392 or Press “1” to leave a message and an agent will return your call as soon as possible. You may Press “1” now. We are sorry we could not get to your call. Thank you for calling the PA Department of Revenue. Good-Bye. (Pressing “1” transfers to mailbox 772-9305.)

ESNITE.VOX - Night Service
You have reached the Pennsylvania Department of Revenue, Personal Income Tax e-Services Support Center. Our office is now closed. Our office hours are from **7:00 a.m. to 5:00 p.m**., Eastern Time, Monday through Friday. Please call back on our next normal business day at 717-787-1392. Thank you.

772-9305 Message Mailbox
This mailbox will be used for ESCOB and ESNITE

At the tone, please leave your first and last name, your daytime telephone number with area code and a brief message. A representative will return your call as soon as possible. Thank you.

ESHOLIDA.VOX - Holiday Recording
You have reached the Pennsylvania Department of Revenue’s Personal Income Tax e-Services Support Center. Our office is closed due to the observance of the holiday and will reopen at **7:00** a.m. Eastern Time, on our next normal business day. Thank you for calling the PA Department of Revenue.

ESDAYOFF.VOX
You have reached the Pennsylvania Department of Revenue’s Personal Income Tax e-Services Support Center. Our office is closed today. Please call back on our next normal business day. Our office reopens at **7:30 a.m**. Eastern Time. Thank you.

ESEMERG.VOX - Emergency Message
You have reached the Pennsylvania Department of Revenue's Personal Income Tax e-Services Support Center. Our systems are not available at this time. Please try again later. Thank you.

ESCLOSED.VOX - This script will not activate until recorded.

Samples:

- You have reached the Pennsylvania Department of Revenue's Personal Income Tax e-Services Support Center. Due to inclement weather our office has a two-hour delay and will open at **9:00 a.m**. Eastern Time. Please call back at that time. Thank you.

- Our office is temporarily closed. We expect to be back in the office within the next hour. Please call back. Thank you.

- You have reached the PA Dept of Rev's Personal Income Tax e-Services Support Center. Due to inclement weather our office is closed today and will reopen at ___. Eastern Time on our next normal business day. Please call back at that time. Thank you.

APPENDIX E

TASK #11

Teloquent Script For PASSTHROUGH BUSINESS UNIT
For Phone No. (717) 705-7400

PBUwelcm.vox

Welcome to the Pennsylvania Department of Revenue, Pass Through Business Unit. This Unit is a cross-match of corporate, partnership and individual tax information. Your call is being answered in the order in which it was received. Note: Your call may be monitored for quality assurance. Please hold for the next available agent.

IN QUEUE - while caller is on hold for next available agent, 45 seconds of music will play between each of the 4 messages below.

PBUque.vox

The Pass Through Business Unit will be conducting an audit of Corporate, Partnership and Individual Tax information. This audit will determine if the entity's reporting method is in compliance with Pennsylvania's tax laws, rules and regulations; therefore, distributing the correct income or loss to its resident and nonresident shareholders and / or partners.

PBUsorry.vox

We are sorry for the delay in answering your call. All of our agents are still busy. Please hold.

PBUstlbz.vox

All of our agents are still busy. Thank you for holding.

PBUvolum.vox

Due to the volume of calls being received, our representatives are still busy. Please hold.

LOOPS BACK TO PBUsorry.vox

PBUevnin.vox

Offer caller option at 4:35 to leave a message "10" minutes before close of business .

Our representatives may not be able to get to your call before the close of business today. You may continue to hold or you can leave a message and one of our representatives will return your call as soon as possible. To leave a message, press “1” now or you may continue holding. Thank you (Pressing “1”Transfers to mailbox 705-7745.)

PBUlast.vox - FINAL MESSAGE to be played at 4:42 p.m.

Due to a heavy volume of calls, all of our agents are busy and will not be able to answer your call before our office closes at 4:45 p.m. today. Please listen to the following options:

- You can call back on our next normal business day at 7:15 a.m. eastern time or

- Press “1” to leave a message and an agent will return your call as soon as possible. Press “1” now to chose this option. (Transfer to Mailbox 705-7745)

PBUnite.vox - NIGHT SERVICE (DAY HOURS 7:15 TO 4:45)

You have reached the Pennsylvania Department of Revenue, Pass Through Business Unit. Our office is closed now. Our office hours are from 7:15 a.m. to 4:45 p.m. eastern time, Monday through Friday. To leave a message, press “1” now. Otherwise please call back on our next normal business day. Thank you.

(Pressing “1” transfers to 705-7445 Message Mailbox.)

705-7745 MESSAGE MAILBOX (705-0325 Contributor MBX)

This mailbox will be shared with “4:35, Final, and Night.

At the tone, please leave your first and last name, social security number or FEDERAL EMPLOYER IDENTIFICATION NUMBER of the account your inquiry pertains to, telephone number with area code and a brief description of the inquiry. A representative will return your call as soon as possible. Thank you.

PBUholid.vox -HOLIDAY RECORDING

You have reached the Pennsylvania Department of Revenue’s PassThrough Business Unit. Our offices are closed due to observance of the holiday and will reopen at 7:15 a.m. eastern time, on our next normal business day. Thank you.

PBUdayof.vox

You have reached the Pennsylvania Department of Revenue's Pass Through Business Unit. Our offices are closed today. Please call back on our next normal business day at 7:15 a.m. eastern time. Thank you.

PBUEmrgn.vox
Agent ID = 7400

EMERGENCY MESSAGE: (Activated by Supervisor in emergency situation)
You have reached the Pennsylvania Department of Revenue's Pass Through Business Unit. Our office is closed due to an emergency. Please try again later. Thank you.

Temp Msg for meetings
You have reached the Pennsylvania Department of Revenue's PassThrough Business Unit. Currently there is no one available to take your call. Please try back after 1:30 PM EST today. Or, if you wish, you may press 1 now to leave a message and a representative will return your call as soon as possible. Thank you.

CLOSED MESSAGE

PBUclos.vox

Script must be recorded to activate this vox file)

Samples:

- You have reached the PA Department of Revenue, Pass Through Business Unit. Due to inclement weather our office is experiencing a two-hour delay and will open at 9:15 a.m. eastern time. Please call back at that time. Thank you.

- Our Office is temporarily closed. We expect to be back in the office within the next hour. Please call back. Thank you.

APPENDIX E

Teloquent Script
All SCHEDULED CALLBACK Applications

USED ONLY BY CACS:

SSNCACS.VOX

If you are calling concerning a Personal Income tax delinquency, please enter your 9-digit Social Security Number by depressing the buttons on your telephone keypad.

If you are calling concerning an Inheritance tax delinquency, please enter the decedent's 9-digit social security number. Please enter the social security number now.

USED ONLY BY CATS:

3CFN.vox

SSNCATS.VOX

If you are calling concerning a Sales or Employer tax delinquency, please enter your 8-digit account number or EIN by depressing the buttons on your telephone keypad.

If you are calling concerning a Corporate tax delinquency, please enter your 7-digit box number or EIN. Please enter your information now.

USED ONLY BY E-BUSINESS:

cbreq.vox (23227232xx#)

You may request a call back from one of our agents by simply leaving your name and telephone number. To leave a message, simply depress the appropriate number buttons on your telephone keypad. Be assured all information you provide will be kept confidential.

4SCBMENU.VOX (0473232261326282)

- **If you are calling concerning Corporation Tax questions, press 1 now.**
- If you are calling concerning e-Tides Registration, press 2 now.
- If you are calling concerning TeleFile, press 3 now.
- If you are calling with e-Tides questions, other than registration, please press 4 now.
- **If you are calling concerning your business' account maintenance, press 5 now.**

USED ONLY BY E-BUSINESS:

unsucce.vox (82627382232332#)

We were not able to process your request either due to technical difficulties or because you had called earlier today and a callback is already scheduled for you. If you would like to re-enter your information again, press 1 now. Otherwise, you may now hang up. Thank you for calling the Pennsylvania Department of Revenue

USED ONLY BY TSIC – Property Tax and Octel:

PRENUMB.VOX (71723262826122) (used for scbptrr and scboctel only)
Used when there are an influx of calls for State Farm during a crisis: Please Note: If you are attempting to contact the State Farm Insurance claim office, please call 1-800-732-5246. That number again is 1-800-SFCLAIM. That's 1-800, S as in Sam, F as in Frank, CLAIM.

To have a property tax & rent rebate customer service representative contact you, you will be asked to leave a numeric message by depressing the number buttons on your touchtone telephone keypad. This system will not record a voice/speaking message. Depending on the call back information you require, you may be asked to input your Social Security number through you telephone key pad. Also be assured all information you provide will be kept confidential.

PTRRUNSC.VOX (7181727282627323)
(Property Tax from Octel cannot be placed back in queue.)
We were not able to process your request either due to technical difficulties or because you called earlier today and a callback is already scheduled for you “If you would like to reenter your information again, press 1. If you would like to be transferred to our toll free Property Tax Rent Rebate Call Center to speak with one of our agents, press 2. Please note, that if you press 2 to be transferred to an agent, there is a chance you may hear a busy signal. If the line is busy, please hang up and dial our toll free Property Tax Rent Rebate call center at 1-888-222-9190. That number again is toll free 1-888-222-9190. Thank you for calling the PA Dept of Revenue.

USED ONLY BY TSIC – PIT, Property Tax and Octel:

SSNREQ.VOX (737362723211)
Please enter your 9-digit Social Security Number by depressing the buttons on your telephone keypad. If you do not have your Social Security number, please stay on the line. Enter your 9-digit Social Security Number now.

USED ONLY BY TSIC:

SCBMENU.VOX (73232261326282)
If you are calling concerning Sales Tax, Employer Withholding, or Registration Questions, please press 1 now. If you are calling concerning Corporation Tax, Realty Transfer Tax, Motor Fuels Tax, or Inheritance Tax Questions, please press 2 now.

UNSUCCES.VOX (82627382233273) (Barb’s Voice) ??? Just TSIC???
We were not able to process your request either due to technical difficulties or because you called earlier today and a callback is already scheduled for you. If you would like to reenter your information again, Press 1. If you would like to be transferred back to the previous hold queue to speak with an agent, press 2**.** Or please call back on our next normal business day during our non-peak hours of 7:30 a.m. to 9:00 a.m. Thank you for calling the PA Dept of Revenue.

SCBPTBSY.VOX (7323227181227393)
If you would like to leave a message for one of our representatives to return your call, please call back during our normal business hours Monday – Friday 7:30 am – 5:00 pm Eastern Standard time. Thank you…

SHARED WITH ALL BUREAUS / CATEGORIES

PHNREQ.VOX (714262723211)
Please enter your 10-digit telephone number with Area Code first by depressing the numbers on your keypad. Remember to enter your area code first and to provide the number of your direct line so we can return your call without knowing your name. Please enter the 10-digit telephone number now.
The system checks to make sure you have entered 10 numbers. If not, it plays the file below:

INVALID.VOX (43628321534331)
The number you entered is invalid. Please follow the directions to reenter.
The file "phnreq.vox" is played again and a check is done again for 10 numbers.

VERIFY.VOX (833272433393)
You have entered…………(Teloquent system reads number entered.)

PRESSNUM.VOX (7172327373628261#)
If this number is correct, press 1 now. If this number is not correct, press 2 now to re-enter the number.
If you pressed 1, you are prompted for your extension via the file below. If you pressed 2, you will hear "pressnum.vox" again.

EXT.VOX (329281)
If you have an extension number associated with your 10-digit telephone number, please enter your extension number now. If you do not have an extension number, please stay on the line.
Replays "verify.vox" and then "pressnum.vox" so you can verify your input. If you pressed 2, you will hear "ext.vox" again. If you pressed 1, you will hear the confirmation file below if your information was stored in the SCB database and no prior request for an SCB was requested that same day.

SUCCESS.VOX (73822323327373)
Your information has been successfully received. Please note this system only accepts one call back request. Therefore, please do not enter information for another call back. Our agents will return your call as soon as possible. Thank you for calling the Pennsylvania Department of Revenue.

APPENDIX E

TASK #12, IVR Applications
Group A, FaxBack (Forms Ordering)
(800) 362-2050 & (717) 705-0425

B Option 1: Forms ordering (Mailbox 705-0425) Type 31 Caller's Menu Only
(APP)

Welcome to the Pennsylvania Department of Revenue's Forms Ordering Service.

Do you think that you may qualify for the newly expanded Property Tax/Rent Rebate program next year? If so, sign up now to have a form mailed to you when the forms become available in February 2007. If you applied for a rebate this year, you will automatically get a form in the mail next year and therefore do not need to request a form. Please remain on the line and specify in your request that you would like a form for "next year's Property Tax/Rent Rebate program".

ADDED 12-12-05: Tax forms for 2005 tax year will not be available until January 16, 2006.

ADDED 12-12-05: If you are calling to order a Property Tax / Rent Rebate booklet and you filed a claim last year, you should automatically receive your booklet in the mail. If you do not receive your booklet by February 1st, please call back and place your order.

ADD ONCE 2005 FORMS ARE FAXED INTO OCTEL: To have 2005 tax forms mailed to you, including Property Tax and Rent Rebate forms, please remain on the line and you will be connected to our forms ordering message service. If you would like to have the forms faxed to you, press 1 now.

Thank you.

B Option 1 – Caller Pressed 1 from above: Fax Response (Mailbox 1025101)
Type 33 Caller's Menu Only w/Mailbox (APP)

To receive a form through our Fax Response system, you will need a copy of our forms index, which lists a four-digit number of each form available by fax. Please note that we have revised our index and form numbers have changed for the 2005 tax season.
If you need an index, press 1 now. **(1000)**
If you already have an index, enter the 4-digit number of the form that you would like faxed, using the keypad of your telephone.

<u>Fax Response 1-Index Option</u> (Mailbox 1021000)Type 1 Listen Only (APP)
Please wait for the prompt before entering your fax number. It is not necessary to dial the number 1 before the area code. (APP)

<u>Fax Number Option</u> (Mailbox 1025105)	**Type 31 Caller's Menu Only (APP)**
Press 1 to order additional forms.	**(5101) Type 33 Caller's Menu w/Mailbox**
Press 2 to have your form faxed now.	**(2000) Type 7 Fax Delivery**

Default - Forms Ordering Mail Box and Recording (Mailbox 1025102) (APP/Forms) (0413) (Mailbox 1025103 New 6/30/00 with 50 mailboxes, will need to record phrases if going to use) REDO on first server only to replace Matt's recording.

You can order a Pennsylvania Department of Revenue form by mail by leaving your name, mailing address, where you want us to mail the forms and telephone number on this Forms Message Service.

We cannot provide local wage tax returns, PACE forms, PennDOT forms or birth certificates.

Please note: This service is for forms ordering only. The Department will not respond to messages left on the service for other types of service. If you need assistance with a personal tax question, please call area code (717) 787-8201. That number again is (717) 787-8201. For business taxes, call (717) 787-1064. That number again is (717) 787-1064.

After each question, there will be time allotted for your response. After responding, please wait for the next set of instructions.

1. Would you like a form for next year's property tax / rent rebate program or for this year's program? 5102 5103

2. What is your first name? Please say it then spell it. (15 seconds) (10 seconds)

3. What is your last name? Please say it then spell it. (15 seconds) (10seconds)

4. What is the street address where you want us to mail the forms? Please say the name of the street, and then spell it. Remember to include your house number, apartment number and suite number along with the street name. 20 secs) (15 secs)

5. What city do you live in? Please say the name of the city, and then spell it.
(15 seconds) (15 seconds)

6. What is the state and ZIP Code of your mailing address? (10 secs) (10 secs)

7. What tax form or forms do you need? Use either the name of the form and the form number, which can be found in the upper left-hand corner of our forms; or describe the purpose of the form, along with the tax year or period for which you need the form.
(40 seconds) (20 seconds)

8. What is your daytime telephone number? Include your Area Code, in case we have questions about your order. (15 seconds) (15 seconds)

9. Did you answer each question? Did you spell your name, street name, and city and ask for all the forms you want? Did you forget anything? If so provide additional information at the tone. If you have completed all the information, at the tone, please say the word complete. (Added 3-27-00) (20 seconds) (20 seconds)

Forms Ordering – Good Bye (5111) (record as msg from mbx 9999) **(ICMB)**
You should receive your forms within 2 weeks. If you ordered a 2006 Property Tax/Rent Rebate form, it will mailed to you when the forms are available in February 2007. Thank you for using the FACT and information line.

APPENDIX E

TASK #12, IVR Applications
Group A, Lottery Mid-Day Winning Number
(877) 282-4639 & (717) 705-7040

Recorded as the greeting in listen-only mailbox 5551000:
"Thank you for calling the Pennsylvania Lottery. The mid-day winning numbers for"

Recorded daily as a message sent to listen-only mailbox 5551000:
"<day>, <month, day, year> are: Daily Number XXX, Big 4   XXXX"

Recorded as a message sent to listen-only mailbox 5551002:
"For a complete list of drawing results, please visit the Lottery's website at www.palottery.com, or check your local newspaper, radio or television station."

The daily portion of the message is recorded by the Lottery representative by calling Lotto contributor mailbox 5551001 and sending a voice message to listen only mailbox 5551000. The rep then calls into 5551000 and deletes the previous day's message. The greeting in mailbox 5551000 and the voice message in the goodbye mailbox 5551002 are recorded by Telecommunications. The caller hears the complete script: ***Thank you for calling the Pennsylvania Lottery. The mid-day winning numbers for Tuesday, April 29, 2003 are: Daily Number 123, Big 4 1234. For a complete list of drawing results, please visit the Lottery's website at www.palottery.com, or check your local newspaper, radio or television station.***

Message:
*"<day>, <month, day, year> are:
Daily Number XXX
Big 4   XXXX"*

Message:
"For a complete list of drawing results, please visit the Lottery's website at www.palottery.com., or check your local newspaper, radio or television station. Thank you."

APPENDIX E

TASK #12, IVR Applications
Group A, TeleTax System with Bullentin Board Messages
(888) 728-2937 & (717) 772-9739

Introduction (5000) (App)
Welcome to the Pennsylvania Department of Revenue's automated, FACT and Information line.

If you have a touch-tone telephone, press "1" now. **(5001)**

We are sorry but our toll-free service is only available to those with touch-tone service.

- If you are calling to order a tax form, please hang up and dial toll-free 1-800-362-2050. That number again is 1-800-362-2050.
- If you would like to talk to someone about your Property Tax and Rent Rebate claim, please hang up and dial toll-free 1-888-222-9190. That number again is 1-888-222-9190.
- If you would like to talk to someone about a personal tax question, please hang up and call area code (717) 787-8201. That number again is area code (717) 787-8201. For a business-related tax question, please hang up and call area code (717) 787-1064. That number again is area code (717) 787-1064.

In addition to this service, tax information and forms are available on the Internet at: www - dot - revenue - dot - state - dot - pa - dot - us. That Internet address again is…..

Taxpayers with special hearing and speaking needs should call our toll free Text Telephone at 1-800-447-3020. That number again is 1-800-447-3020.

Thank you for using the Fact and Information Line.

B: Option 1: (Main Menu) (Mailbox 1025001) (APP)

The FACT and Information automated line will help you do a variety of things. However, none of the options will connect you to a personal representative.

If you have called to request a tax form, press **1** now. **(7050425)**

To inquire about the status of your 2005 Personal Income Tax return, refund or estimated payments**;** to check on your property tax or rent rebate claim; or your Corporation Tax account, press **2** now. **(5200)**

To reach the state tax bulletin board for information about business or personal taxes, or the property tax/rent rebate program, press **3** now. **(5300)**

If you would like information about the electronic options for filing and paying your taxes, press 4 now. (5470)

If you need information on paying your taxes using a credit card, press 5 now. (5450)

If you would like information on the Tax Forgiveness credit, press 6 now. (5496)

B Option 1: Forms ordering (Mailbox 705-0425) Type 31 Caller's Menu Only
(APP) (Record as a greeting)

Welcome to the Pennsylvania Department of Revenue's Forms Ordering Service.

Do you think that you may qualify for the newly expanded Property Tax/Rent Rebate program next year? If so, sign up now to have a form mailed to you when the forms become available in February 2007. If you applied for a rent rebate this year, you will automatically get a form in the mail next year and therefore do not need to request a form. Please remain on the line and specify in your request that you would like a form for "next year's Property Tax/Rent Rebate program".

ADDED 12-12-05: Tax forms for 2005 tax year will not be available until January 16, 2006.

ADDED 12-12-05: If you are calling to order a Property Tax / Rent Rebate booklet and you filed a claim last year, you should automatically receive your booklet in the mail. If you do not receive your booklet by February 1st, please call back and place your order.

ADD ONCE 2005 FORMS ARE FAXED INTO OCTEL: To have 2005 tax forms mailed to you, including Property Tax and Rent Rebate forms, please remain on the line and you will be connected to our forms ordering message service. If you would like to have the forms faxed to you, press 1 now.

Thank you.

B Option 1-1: Fax Response (Mailbox 1025101) Type 33 Caller's Menu Only w/Mailbox (APP)

To receive a form through our Fax Response system, you will need a copy of our forms index, which lists a four-digit number of each form available by fax. Please note that we have revised our index and form numbers have changed for the 2005 tax season.
If you need an index, press 1 now. **(1000)**
If you already have an index, enter the 4-digit number of the form that you would like faxed, using the keypad of your telephone.

Fax Response 1-Index Option (Mailbox 1021000) Type 1 Listen Only (APP)

Please wait for the prompt before entering your fax number. It is not necessary to dial the number 1 before the area code. (APP)

Fax Number Option (Mailbox 1025105) Type 31 Caller's Menu Only (APP)

Press 1 to order additional forms. **(5101) Type 33 Caller's Menu w/Mailbox**
Press 2 to have your form faxed now. **(2000) Type 7 Fax Delivery**

Default - Forms Ordering Mail Box and Recording (Mailbox 1025102) (APP/Forms) (0413)

(Mailbox 1025103 New 6/30/00 with 50 mailboxes, will need to record phrases if going to use) REDO on first server only to replace Matt's recording.

You can order a Pennsylvania Department of Revenue form by mail by leaving your name, mailing address where you want us to mail the forms and telephone number on this Forms Message Service.

We cannot provide local wage tax returns, PACE forms, PennDOT forms or birth certificates.

Please note: This service is for tax forms ordering only. The Department will not respond to messages left on the service for other types of service. If you need assistance with a personal tax question, please call area code (717) 787-8201. That number again is (717) 787-8201. For business taxes, call (717) 787-1064. That number again is (717) 787-1064.

If you are trying to obtain a PA-3 or PA-3R Sales Tax coupon or an Employer Withholding Tax coupon, these forms are no longer distributed. To learn about the electronic alternatives to file your Sales Tax and Employer Withholding Tax returns, please visit our web site at www.revenue.state.pa.us or call our e-Business Services Unit at 717-783-6277.

After each question, there will be time allotted for your response. After responding, please wait for the next set of instructions.

2. Would you like a form for next year's property tax / rent rebate program or for this year's program?
5102 5103

2. What is your first name? Please say it then spell it. (15 seconds) (10 seconds)

3. What is your last name? Please say it then spell it. (15 seconds) (10seconds)

4. What is the street address where you want us to mail the forms? Please say the name of the street, and then spell it. Remember to include your house number, apartment number and suite number along with the street name. (20 seconds) (15 seconds)

5. What city do you live in? Please say the name of the city, and then spell it.
(15 seconds) (15 seconds)

6. What is the state and ZIP Code of your mailing address? (10 seconds) (10 seconds)

7. What tax form or forms do you need? Use either the name of the form and the form number, which can be found in the upper left-hand corner of our forms; or describe the purpose of the form, along with the tax year or period for which you need the form. (40 seconds) (20 seconds)

8. What is your daytime telephone number? Include your Area Code, in case we have questions about your order. (15 seconds) (15 seconds)

9. Did you answer each question? Did you spell your name, street name, and city and ask for all the forms you want? Did you forget anything? If so provide additional information at the tone. If you have completed all the information, at the tone, please say the word complete. (20 seconds)

Forms Ordering – Good Bye (5111) (record as msg from mbx 9999) **(ICMB)**

You should receive your forms within 2 weeks. If you ordered a 2006 Property Tax/Rent Rebate form, it will mailed to you when the forms are available in February 2007. Thank you for using the FACT and information line.

B Option 2: IVR (Windows NT) (Mailbox 1025200) **(APP)**

Please listen to the following options. After you select your option you may hear a tone while your call is being transferred. Stay on the line and you will be connected to your requested option.

Option 1: To check on your 2005 Personal Income Tax refund, press **1** now. **(4504000)**

Option 2: To check on the estimated payments credited toward your 2005 personal income taxes**,** press **2.** **(4502000)**

Option 3: To check on the progress of your Property Tax/Rent Rebate claim, press **3. (7050426)**

Option 4: To check on the receipt of your 2005 Personal Income Tax return, press **4**. **(4503000)**

Option 5: To check on the status of your Corporation Tax account, press 5 now. **(4501000)**

705-0426 Property Tax or Rent Rebate Claims Information (press 3) (NEW AS OF 6-26-03)

SCRIPT RE-RECORDED DUE TO IMPLEMENTATION OF SCHEDULED CALLBACK.

You have reached the Property Tax and Rent Rebate claims information line. Please listen to the following options:

To access your account at this time, press 1 now. (To Mailbox 4505000)

To talk to a representative, please hang up and dial toll free 1-888-222-9190. That number again is 1-888-222-9190.

Or you may leave a message and one of our representatives will call you back within three business days. The Department will make three attempts to return your call. If the Department does not reach you within three business days, please call back. However, once you leave a message, please wait three days before calling again. Thank you for your patience and cooperation.

To leave a message, please stay on the line until you are asked for your information. (Transfers to Teloquent SCB)

III. Forms Mailbox 5252

In order for one of our representatives to call you back to discuss your account, please answer the following questions:

What is your first and last name? Please say it and then spell your last name.

What is your Social Security Number?

What is your telephone number including your area code?

At the following beep tone, you will have 30 seconds to indicate the nature of your call.

Thank you for using the fact and information line.

B Option 3: Bulletin Board (Mailbox 1025300) **(APP)**

Welcome to the FACT and Information line Tax Bulletin Board which gives you answers to some of the most commonly asked questions about state taxes.

The tax information provided by this service applies to most situations but may not apply in all circumstances. If you are in doubt, contact the Department using the phone number at the end of each message.

If you are calling for information concerning taxes for your business, press **1** now. **(5301)**

If you are calling for information concerning personal income taxes, inheritance taxes, or the property tax or rent rebate program, press **2** now. **(5302)**

If you are calling for information about how to appeal a tax assessment, settlement or determination, press **3** now. **(5303)**

B3 Option 1: Business tax (Mailbox 1025301) **(APP)**

Now you can access the PA tax code online by logging on to www dot pacode dot com.

For other business taxes, please choose one of the following tax types:

For Employer Withholding information, press 1 now. **(5401)**

For Sales and Use Tax information, press 2 now. **(5402)**

For Corporation or Limited Liability Company tax information, press 3 now. **(5403)**

For information specific to Partnerships and PA S-Corporations, press 4 now. **(5404)**

If you need assistance with IFTA or taxes specific to the trucking industry, please hang up and call toll-free 1-800-482-4382. That number again is 1-800-482-4382.

If you are seeking information on the Cigarette Tax, please hang up and call area code 717 783-9374. If you need assistance with the malt beverage tax, please hang up and call area code 717 783-9354.

Business Tax Option 1: Employer Withholding (Mailbox 1025401) **(APP)**

Employers are required to withhold Pennsylvania Personal Income Tax from resident and non-resident employees earning income in Pennsylvania unless the employee lives in a reciprocal agreement state. Employers should withhold on the gross wages paid, including the amount deducted as your employee's contribution toward a retirement plan. For information on determining gross wages, order the form, ***Directions for PA Taxable Compensation Box 16.*** The tax rate to withhold for 2006 is 3.07 percent, the same rate in effect for tax year 2005. Because this is a flat-rate tax, Pennsylvania has no form equivalent to the federal W-4 form.

For information on filing this tax, press 1 now. **(5420)**

For information on registration or applying for an employer identification number, press 2 now. **(5421)**

For information on how to withhold on employees' wages, press 3 now. **(5422)**

Business Tax Option 1: Option 1 Filing Information for Withholding (5420) (ICMB)

Q. How will I know when to file my return and pay the withheld tax?

A. After you have completed the registration for a Pennsylvania Employer Withholding Account Number, you will receive an Employer Registration Certificate and registration packet in the mail from the Department. Included in this packet will be instructions on when and how to file and pay the withheld tax. Payment frequencies are established based upon the amount of tax withheld per quarter.

Generally, you are required to file quarterly if you withhold less than $300. You will file monthly if you withhold between $300 and $999. You will file twice a month if you withhold $1,000 or more. The Department will determine your filing frequency.

Due dates for Employer Withholding Tax for each calendar year are available by ordering form REV-1716. Download a copy online at www-dot-revenue-dot-state-dot-pa-dot-us or call the Forms Ordering Service at 1-800-362-2050.

If you register to file online using e-TIDES, you can sign up to get due date reminders by e-mail. For details, see the e-Services Center on the Department's Web site at www-dot-revenue-dot-state-dot-pa-dot-us._

Q. If I have paid no wages during a quarter, must I file a return for that quarter with the Department of Revenue?

A. Yes. You must file an Employer Quarterly Reconciliation of Income Tax Withheld return reporting zero wages paid for that quarter. Without a filed return, the Department cannot distinguish between those who paid no wages and those who withheld taxes and did not remit them.

If you need more information, please call (area code 717) 787-1064. That number again is 717-787-1064. Thank you for using the FACT and Information line.

Business Tax Option 1: Option 2: Registering with the Department (5421) (ICMB)

Q. I plan to hire some employees in the near future and need to obtain a Pennsylvania Employer Identification Number or EIN and reporting forms. How can I obtain a Pennsylvania EIN Number?

A. You can obtain a PA Account ID Number by completing the appropriate sections of the PA-100, the PA Enterprise Registration Form. To register online, use the e-Services Center on the Department's Web site at: www-dot-revenue-dot-state-dot-pa-dot-us. Employers can also file and remit their Employer Withholding taxes online using e-TIDES. To sign up for e-TIDES, visit the e-Services Center on the Department's Web site.

If you have a federal Employer Identification Number assigned by the Internal Revenue Service, the Department will use that number.

Q. How do I obtain a federal Employer Identification Number?

A. There are two ways to obtain a Federal Identification Number. You can complete the EIN application online at www.irs.gov using IRS keyword: EIN. This site also includes form SS-4 instructions. Complete the SS-4 online and receive your new EIN immediately.

If you choose not to use the Internet to obtain an EIN, you can call the IRS toll-free at 1-800-829-4933 or fax or mail the completed and signed SS-4 to one of the EIN processing sites. An SS-4 is available through the Department's forms ordering service, which is an option on this automated system.

If you need more information, please call 717-787-1064.

Thank you for using the FACT and Information line.

Business Tax Option 1: Option 3: Withholding from employees' wages (5422) (ICMB)

Q. What states are reciprocal agreement states?

A. Pennsylvania has reciprocal agreements with six states: Indiana, Maryland, Ohio, New Jersey, Virginia and West Virginia. Unless your employee is a resident of one of these states, you must withhold Pennsylvania Personal Income Tax. Your employee should complete Pennsylvania Revenue Form REV-420, Employee Statement of Non-Residence and Authorization to Withhold Other State's Income Tax. Also remember to register with the specific state to remit the tax withheld for your nonresident employee.

Q. I am a Pennsylvania employer and I have hired an employee that is a resident of Ohio. For which state - Pennsylvania or Ohio - do I withhold tax?

A. Because Ohio is a reciprocal agreement state, you should withhold Ohio state tax. You must contact the Ohio Department of Revenue to register to withhold that state's tax. Your employee must complete Pennsylvania Form REV-420, Employee Statement of Non-Residence and Authorization to Withhold Other State's Income Tax.

Pennsylvania has reciprocal agreements with six states: Indiana, Maryland, Ohio, New Jersey, Virginia, and West Virginia. Unless your employee is a resident of one of these states, you must withhold Pennsylvania Personal Income Tax.

The Department has a brochure on determining residency and reciprocal agreements, form REV-611, which can be downloaded from the Department's web site at www-dot-revenue-dot-state-dot-pa-dot-us or ordered through our forms ordering service at 1-800-362-2050. If you need further information, please contact the Department at (717) 787-1064.

Q. Are deductions for a cafeteria plan taken before calculating PA Employer Withholding Tax?

A. Generally, if an employee has deductions from his wages for a cafeteria plan and those deductions are for "health and welfare benefits", you can reduce the gross wages before calculating the withholding. Examples of allowable deductions would be premiums for health insurance, eye plans, and dental plans. Deductions that are not allowable include retirement contributions and dependent care expenses.

Our Forms ordering service toll free number is 1-800-362-2050.

If you need more information, please call area code (717) 787-8201. That number again is 717-787-8201. Thank you for using the FACT and Information line.

Sales Tax Option 2: Sales Tax (5402) **(APP)**

Pennsylvania imposes a 6-percent tax on the retail sale, consumption, and the rental or use of some items in a Pennsylvania location. A tax is also imposed on certain services relating to some property or business services.

Major items exempt from sales tax include food (not ready-to-eat), most wearing apparel, drugs, textbooks, sales for resale, and residential heating fuels.

A local Sales Tax of 1 percent is collected on sales of taxable goods and services initiated from a location in Philadelphia and Allegheny counties. Tax is not due on sales from Philadelphia and Allegheny counties if the property is delivered to an out-of-state location. Local tax on motor vehicles is determined by the resident address of the purchaser, not by the location of the purchase.

For information concerning, registering and applying for tax-exempt status, press 1 now. **(5423)**

For information on how to collect the tax, press 2 now. **(5424)**

For information about reporting sales tax collections and remitting the tax, press 3 now. **(5425)**

Sales Tax Option 2: Option 1 Sales Tax Registration (5423) **(ICMB)**

Q. I am ready to start a new business in Pennsylvania. I will be selling taxable products and/ or services to the ultimate consumer. How do I register to collect and remit Sales Tax?

A. All businesses selling products and services subject to Sales Tax are required to complete a PA-100 Pennsylvania Enterprise Registration Form to obtain a Sales Tax License. The license must be prominently displayed at the location of the business. The Department offers Internet Registration which speeds processing of your applications and can be accessed through the e-Services Center on the Department's Web site at www-dot-revenue-dot-state-dot-pa-dot-us. You can choose between the Online PA-100 or the Online Business Registration Interview through PA Open for Business. There is also a paper version of the PA-100, available through the forms ordering service or downloaded from the Department's Web site.

Q. Must a Sales Tax license be obtained to sell taxable items at craft shows or similar marketing places?

A. Yes. A Sales Tax license is required to sell taxable goods and services and collect Sales Tax in Pennsylvania. There is no charge for the license, which is good for five years. As a semi-annual filer, the license holder is required to file twice a year, even if there were no sales for one of the six-month periods. You must complete a PA-100 PA Enterprise Registration Form to obtain a Sales Tax License. The Department offers Internet Registration which speeds processing of your applications and can be accessed through the e-Services Center on the Department's Web site at www-dot-revenue-dot-state-dot-pa-dot-us. You can choose between the Online PA-100 or the Online Business Registration Interview through PA Open for Business. There is also a paper version of the PA-100, which can be ordered through the forms ordering service or downloaded from the Department's Web site.

Q. Is there a fee for a Sales Tax license?

A. No.

Q. How do I apply for a Sales Tax Exemption?

A. To get a Sales Tax exemption, the organization will be asked to submit the following information:

1. A completed form REV-72, Application for Sales Tax Exemption, available on the Department's Web site;

2. IRS form 990 or if you are not required to file IRS 990, your organization's year-end treasurer's report;

and

3. A copy of your bylaws or articles of incorporation, including a dissolution statement.

Your PA Sales Tax exemption is limited to purchases made on behalf of the institution's charitable purpose. The purchase must be made in the name of the institution paid by funds from the organization.

The institution must issue an exemption certificate (REV-1220) to the seller in lieu of the payment of tax.

If you need more information, please call area code 717-787-1064. That number again is 717-787-1064. Thank you for using the FACT and Information line.

Sales Tax Option 2: Option 2: Collecting the Tax on Sales (5424) (ICMB)

Q. What is included in the purchase price of an item?

A. The purchase price includes the total value of the items delivered or services provided, including such costs as insurance, delivery or shipping and handling charges. These charges are taxable even if they are separately stated on an invoice.

Q. Are shipping and/or handling charges subject to Sales Tax?

A. If the item(s) being shipped is taxable, the shipping and handling charges are also subject to tax. If the item(s) being shipped is not subject to Sales Tax, the shipping and handling charges are also not subject to tax. In the case where items being shipped are both taxable and nontaxable, then the shipping and handling charges for the entire shipment are subject to tax.

Q. How do I know which items or services are subject to Pennsylvania Sales Tax?

A. Generally the purchase of an item by the ultimate consumer is subject to Sales Tax. Likewise, services performed on taxable items are subject to Sales Tax, along with some specifically designated services set forth in the law.

The Department publishes a Retailers' Information Booklet (REV-717AS) containing a listing of taxable and exempt items and a description of taxable services. This booklet can be ordered through our forms ordering service. It is also available on the Department's website at www-dot-revenue-dot-state-dot-pa-dot-us.

Q. When is labor subject to Sales Tax?

A. Fees for labor are taxed when the labor is expended on a taxable item. For example, repairs to a vehicle. A vehicle **is** a taxable item; therefore, labor to repair it is also taxable. This would also apply to appliances, jewelry, or any other taxable items.

Labor charges to install or repair items that become part of real estate are not taxable. This would include installation of such items as a water heater, boiler, or new roof.

Q. What is "Use" Tax?

A. State Use Tax of 6 percent and local Use Tax of 1 percent (in Philadelphia and Allegheny Counties) are due upon the purchase price of any taxable item or service, which is used or consumed in Pennsylvania, on which no Sales Tax has been paid. A Use Tax liability is most often incurred when making purchases from out-of-state suppliers from catalogs, over the Internet, or through toll-free phone services.

Use Tax can be reported on a licensee's Sales and Use Tax Return or on a PA-1 Individual Use Tax Return.

If you need more information, please call area code 717-787-1064. That number again is 717-787-1064. Thank you for using the FACT and Information line.

Sales Tax Option 2: Option 3: Reporting and remitting the Sales Tax (5425) (ICMB)

Q. How do I report Sales Taxes?

A. There are three ways to file and pay your Sales Tax: you can file over the Internet, using e-TIDES; over the telephone, using TeleFile; or through third-party software. For details about filing using e-TIDES or a list of approved third-party software vendors, please see our e-Services Center on our Web site at www-dot-revenue-dot-state-dot-pa-dot-us. That address again is www-dot-revenue-dot-state-dot-pa-dot-us.
To file your Sales Tax over the telephone, collect your information and dial toll-free 1-800-748-8299.

For more information, call our e-Business Services Unit at 717-783-6277.

Q. How often do I have to remit taxes?

A. All new businesses are registered to file returns quarterly during the first year in business. Returns are due on the 20th of the month following the close of the previous quarter. For calendar year filers, those dates are April 20, July 20, October 20, and January 20.

Q. Why must I file a return for a period during which I collected no tax?

A. The Department requires a license holder to file a return even when no taxable sales have been made. Without a filed return, the Department cannot distinguish between those who made no taxable sales and those who collected taxes and did not remit them.

Q. May I start doing business and collecting tax before I receive my license?

A. Yes. Having the license physically in your possession is not necessary to make taxable sales or provide taxable services, so long as you keep records of how much tax was collected, and remit that tax along with the proper documentation in a timely manner.

If you need more information, please call area code (717) 787-1064. That number again is 717-787-1064. Thank you for using the FACT and Information line.

Business Tax Option 3: Corporation Taxes (5403) **(APP)**

Pennsylvania has a Capital Stock and Foreign Franchise Tax that all corporations and Limited Liability Companies that are doing business in Pennsylvania are required to pay, whether they are a C or S corporation. The rate of tax for tax years beginning in 2006 is 4.99 mills (or decimal point 00499) on the valuation of the stock, which is calculated using the formula, described in the Revenue form REV-1200 corporation tax booklet. There is no longer minimum Capital Stock and Foreign Franchise Tax. The Capital Stock Tax is being phased-out through a series of rate reductions through 2010.

Pennsylvania also has a Corporate Net Income Tax, which C corporations pay on net income. The current rate is 9.99 percent.

A fill-in PA Corporate Tax Report CT-1 is available on the Department's Web site, along with the instructions. To receive CT-1 Corporate Tax Booklet, please call our toll-free forms ordering number at: 1-800-362-2050; or e-mail your order at ra-forms@state.pa.us

Corporations that have approved Pennsylvania 'S' status are subject to Corporate Net Income Tax on any federal built-in gains reported on federal Schedule D. All other income is passed through to the shareholders who report their share of the earnings on their Personal Income Tax returns. Pennsylvania S Corporations are subject to the Capital Stock or Franchise Tax and are required to file a PA corporate tax report.

Corporations that have approved Pennsylvania S status do not pay Corporate Net Income Tax but are responsible for filing a Corporate Net Income Tax return. Shareholders should report their earnings on their Personal Income Tax returns.

If you would like information on creating a corporation and obtaining a Pennsylvania account number, press 1 now. **(5413)**

If you would like information on filing your corporate tax returns with the Department of Revenue, press 2 now. **(5426)**

If you would like information on special definitions associated with corporation taxes, press 3 now. **(5427)**

If you would like information on Limited Liability Companies and the filing requirements for other types of business organizations, press 4 now. **(5428)**

Corporation Tax Option 3: Option 1: Creating a Corporation (5413) (ICMB)

Q. How do I create a corporation?

Creating a corporation is a legal process that entails drawing up and filing articles of incorporation with the Pennsylvania Department of State. This process may require professional advice. Once created, the Department of State will forward the necessary information to the Department of Revenue where a PA Corporation Tax Account Identification Number will be assigned to the business. While the corporation may also have to register for other taxes using the PA-100, PA Enterprise Registration Form, completing the PA-100 does not register a business for corporation taxes. That can only be done through the PA Department of State. However, once your Corporate Account is established, you will be able to pay online using e-TIDES. For more information, access the Department's e-Service Center at www-dot-revenue-dot-state-dot-pa-dot-us. That address again is www-dot-revenue-dot-state-dot-pa-dot-us.

Q. How do I obtain a PA Account Identification Number?

A corporation must first register with the Pennsylvania Department of State. This information is then forwarded to the Pennsylvania Department of Revenue, Bureau of Corporation Taxes, which will then issue a PA Account ID Number.

IV. Q. What is the Corporate Net Income Tax Weighted Sales Factor?

Corporations that are required to "apportion" their income must use the triple weighted sales factor when computing their PA tax liabilities. The apportionment formula is based on the property, payroll, and sales attributable to Pennsylvania. Apportionment is calculated by adding the percentage of property and payroll together along with triple the percentage of sales. The sum is then divided by 5.

V. Q. I have a question on a settlement. Who do I contact?

For answers to questions on settled taxes it will be necessary to contact the Revenue Taxing Officer listed on the Official Notice of Settlement by calling (717) 783-6031 and utilizing the dial by name feature at Option 1. If you do not have the name of the Revenue Taxing Officer then call (717) 783-6031 and a Taxing Officer or Supervisor will direct your call. Contacting the Bureau of Corporation Taxes does not take the place of filing an appeal at the appropriate level. We are unable to answer questions on specific tax settlements in this forum. Thank you for calling our toll free fact and information line.

Corporation Tax Option 3: Option 2: Filing tax returns (5426) (ICMB)

Q. Do nonprofit corporations have to file a return?

A. No, nonprofit corporations that are exempt from tax under Section 501 of the Internal Revenue Code have not been required to file a tax return since 1998.

Q. I am a foreign (out-of-state) corporation. What taxes am I required to pay?

A. If your only activity in Pennsylvania is the solicitation of sales of tangible personal property, you are only subject to the Foreign Franchise Tax provided the orders are approved outside Pennsylvania and shipped from inventory located outside Pennsylvania. If your activities in Pennsylvania exceed this limitation, you are also subject to Corporate Net Income Tax. Your activities may also subject your corporation to other specialty industry taxes.

VI. Q. What is the procedure to go out-of-existence or withdraw from doing business in PA?

A. Corporations should complete an "Out-of-existence/withdrawal affidavit" (Form REV-238) located in the CT-1 Booklet, along with the Distribution of Assets located on the back of the form. All returns should be filed for all taxes due by the due date as stated on the affidavit. The Out-of-existence/withdrawal affidavit is for Pennsylvania Department of Revenue purposes only. For tax years beginning in 2002 the Out of Existence/Withdrawal Affidavit is included on the PA Corporate Tax Report, RCT-101.

Corporations who wish to be removed from the records of the PA Department of State must file article of dissolution or an application for termination of authority with the Corporation Bureau of the PA Department of State.

Q. What are the filing requirements for inactive corporations?

A. A corporate tax return is required as long as you remain a registered corporation, even if no business was conducted. In addition, the corporation would be subject to the minimum tax in effect for that year. Inactive corporations may file an Inactive PA Corporate Tax Report, RCT-101I. A corporation with any activity, real property, or other assets, or any income is not considered inactive.

Q. How does a corporation transfer credits on its account?

A. File a Revenue form REV-855, Transfer Request Coupon, contained in your estimated payment coupon book. The coupon must be signed by a corporate officer and include the account name, address, identifying number and the transfer amount(s), noting from which period and to what period you are requesting the transfer. Mail the request to:

PA Department of Revenue
Corporation Tax Accounting
Department 280427
Harrisburg, PA 17128-0427

If you need more information, please call area code (717) 787-1064. Thank you for using the FACT and Information line.

Corporation Tax Option 3: Option 3: Special definitions associated with corporation taxes (5427) (ICMB)

Q. What is “nexus” and the definition of “doing business”?

A. Nexus is a connection that subjects a business to taxes. Generally, a corporation that has physical presence in Pennsylvania, including having employees or representatives; or owning, leasing, or employing property in Pennsylvania has established nexus and is "doing business" in Pennsylvania.
Sec 601a of the Tax Reform Code of 1971 includes the solicitation of sales in the definition of “doing business” for subjectivity of a corporation to the Foreign Franchise Tax.

Q. What is a “safe harbor” amount?

A. A safe harbor is the total minimum amount of estimated tax payments, which must be made before the applicable due dates, to protect taxpayers from penalties for underpayments. These minimum payment amounts are based on current tax rates and laws and are applied to the second preceding taxable period or base year.

VII. Q. What are the carry forward and carry back periods for Net Operating Losses?

Pennsylvania Corporation Tax Law provides no statutory authority for Net Operating Loss Carry Backs. Beginning in 1998, Net Operating Losses generated in tax periods beginning after December 31, 1994 and before January 1, 1997, may be carried forward 10 years. Net operating losses generated in years beginning after December 31, 1997, may be carried forward 20 years. For information on Net Operating Losses generated before January 1, 1995, call the Taxpayer Service and Information Center at 717-787-1064.

If you need more information, please call area code (717) 787-1064. That number again is 717-787-1064. Thank you for using the FACT and Information line.

Corporation Tax Option 3: Option 4: LLCs and filing requirements for other types of business organizations (5428) (ICMB)

(MESSAGE #1 FOR Q & A’s UNDER ICMB)

Q. What is a Limited Liability Company?

A. Limited Liability Companies (LLC’s) were first authorized in Pennsylvania in 1995. An LLC provides limited liability to its members and can be formed with one or more members. To establish an LLC in Pennsylvania, A Certificate of Organization must be filed with the Pennsylvania Department of State. For more information about this filing, call 717-787-1057 or visit its web site at www.dos.state.pa.us.

Q. What type of returns are Limited Liability Companies required to file?

A. Limited Liability Companies or LLC’s are required to file the PA Corporate Tax Report, RCT-101, and are subject to the Capital Stock/Foreign Franchise Tax. A LLC that elects to file as a corporation for federal purposes is subject to the Pennsylvania Corporate Net Income Tax and must also complete Section C on Pennsylvania Corporate Tax Report, RCT-101.

If the LLC is filing as a Federal S Corporation and also has a PA S corporation status, the LLC must also file the PA-20S/PA-65 Information Return.

* An LLC that the IRS classifies as a partnership must also file as a partnership using the PA-20S/PA-65 Information Return.

* The income of a Single Member LLC, that is a disregarded entity for federal purposes and the member is a natural person, is reported on Schedule C or Schedule F of the PA-40, PA Personal Income Tax Return, of the single member.

(MESSAGE #2 FOR Q & A's under ICMB)

Q. What are the filing requirements for partnerships?

A. Partnerships, including Limited Liability Companies taxed as partnerships, file the PA-20S/PA-65 Information Return, the supporting schedules for PA PIT purposes, the first four pages of the Federal Form 1065, and the PA Schedules RK-1 and NRK-1, but not the Federal Schedules K-1, to:

PA Department of Revenue
Bureau of Individual Taxes
Dept. 280509
Harrisburg, PA 17128-0509

Q. What are the filing requirements for PA S Corporations?

A. PA S corporations file the PA-20S/PA-65 Information Return, the supporting schedules for PA Personal Income Tax purposes, including any PA Schedule M, and the PA Schedules RK-1 and NRK-1, but not the Federal Schedules K-1, to:

PA Department of Revenue
Bureau of Individual Taxes
Dept. 280509
Harrisburg, PA 17128-0509

PA S corporations also must submit the RCT-101 Corporate Tax Report, supporting schedules, Federal 1120S, and attachments.

Q. What are the filing requirements for Limited Liability partnerships?

A. Limited Liability Partnerships (LLP's) are only subject to Corporation Taxes if they elect to be corporations with the IRS. In that case the LLP would file RCT-101 and include a copy of Federal Form 1120. Mail the RCT101 to:

PA Department of Revenue
Bureau of Corporation Taxes
Dept. 280427
Harrisburg, PA 17128-0427

Q. What are the filing requirements for Limited Liability companies that the Internal Revenue Service considers disregarded entities?

A. A Limited Liability Company that the Internal Revenue Service considers as a disregarded entity files as a sole proprietor on at PA-40 with all supporting PA schedules, and mails the complete return to the applicable PA-40 Addresses. The LLC also files the RCT-101 with all applicable schedules, including a balance sheet, and mail the complete return to:
PA Department of Revenue
Bureau of Corporation Taxes
Dept. 280427
Harrisburg, PA 17128-0427

If you need more information, please call area code (717) 787-1064. That number again is 717-787-1064. Thank you for using the FACT and Information line.

Business Tax Option 4: Partnerships and PA S-Corporations (5404) (APP)
Partnerships and PA S-Corporations are pass-through entities, meaning that the income from the operation of the business is passed through to the shareholders or the partners, which pay the income tax on their Personal Income Tax return. The partnership and PA S-corporations file a PA-20S/PA-65 informational return with the PA Department of Revenue and issue an RK-1 or NRK-1 to the partners or shareholders. PA-S Corporations are still subject to the Capital Stock or Foreign Franchise Tax and are also required to file the PA Corporate Tax Report, RCT-101.

If you would like information on filing the PA-20S/PA-65 return, press 1. **(5429)**

If you would like information on PA S-Corporations, press 2 now. **(5430)**

Filing the PA-20S/PA-65 return
(5429) (ICMB)

Q. Who must file a partnership or PA S-Corporation Return with Pennsylvania?

A. All partnerships and PA S corporations are required to file a Pennsylvania
Combined Information Return if:
During its taxable year, the partnership or PA S corporation earned, received, or acquired any gross taxable income allocable or apportionable to Pennsylvania.
The partnership or PA S corporation had at least one partner or shareholder (individual, estate, trust, or other pass-through entity) who was a Pennsylvania resident as of the last day of the taxable year.

Q. Can partnerships or S-corporations use the federal K-1 Schedule rather than complete the RK-1 or NRK-1 Schedule?

A. If the partnership or S-corporation only issues the federal K-1 Schedule, partners or shareholders will have to reclassify their income according to Pennsylvania's classes of income. Because the loss in one class of income cannot offset the profit in another class of income, there could be a significant difference between the amount of taxable income on the federal and state returns. The PA-20S/PA-65 return includes a Schedule M, which is designed to assist in this reclassification, which will eliminate the need for individual partners or shareholders to reclassify the income.

Q. Who can file a consolidated return with the Department of Revenue?

A. A partnership or PA S Corporation may file a consolidated PA-40NRC on behalf of its qualifying nonresident or part-year residents if the members meet all of the following requirements:

- The member must be an individual whose tax year is the calendar year.
- The member and the member's spouse must each be domiciliary of a state or country other than Pennsylvania at the close of the entity's taxable year.
- The member and the member's spouse must not maintain a permanent place of abode in Pennsylvania at the end of the calendar year.
- The member must have no other PA taxable income derived from, or connected with PA sources other than their distributive share of income for the calendar year.
- The member must elect to join the filing of the PA-40NRC.

Q. Is a Partnership, association, or S Corporation required to withhold for nonresidents members?

A. Yes, The law says that Partnerships, associations, and PA S corporations are required to withhold Personal Income Tax for their nonresident partners, members or shareholders.
Specifically, the law says the partnerships, associations, and PA S corporations with taxable PA source income are jointly liable with their nonresident partners, members, and shareholders for payment of tax on the income allocated for each nonresident partner, member, or shareholder. Further, the partnership, association or PA S corporation is required to withhold and remit the tax to the PA Department of Revenue for their nonresidents.

Q. When does a partnership or PA S-corporation have to apportion income?

A. When an entity operates a business that is neither wholly within nor wholly outside Pennsylvania, it allocates by separate accounting if:

- The business operations within Pennsylvania and the business operations outside Pennsylvania constitute independent profit centers. This means there are no transfers of finished or partly finished goods, raw materials, supplies, services, or operational assets interspersed; and each center is free to buy outside; and because of geographical location, no center is in direct competition with another; and
- The entity keeps its books to properly disclose the amounts of revenues, costs, and expenses attributable to Pennsylvania operations.

If you need more information, please hang up and call, area code 717-787-1064. Thank you for using the FACT and Information line.

PA S-corporations Option 4: Option 2: (5430)

(MESSAGE #1 ON BOX 2 (5-8795) ONLY FOR ICMB)

Q. How does obtaining PA S-Corporation status affect the taxes of the shareholders?

A. A PA S corporation, which has received PA S status remains subject to all other Pennsylvania corporate taxes, including the Capital Stock or the Foreign Franchise Tax.
The income, loss, and credits of a PA S corporation will be passed through to the shareholders in the applicable class of income and taxed under the Pennsylvania Personal Income Tax Act. Pennsylvania law states that income and losses are determined in accordance with Personal Income Tax rules, unless

otherwise stated. The income of the corporation is passed through to each shareholder on a pro rata share whether the income is distributed or not distributed.

Q. How does a corporation become a PA S Corporation?

To become a Pennsylvania S Corporation a corporate taxpayer must:

1. Make a Federal Subchapter S Corporation election.
2. Be subject to the Corporate Net Income Tax or have an investment in a Qualified Subchapter S Subsidiary that is subject to the Corporate Net Income Tax.
3. Qualify as a "small corporation" under subchapter S of Chapter 1 of the Internal Revenue Code of 1986, as amended January 1, 1997.
4. File PA S Election and Shareholder Consent Form, REV-1640, with a copy of the federal S approval with the Specialty Tax Division of the Department of Revenue within 75 days of the beginning of the first tax period for which the election is to be in effect.

Forward the election form to:

PA Department of Revenue
Bureau of Corporation Taxes
PA S Unit
PO Box 280705
Harrisburg, PA 17128-0705

It is not necessary to wait for the federal approval letter to file REV-1640. If applying for PA-S Corporation status and Federal Subchapter S Corporation Status at the same time, attach a copy of the election filed with the IRS.

Important: These qualifications are not affected by the enactment of the American Jobs Creation Act of 2004. Only Federal S corporations that would qualify to elect Federal S corporation tax treatment under the IRC, as amended to January 1, 1997, are eligible to elect Pennsylvania S Corporation status. A Pennsylvania S corporation that previously qualified as a small corporation under the IRC as amended to January 1, 1997, would cease to be a small corporation eligible for Pennsylvania S Corporation status and its Pennsylvania S election would be terminated if it expands to 100 shareholders. The corporation would not be eligible to elect Pennsylvania S status for 5 taxable years.

Q. My corporation has filed registration papers and is still waiting to be assigned a corporation account number. How does the corporation complete the PA-S Election?

A. Complete Pennsylvania Form REV-1640, to include the name as it appears on the Articles of Incorporation and the Federal Employer Identification Number, and forward it to the Department of Revenue at the address stated on the form.

Q How do you determine book income for a PA S Corporation?

A. A practical approach is to find the difference between the beginning and ending balance for Retained Earnings, as reported on Schedule L of Federal Form 1120S, plus [all] distributions as reported on Schedule M-2 of Federal Form 1120S. If the result of this calculation is different than the net income per books,_as filed, then it will be necessary to provide a reconciliation of beginning and ending retained earnings as reported on Schedule L of Federal Form 1120S.

Q. Can a PA S corporation change back to a regular C corporation?

A. A corporation's election of PA S corporation status remains effective until it is terminated by the Commonwealth or revoked by the shareholders. The commonwealth can terminate PA S corporation when it ceases to qualify to be an S corporation under the Internal Revenue Code of 1986, as amended on January 1, 1997. At any time, shareholders who own more than 50 percent of the outstanding stock in the corporation may revoke PA S corporation status.
If PA S corporation status is terminated or revoked, the corporation is not eligible to make an election for five years, or five tax periods.

If you need more information, please call area code (717) 787-1064. That number again is 717-787-1064. Thank you for using the FACT and Information line.

(MESSAGE #2 ON BOX 2 (5-8795) ONLY FOR ICMB 5430)

B3 Bulletin Board Option 2: Individual Taxes (5302) (APP)
(CHECK CALLER'S MENU)

Please choose one of the following tax types:

For Personal Income Tax information, press 1. **(5405)**

For Property Tax and Rent Rebate Claim information, press 2. **(5406)**

For Inheritance Tax information, press 3 now. **(5407)**

For information about filing estimated payment information, press 4. **(5408)**

Individual Taxes: Option 1 Personal Income Tax information (5405) (APP)

Pennsylvania's Personal Income Tax is imposed annually on individuals at a flat rate of 3.07 percent on eight separate classes of income. Unlike the federal tax system, Pennsylvania does not tax most retirement and pension income of retired people, Social Security or unemployment benefits. Further, PA law does not permit a loss in one class of income to offset the gain in another class of income. Depending on the complexity of your return, you can file your PA Personal Income Tax return over the telephone using the TeleFile system, or over the Internet, using pa.direct.file.

You can obtain assistance in completing your return by contacting the Department's district office nearest you. They can also put you in touch with a network of volunteers who can provide additional assistance at hundreds of sites across the state during tax season.

If you would like information on what kinds of income are taxable under Pennsylvania law, press 1. **(5436)**

If you would like information on how Pennsylvania treats retirement income, press 2. **(5448)**

If you would like information on non-resident income, press 3. **(5437)**

If you would like information on special tax credits and provisions for Personal Income Tax, press 4 now. (5438)

(Removed this option from callers menu. Mailbox in tact and recorded. If you would like information on Pennsylvania's Tax Forgiveness program for Personal Income Tax, press 4 now. **(5438) Saved at end of this document)**

Personal Inc. Tax Inf. Option 1: Option 1: What is Taxable? (5436) (ICMB) (MESSAGE #1 FOR ICMB)

Q. Exactly what types of income are taxable for Pennsylvania income tax purposes?

A. 1. Compensation for past, present or future services rendered.
2. Interest, except interest from direct obligations of the federal government, the Commonwealth of Pennsylvania, and political subdivisions of the Commonwealth.
3. Dividends.
4. Net profit from the operation of a business, profession or farm.
5. Net gain or income from the sale, exchange or disposition of property.
6. Net income from rents, royalties, patents, and copyrights.
7. Income from estates and trusts.
8. Gambling and lottery winnings, except Pennsylvania Lottery winnings and winnings from Powerball tickets purchased in PA.

Q. Is military pay taxable for Pennsylvania?

A. For Pennsylvania residents, federal active duty pay for military service outside Pennsylvania is not taxable. However, active duty served within Pennsylvania is taxable. If you have nontaxable military pay, deduct the nontaxable portion from the amount you report on line 1a of your Pennsylvania income tax return. Enter any PA withholding from box 17 of your W-2 form on line 13 of your PA-40 return. Include a copy of your military orders with your return. If you don't have a copy of your orders include a letter from your commanding officer indicating where and when you served on federal active duty.

For more information, call the forms ordering service and ask for the brochure on military pay, Revenue Form REV-612, or download the brochure from the Department's website at www-dot-revenue-dot-state-dot-pa-dot-us.

Q. I sold my house. Do I need to report the profits on the sale as income in Pennsylvania?

A. In most cases, taxpayers are no longer required to pay Personal Income Taxes on the gain of the sale of their principal residence, which took place after January 1, 1998.

Generally, homeowners who owned and used their home as their principal residence for at least two of the last five year, prior to the date of sale, qualify for the exclusion.

However, taxpayers would be required to report the gain if they sold their home within two years of selling their previous residence. If the sale of their home was required by unforeseen circumstances, such as change in employment status or health, they could exclude the gain.

For more information, call the forms ordering service and ask for the brochure on the sale of a principal residence, Revenue form REV-625, or download the brochure from the Department's website at www-dot-revenue-dot-state-dot-pa-dot-us.

(MESSAGE #2 FOR ICMB 5436)

Q. What should I do if I cannot pay my Personal Income Tax?

A. You should still file your tax return by the due date to avoid a late filing penalty. You can make payment arrangements by calling the Department's Collection Unit at (717) 783-3000. That number again is (717) 783-3000.

Q. For IRS purposes, I can offset gains and losses. Why can't I do that on my PA-40?

A. Pennsylvania's Constitution does not permit a federal-type tax system. Therefore, Pennsylvania law does not permit offsets among income classes nor does it permit spouses to offset the gains of one spouse against the losses of the other, even if they are in the same class of income. However, you can offset the loss against gains within an income class, such as the loss on the sale of one stock from a gain on another stock.

Q. How many years can I go back and file an amended return for a refund?

A. You have three years from the date the original tax return was due to file for a refund, regardless if you had an extension of time to file.

Q. How do I obtain copies of previously filed tax returns?

A. To receive a copy of a previously filed tax return, taxpayers must make the request in writing. The letter should include the taxpayer's full name, address and Social Security Number. In addition the request should contain the type of the return the taxpayer is seeking and the year of the return. Mail the request to the PA Department of Revenue, Central Records Division, 12th Floor Strawberry Square, Harrisburg, PA 17128-1200.

If you need more information, please call (717) 787-8201. Thank you for using the FACT and Information line.

Personal Inc. Tax Inf. Option 1: Option 2: How is retirement income taxed? (5448) (ICMB)

Q. Are pensions from my former employer taxable?

A. Commonly recognized retirement benefits are not taxable for Pennsylvania purposes if you have met the requirements for retirement under your employer's plan and you have retired.

Income from a retirement annuity, which is not sponsored by an employer or part of an employer's plan, is not "commonly recognized" retirement income. The amount you receive over and above the amount you contributed to the program is taxable for Pennsylvania purposes.

Q. Are Unemployment Benefits and Social Security taxable?

A. No.

Q. I am retired now. Do I have to file a state income tax return?

A. You must file if you have PA taxable income in excess of $33 or ($1 of tax) or a net loss from one of the income classes.

Q. Are IRA withdrawals taxable?

A. IRA withdrawals are not taxable if taken upon retirement after age 59 1/2 or by reason of disability, or if the IRA is rolled over into another qualified retirement program and not subject to federal tax. If these conditions are not met, the amount you receive over and above the amount you contributed to the program is taxable for Pennsylvania purposes.

Q. I recently opened a Roth IRA. When I retire, will my Roth IRA withdrawals be taxable?

A. Pennsylvania does not tax commonly recognized retirement benefits when a taxpayer meets the requirements for retirement. Generally, Roth IRA distributions in Pennsylvania are treated like other IRA distributions. If Roth IRA distributions are received after retirement and after age 59 ½, the distributions are not taxable for PA purposes.

For more information, call the forms ordering service and ask for the brochure on Roth IRA's, Revenue form REV-636. This brochure can also be downloaded from the Department's web site at www-dot-revenue-dot-state-dot-pa-dot-us.

Q. Are my contributions to a 401 K plan excluded from employer withholding?

A. Unlike the federal income tax law, contributions to a 401(K) or contributions to other types of retirement plans are considered part of the employee's taxable compensation and are subject to withholding requirements. The contributions are treated the same, whether made inside or outside a cafeteria plan.

If you need more information, please call (717) 787-8201. Thank you for using the FACT and Information line.

Personal Inc. Tax Inf. Option 1: Option 3: Non-resident income (5437) (ICMB)

Q. I am not a resident of Pennsylvania but earn income in Pennsylvania. Where do I file my state income taxes?

A. You will probably have to file two state income tax returns: one in the state where you live and one in Pennsylvania. You will report and pay the PA Income Tax on the compensation you earned for services rendered in Pennsylvania or for income received in any other Pennsylvania income class. However, Pennsylvania does not tax nonresidents on ordinary interest, dividends or gains on the sale of intangible property.

Q. What do I need to know to file a nonresident income tax return?

A. Nonresidents use the same PA-40 that residents and part-year residents use. Make sure when you complete your return that you indicate that you are a nonresident by filling in the oval for "nonresident."
If you are a nonresident, Pennsylvania taxes you on compensation for services performed in Pennsylvania, unless you are a resident of one of the reciprocal agreement states (Indiana, Maryland, New Jersey, Ohio, Virginia, or West Virginia). If you are a resident of a reciprocal agreement state, your Pennsylvania employer should withhold and remit the tax to that state.
You also should report the:

- Net Income or Loss from the Operation of a Business, Profession, or Farm within Pennsylvania;
- Net Income or Loss from the Sale of real or tangible property located in Pennsylvania.
- Net Income or Loss from Rents, Royalties, Patents, and Copyrights from the use of property located in Pennsylvania; and
- Income from an estate or trust, on PA source income only.
- Gambling and lottery winnings from PA sources, except PA lottery winnings.

Q. I live in Pennsylvania and work in another state. Where do I file my taxes?

A. You are required to file in Pennsylvania and may be required to file in the other state as well. You may take credit for income tax paid to another state on income also subject to Pennsylvania tax. You must submit a signed copy of the other state's return and PA Schedule G. If you work in the reciprocal states of Indiana, Maryland, New Jersey, Ohio, Virginia or West Virginia, you cannot claim this credit.

For more information, call the forms ordering service and ask for the brochure on determining residency and reciprocal agreements, Revenue form REV-611, or download this brochure from the Department's Web site at www-dot-revenue-dot-state-dot-pa-dot-us.

Q. As a resident of PA, can I get credit for income taxes paid to another state, which is not reciprocal?

A. As a resident of PA, your total income is taxable to PA, regardless of where it was earned. If you were also required to pay tax to another state, you may be entitled to a resident tax credit, based on taxes paid to the other state.
In order to claim the credit, you must submit a signed copy of your other states tax return, a completed PA Schedule G, and a copy of the W-2 showing the other states withholding, with your PA return when it is filed. The PA-40 and PA Schedule G may be downloaded from our web site www.revenue.state.pa.us

Q. How are part-year residents taxed?

A. If you are a part-year resident, you are subject to PA Tax on ALL income earned, received, or credited for the part of the year you were a PA resident. You are also subject to PA tax on all income from PA sources for that part of the year you were a nonresident. PA does not tax nonresidents on ordinary interest, dividends or gains on the sale of intangible property. Make sure you fill in the oval for a part-year resident on your PA-40 return and record the time period you were a resident.

If you need more information, please call area code (717) 787-8201. That number again is 717-787-8201. Thank you for using the FACT and Information line.

Option 4 – Special Tax Credits and Provisions for PIT (5438)

Q. Can you highlight Pennsylvania's Tax Forgiveness program?

A. The Tax Forgiveness program is based on a special provision that allows taxpayers living on modest incomes to either reduce or eliminate their tax liability. To receive the tax credit, a taxpayer must file a PA income tax return and complete PA Schedule SP for tax forgiveness. The amount of the credit is based on marital status, eligibility income, and the number of dependents the taxpayer is able to claim on their federal income tax return. For example in 2005, a one-parent family with two children with eligibility income of $25,500 and a 2-parent family with two children with eligibility income of $32,000 would qualify for 100 percent tax forgiveness and be eligible to receive a refund of any PA tax withheld. The level of Tax Forgiveness decreases by 10 percent with every $250 increase in income.

Q. Does Pennsylvania have an Innocent Spouse provision?

A. Yes. This provision was added to the law in 2001. Under the provision, a spouse can seek relief from the tax liability that resulted from filing an erroneous, joint PA Personal Income Tax return, in which one spouse had no knowledge of the error.

Generally, married taxpayers who file a joint tax return are jointly and individually responsible for the tax and any interest or penalty due on the joint return, even if they divorce later. Should one spouse not pay the tax, the other is held responsible. Under the new provision, if one spouse did not know that there were errors on the return that lead to the understatement of tax, the innocent spouse can apply to be relieved of the responsibility to pay. Relief will be granted by the Department of Revenue if the facts show that holding the innocent spouse responsible would be unfair.

Q. How does someone apply as an innocent spouse?

A. All requests for relief under the innocent spouse provision are handled by the Office of Taxpayers' Advocate. The advocate can be reached by calling (717) 772-9347 or by writing: PA Department of Revenue; Taxpayers' Rights Advocate; Lobby, Strawberry Square; Harrisburg, PA 17128.

Individual Taxes: Option 2: Property Tax and Rent Rebate Claim Information (5406) (APP)

The Property Tax and Rent Rebate program, available to qualified seniors and permanently disabled citizens, is funded by the Pennsylvania Lottery and administered by the PA Department of Revenue.

Please be advised that the Property Tax/Rent Rebate program has been dramatically expanded to give more older and disabled Pennsylvanians a rebate and increase the amount of the rebates - effective next year. The law increases the income limit from $15,000 to $35,000 for homeowners and boosts the maximum rebate from $500 to $650. Remember to exclude one-half of your Social Security Income when calculating your eligibility income. Forms to apply for the expanded program will be available in February 2007. If you did not receive a rebate this year and think you may qualify for the newly expanded program, sign-up now to have a form mailed to you when they are available next year by visiting the Department's Web site at www.revenue.state.pa.us or by calling 1-888-222-9190.

Claimants who qualify this year can be reimbursed up to $500 a year for the amount they paid in rent or property taxes in 2005. Rebates are issued beginning July 1 of each year. You can have your rebate check mailed to you or directly deposited into your checking or savings account.

To see if you qualify for a property tax or rent rebate, press 1 now. **(5439)**

To learn more about the supporting documents that you must attach to your claim, press 2 now. **(5440)**

Property Tax Option 2: Option 1: Qualifying for Property Tax / Rent Rebate (5439)
(ICMB)

Q. Who can file a Property Tax and Rent Rebate claim?

The Property Tax and Rent Rebate is based on the property taxes paid or included in the rent you paid during the previous calendar year; the claim year. To file for the Property Tax and Rent Rebate:

1. You must have owned and occupied a home or rented and occupied a home, apartment, nursing home, boarding home or similar residence in Pennsylvania during the period you are claiming the rebate, and

2. You or your spouse must have been at least 65 years old as of December 31 of the claim year.
or
You were a widow or widower during all or part of the claim year and must have been 50 years or older as of December 31.
or
You were permanently disabled during all or part of the claim year, 18 years or older during the claim year, and were unable to work because of a medically determined physical or mental disability.

3. Your total eligible income, including your spouse's, must have been $15,000 or less. Claimants can exempt one-half of their social security, State Supplemental Payment or Tier 1 railroad retirement income when determining their eligible income limits. Please note that next year the income limit for homeowners will increase to $35,000, the income limit for renters will remain at $15,000.

4. Owners must have taxes paid prior to filing. Renters must make certain their landlords were required to pay property taxes or made payments in lieu of property taxes on the rental property.

Q. Can I file a claim form for someone who has recently died?

A. You may file a claim for an eligible claimant who died after the close of the claim year. If the claimant died within the claim year, you may not file a claim. The law governing the Property Tax or Rent Rebate Program requires that a claimant must have lived for the entire claim year in order to receive a rebate.

If you are filing a claim for an eligible decedent, do not use the preprinted label. Depending on your relationship with the decedent, in addition to other required documents, you must include the decedent's death certificate, a short certificate or the Decree of Distribution. Please include "Estate of" before the claimant's name.

Q. What is the deadline for filing a Property Tax and Rent Rebate claim?

A. The deadline for filing your PT/RR claim is June 30; however, this year the deadline has been extended to December 31st. Once the deadline for filing has passed, you cannot file for a Property Tax or Rent Rebate for that year.

Because this is a rebate program, you file your claim form after the close of the calendar year, based on the property taxes or rent you paid in the previous year. For example, a claim filed in 2006 is based on what you paid in 2005. The amount of your rebate depends on your income, and the property taxes you paid or the rent you paid during the claim year. The earlier you submit your claim, the more likely your rebate will be among the first the Department of Revenue mails or directly deposits. By law, no rebate can be mailed or directly deposited before July 1.

Q. How do I obtain a Property Tax and Rent Rebate form?

A. You can obtain a Property Tax and Rent Rebate form, called the PA-1000, by calling the forms ordering service at 1-800-362-2050 or by writing: the PA Department of Revenue, Tax Forms Service Unit, 711 Gibson Boulevard, Harrisburg, PA 17104-3200. That address again is……. This form can also be downloaded from the Department's Web site at www-dot-revenue-dot-state-dot-pa-dot-us.
That address again is…….

If you need more information, please call toll free 1-888-222-9190. That number again is……..
Thank you for using the FACT and Information line.

Property Tax Option 2: Option 2: Documents needed to support amounts claimed on the form (Mailbox 1025440) (ICMB)

Q. What do I need to attach to my form to claim a Property Tax Rebate?

A. You need to show proof that the taxes were paid for the year being claimed. If you cannot provide a receipted copy of your property tax bill, the Department will accept a copy of the tax bill, along with a copy of both sides of the cancelled check you used to pay your taxes. If you live in Philadelphia and you paid your taxes prior to January 1, 2006, you do not need to provide a copy of your receipted tax bills. The City of Philadelphia now provides the Department with an electronic record of all receipted property tax bills for 2005 taxes paid by December 31, 2005.

If your name does not appear on the tax bills, proof of ownership must be submitted. For example, a copy of deed or a copy of the trust, will, or decree of distribution if the property was inherited. If the address is not on the receipted bill or mortgage statement, a letter from your tax collector or mortgage company verifying your home address must also be submitted.

You no longer need to attach proof of your Social Security income, Social Security retirement, Supplemental Security benefits, and State Supplemental Payment because the Social Security Administration and the Department of Public Welfare now provides this information to the Department. Although it is no longer necessary to mail proof of your Social Security, SSI income or SSP with your claim form, the amount of income you received is still needed to correctly calculate the amount of your rebate. You still must submit proof of all other income, such as Railroad Retirement statements, 1099INT, 1099-DIV 1099-R, etc. The Department will accept as proof copies of your federal income tax return or your PA tax return, if you do not file a federal tax return, for the claim year.

Q. What do I need to attach to my form to claim a Rent Rebate?

A. If you are claiming a rent rebate, you must include proof of the rent you paid. You will need a rent certificate (PA-1000 RC form) for each place in which you resided during the claim year signed by the landlord or the landlord's authorized agent. Landlords must certify that they are required to pay local property taxes or are obligated to make payments in lieu of taxes on the property rented to the claimant.
Or
If you – the claimant -- cannot get your landlord's signature on the Rent Certificate, you must complete, sign, and submit the Rental Occupancy Affidavit on the bottom of the Rent Certificate and have it notarized.
Or
You may submit rent receipts, signed by the landlord or his or her authorized agent, showing your name and rental address, the amount of rent you paid and the time period for which the rent was paid. Receipts must be for all months claimed.

If you need more information, please call toll free 1- 888-222-9190. That number again is……
Thank you for using the FACT and Information line.

Individual Taxes Option 2: Inheritance Tax Option 3 (5407) (APP)

The percentage of Inheritance Tax is determined by the relationship with the decedent (dee-see-dent). For spouses, the rate is 0 percent; for lineal heirs, the rate is 4.5 percent; for siblings (brothers and sisters) the rate is 12 percent; and for all others, the rate is 15 percent.

Inheritance Tax returns are due in nine calendar months after death. The responsible party is the person named in the Will as Executor, or Executrix, and approved by the Register of Wills after a petition is filed. If no executor or administrator is named, and property or transfers exist, then the person receiving the property is required to file a return and pay the tax.

For more information about filing Inheritance Tax forms, press 1 now. **(5441)**

For more information about what items are taxable, press 2 now. **(5442)**

For information about special provisions in the law, press 3 now. **(5443)**

Inheritance Tax Option 3: Option 1: Filing Inheritance Tax returns (5441) (ICMB)

Q. What are the inheritance tax rates for a surviving spouse?

A. Since January 1, 1995, the rate of tax imposed on transfers to or for a surviving spouse has been zero. Spouses who died before January 1, 1995 were charged an inheritance tax of either 3 or 6 percent, depending on the date of death.

Q. Who are considered to be lineal heirs and lineal descendants for the purpose of Inheritance Taxes?

A. Lineal heirs are grandfather, grandmother, father, mother, and their children. "Children" includes natural children, whether or not others have adopted them; adopted children; and stepchildren.
"Lineal descendants" includes all children of the natural parents and their descendants, whether or not they have been adopted by others; adopted descendants and their descendants and step-descendants.

Q. Is there a discount allowed on Pennsylvania Inheritance Tax?

A. The tax is due at the date of death and becomes delinquent nine months after that date of death. There is a discount of five percent of the tax paid or the tax due, whichever is less, when the payment is made within three months of the date of death.

Q. Where is the inheritance Tax return to be filed?

A. The inheritance tax return is to be filed in duplicate with the Register of Wills in the county where the decedent [de-see-dent] was a resident.

For more information, call the forms ordering service and ask for the brochure on Inheritance Tax, Revenue form REV-584, or download this brochure from the Department's Web site at www-dot-revenue-dot-state-dot-pa-dot-us. You can write to the Inheritance Tax Division at:

Pennsylvania Department of Revenue
Bureau of Individual Taxes
P.O. Box 280601
Harrisburg, PA 17128-0601

That address again is…….

If you need more information, please call area code (717) 787-8327. That number again is 717-787-8327. Thank you for using the FACT and Information line.

Inheritance Tax Option 3: Option 2: What is taxable? (5442) (ICMB)

Q. What property is subject to Inheritance Tax?

A. All real property and all tangible personal property, including but not limited to cash, automobiles, furniture, antiques, jewelry, etc., located in Pennsylvania are taxable. All intangible property including stocks, bonds, bank accounts, loans receivable, etc., is taxable regardless of where it is located. Jointly-owned property, except between husband and wife, including but not limited to real estate, securities, bank accounts, etc., with right of survivorship, is taxable. Joint property is taxable even though the decedent's name was added as a matter of convenience.

Q. Can the funeral expenses and unpaid bills of the decedent be deducted from the amount subject to tax?

A. Yes. Unsatisfied liabilities incurred by the decedent prior to his/her death are deductible against his/her taxable estate. In addition to debts incurred by the decedent or the estate, the cost of administration, attorney fees, fiduciary fees, funeral and burial expenses including the cost of a burial lot, tombstone or grave marker and other related burial expenses are deductible.

Q. For the sake of convenience, I put my mother's name on my savings account. Recently my mother died and now I am being told that I will have to pay an inheritance tax on my own money. Can this be correct?

A. Under the Inheritance Tax law, the account was jointly owned because you and your mother had equal access to the account. Therefore, in this example the survivor is taxed on one-half of the amount in the account.

Q. How do I handle an inheritance on my Personal Income Tax return? Does it affect Tax Forgiveness?

A. The amount of an inheritance is not taxable on a PA Personal Income Tax return. However, the amount is added to the income when qualifying for Tax Forgiveness. If you review Schedule SP, you will see it listed as one of the items that is added to taxable income.

If you need more information, please call (717) 787-8327. Thank you for using the FACT and Information line.

Inheritance Tax Option 3: Option 3: Special provisions (5443) (ICMB)

Q. What is the family exemption and how much can be claimed?

A. The family exemption is a right given to specific individuals to retain or claim certain of the decedent's property in accordance with Section 3121 of the Probate, Estate and Fiduciaries Code. For decedents dying after January 31, 1995, the family exemption is $3,500. From June 27, 1974 through January 31, 1995, the amount of the family exemption was $2,000.

Q. Who is entitled to claim the family exemption?

A. The family exemption may be claimed by a spouse of a decedent who died a resident of Pennsylvania. If there is no spouse, or if the spouse has forfeited his/her rights, then any child of the decedent who is a member of the same household as the decedent may claim the exemption.

In the event there is no spouse or child, the exemption may be claimed by a parent or parents who are members of the same household as the decedent. The family exemption is allowable against assets that are passed on with or without a will.

Q. What is the difference between the PA Inheritance and the PA Estate Tax?

A. The inheritance tax is imposed on the transfer of assets from a decedent to their beneficiaries and is based on items owned individually by a decedent, jointly with anyone other than a spouse, or items transferred during one's life where rights have been retained (e.g., a trust). An inheritance tax return is required to be filed in all cases where taxable assets exist or where an estate has been opened for a decedent.
The PA Estate Tax is imposed on larger estates for decedents dying on or after July 1, 2002, with assets of $675,000 or more.

If you need more information, please call area code (717) 787-8327. That number again is 717-787-8327. Thank you for using the FACT and Information line.

Individual Taxes Option 2: Estimated payment information Option 4 (5408) (APP)

Any individual, estate or trust that reasonably expects to receive more than $8,000 of Pennsylvania taxable income, not subject to employer withholding, must make a declaration of estimated tax and make estimated payments. For individuals the installments are due by April 15, June 15, September 15, and January 15 of the following year. If the due date is a Saturday, Sunday or holiday, the due date is the next business day.

Any estate or trust, that reasonably expects to realize more than $8,000 of Pennsylvania Taxable income that it does not distribute to beneficiaries, must make a declaration of estimated tax and make installment payments. If the estate or trust is on a fiscal year basis, the due dates are the 15th day of the 4th, 6th, and 9th months of the fiscal year, and the 15th day of the first month following the close of the fiscal year. (Those on a calendar year report the same as individuals.) If the due date is a Saturday, Sunday, or holiday, the due date is the next business day.

For more information on filing and remitting estimated payments, press 1 now. **(5444)**

For some common questions, which will help you determine whether you need to make estimated payments, press 2 now. **(5445)**

For some special circumstances that may arise from making estimated payments, press 3 now. **(5446)**

Estimated Payments Option 4: Option 1: Filing information (5444) (ICMB)

Q. How do I estimate what I expect to owe?

A. Estimate the income (not subject to employer withholding) you expect to earn, receive and realize for the entire year. Allow for increases you know will occur, such as the sale of stock or property. Multiply this figure by tax rate for the year, and then divide that result by four. This final figure will be your estimated installment payment. However, if you know you qualify for full tax forgiveness, you do not need to make estimated payments.

Q. How do I make estimated payments?

If you are required to make estimated payments, you can order coupons through our forms ordering service at 1-800-362-2050. If you are making estimated payments as an individual, order form number PA-40ESR. If you are making payments for a fiduciary, partnership, or subchapter S corporation, order form number PA-40ESR (F/C). These forms cannot be downloaded from our website or faxed to you. You must order them. Estimated payments should be sent to the PA Department of Revenue, Bureau of Receipts and Control, Dept. 280403, Harrisburg, PA 17128-0403.

After you make your initial payment, the Department will automatically mail you personalized estimated payment coupons so you can make the remaining quarterly installments.

Q. Are there any alternatives to writing a check every quarter?

A. Yes. You can also make your estimated payments by credit card or you can arrange to have your estimated payments automatically withdrawn from your checking or savings account. To pay by credit card, log on to www.officialpayments.com or call 1-800-2PAYTAX (1-800-272-9829). If you pay by credit card, there is a 2.5 percent convenience fee charged by the vendor. The minimum fee is $1. To arrange an automatic withdrawal, log onto the Department's Web site and select the e-Services Center.

Q. Is there a penalty for failing to make estimated payments?

A. Yes. If you expect to realize taxable income of $8,000 or more, in which an employer is not withholding Personal Income Tax, you should make estimated payments or you will be assessed an estimated underpayment penalty. To avoid this penalty, your estimated payments, combined with any withholding and other credits, should equal at least 90 percent of the tax due for that particular tax year or 100 percent of the tax liability for the previous year, made in equal installment payments.

Q. May I make just one payment?

A. You may file a declaration and pay the entire estimated tax by April 15 of the taxable year, or if your total estimated tax for the taxable year is $246 or less, you may make one payment within 15 days of the close of the taxable year, generally January 15.

If you need more information, please call area code (717) 787-8201. That number again is 717-787-8201. Thank you for using the FACT and Information line.

Estimated Payments Option 4: Option 2: Some commonly asked questions (5445) (ICMB)

Q. My income consists of social security, a pension, and some interest income. Must I file and pay estimated tax?

A. If your interest is $8,000 or more, you are required to file and pay estimated tax.

Q. If I receive 100 percent Tax Forgiveness, am I required to make estimated payments?

A. No. Payments are only required if you will owe tax.

Q. What if I receive unexpected income during the year that was not included in my estimated payments calculation?

A. You can avoid the Estimated Underpayment Penalty by increasing the amount of your estimated payment for that quarter. Or if the unexpected income comes late in the year, you can avoid the penalty for the earlier quarters by completing the REV-1630.

Q. Is there any special provision for farmers?

A. Yes. Farmers do not have to make estimated payments if more than two-thirds of their gross income from all sources comes from farming and they file and pay their income taxes by March 1 of the following year. When farmers file their PA-40, they should make sure they fill in the oval for farmers.

If you need more information, please call area code (717) 787-8201. That number again is 717-787-8201. Thank you for using the FACT and Information line.

Estimated Payments Option 4: Option 3: Special circumstances (5446) (ICMB)

Q. One of my estimated payments did not get credited to my account. What do I do?

A. Mail to the Department a clear photocopy of both sides of your canceled check along with your Social Security Number and an explanation. Send your inquiry to: the PA Department of Revenue, Bureau of Individual Taxes, Department 280510, Harrisburg, PA 17128-0510.

Q. I went into business in April. Am I still required to make four estimated payments?

A. No. You must estimate for the remaining part of the taxable year. If you determine that you must make estimated payments after March 31, you calculate your tax and divide by the remaining due dates for the taxable year. In this example, there would be three payments -- June 15, September 15, and January 15, which is 15 days after the close of the taxable year. Divide your estimated tax by three and pay by the due dates.

Q. My estimated payment intended for the Pennsylvania Department of Revenue was sent to the Internal Revenue Service in error. What do I do?

A. You should make your payment to Pennsylvania and request a refund from the Internal Revenue Service.

Q. My estimated payment intended for the Internal Revenue Service was sent to the Pennsylvania Department of Revenue in error. What do I do?

A. You may submit a signed request for a refund to the nearest Department of Revenue district office or mail your request to:

PA Department of Revenue
Bureau of Individual Taxes
Dept. 280510
Harrisburg, PA 17128-0510

With your request, include a copy of the canceled check and your Social Security Number. You may request a full refund or you may request that only the difference between the federal and Pennsylvania estimated payment be refunded. You may alternatively claim the amount when filing your tax return.

If you need more information, please call area code (717) 787-8201. That number again is 717-787-8201. Thank you for using the FACT and Information line.

B3 Bulletin Board Option 3: Board of Appeals Option 3 (5303) (APP)

Every taxpayer has a right to appeal an assessment, settlement or determination of the Department of Revenue. The appeal must be filed with the Board of Appeals. Each tax type has its own time limits for filing an appeal. Therefore, prompt action on your part is advisable. You can also file petitions online. Visit the Department's e-Services Center at www - dot - revenue - dot - state - dot - pa - dot - us. That Internet address again is…..

To learn how to file an appeal, press 1 now. **(5409)**

To learn about the board's procedures, press 2 now. **(5410)**

To learn about appealing a board decision, press 3 now. **(5412)**

Board Of Appeals Option 3: Option 1: How to file an appeal (5409) (ICMB)

Q. What is the Board of Appeals?

A. The Board of Appeals is the unit within the Department of Revenue responsible for the reviewing appeals filed by taxpayers contesting tax assessments or settlements issued by the Department. The Board has original jurisdiction over most petitions for refund with some limitations placed on refunds of liquid fuel taxes. The Board's main office is in Harrisburg with satellite offices in Pittsburgh and Philadelphia.

Q. Whom do I contact if I feel the tax paid was incorrect or the assessment issued is in error?

A. If you wish to appeal an assessment, settlement, determination, etc., or request a refund, a petition must be filed with the Board of Appeals online at www.boardofappeals.state.pa.us or may be mailed to the following address:

Mailing Address	Express Mail Address
PA Dept of Revenue	PA Dept of Revenue
Board of Appeals	Board of Appeals
Dept. 281021	4th & Walnut Streets
Harrisburg, PA 17128-1021	Strawberry Sq. 10 Fl.
Telephone: (717) 783-3664	Harrisburg, PA 17120

The Petition Form (REV-65) can be down loaded from the Department's Web site or ordered through the forms ordering service.

If you need more information, please call area code (717) 783-3664. That number again is 717-783-3664. Thank you for using the FACT and Information line.

Board of Appeals Option 3: Option 2: Procedures (5410) (ICMB)

Q. Do I need to hire someone to represent me at the Board of Appeals?

A. A taxpayer filing an appeal may do so on his or her own behalf or be represented by someone else with the required technical knowledge. However, a Petitioner's representative must be authorized in writing to represent the Petitioner before the Board of Appeals.

Q. What is the deadline for filing an appeal?

A. The deadline for filing an appeal is determined by the type of tax you are appealing. Usually, your appeal rights are included with the notice of assessment. If you are appealing a corporate Tax Jeopardy settlement, you have 10 days to appeal; If you are appealing Sales and Use Tax, you have 30 days: Inheritance tax has a 60-day deadline; and 90 days for other taxes – Liquid Fuels and Fuels Tax, Malt Beverage, Cigarette, Corporation, Motor Carrier, Personal Income, Employer Withholding, and the Realty Transfer Tax. The deadline for appealing Property Tax/Rent Rebate decisions is also 90 days.

Q. How are hearings scheduled before the Board and how are they conducted?

A. Generally, appeals do not require a hearing. Most hearings are scheduled at the Petitioner's request. Hearings are informal and it is not necessary to have professional representation. However, testimony will be under oath and the hearing may be recorded. Adequate pre-hearing preparation will expedite the proceedings.

If you need more information, please call area code (717) 783-3664. That number again is 717-783-3664. Thank you for using the FACT and Information line.

Board of Appeals Option 3: Option 3: Appealing a Board Decision (5412) (ICMB)

Q. What do I do if I disagree with the decision of the Board of Appeals?

A. If you disagree with the Board's decision, an appeal may be filed with the Board of Finance and Revenue for all taxes except Inheritance Tax. Consult rules governing appeals to the Board of Finance & Revenue to make sure deadlines for filing are met. Petitions for reassessment of Inheritance Tax appeals must be filed with the Court of Common Pleas, Orphan's Court Division, in the appropriate county.

If you need more information, please call area code (717) 783-3664. That number again is 717-783-3664. Thank you for using the FACT and Information line.

Option 4: Electronic Filing (5470)

The Department of Revenue is working to eliminate its paper forms by finding more effective ways for taxpayers to report their taxes. Experience has shown us that electronically filed returns are more accurate and contain fewer mistakes than traditional paper returns. Converting to electronic filing will help the department become more efficient and save taxpayer dollars.

To this end, the Department has discontinued printing and mailing Sales Tax and Employer Withholding Tax coupons and is offering another way to file and pay your Sales Tax – using the telephone. Now, in addition to filing online using e-TIDES, taxpayers can file either their Sales Tax or Employer returns and payments on our toll-free telephone filing system -- TeleFile. The TeleFile option is designed for small businesses that do not have Internet access. To use TeleFile, call toll-free 1-800-748-8299.

For those businesses that have Internet access, there is e-TIDES, which saves your filing and payment history for you. You can also purchase software to file online. To learn more about registering for e-TIDES or buying approved software, visit the Department's e-Services Center at www.revenue.state.pa.us.

Electronic filing does not change the information you report; it just changes the way you send the information. To learn more, select one of the four options:

For information about our free electronic filing for your Pennsylvania Personal Income Tax, press 1. (Go to 5471)

To learn more about filing your Pennsylvania personal income tax online with pa.direct.file, press 2 (Go to 5472)

To learn more about our free telephone filing for business taxes, press 3. (Go to 5473)

For more information about our free online filing for business taxes using e-TIDES, press 4. (Go to 5474)

Option 1: Personal Income Tax - TeleFile (5471)

You can use TeleFile if:

- You filed a state income tax return last year and the Department has your current address on file.
- You only report wages, interest, dividends, or capital gains distributions from a mutual fund as income.
- You can also claim tax forgiveness for you and your spouse and deduct unreimbursed business expenses.

To use TeleFile, you need your Social Security Number and your five-digit ZIP code.

The Department provides a worksheet for filing your personal income tax in the FAST file booklet you received. Complete the worksheet or organize your tax information and call 1-888-4PAFILE (472-3453). It's free and available 24 hours a day.

For personal assistance, call the Taxpayer Service and Information Center at (717) 787-8201. Thank you for using the Fact and Information Line.

Option 2: Personal Income Tax – pa.direct.file (5472)

For those taxpayers who are online with more complicated returns, we offer Web filing using ***pa.direct.file***. With ***pa.direct.file*** you can report most types of income and claim dependent children for

Tax Forgiveness. If you filed a tax return last year, your Social Security Number and **either** the amount of tax liability from your **previous year's return** Pennsylvania Personal Income Tax return, **or** your Pennsylvania driver's license or identification card number are all you need. It's free and available 24 hours a day.
Log on to the Department's web site at www.revenue.state.pa.us and select the e-Services Center in the middle of your screen, select "individuals" and then ***pa.direct.file***.
New residents and first-time filers can register by applying for an e-signature. Instructions for applying for an e-signature are contained in the pa.direct.file application. Please allow time to fax or mail your signature document to the Department.

For personal assistance, call (717) 787-8201 or for more information log on to the Department's Web site at www.revenue.state.pa.us.

Thank you for using the Fact and Information Line.

Option 3: Business Taxes - TeleFile (5473)

Taxpayers can report and pay their Sales Tax, their 1 percent local Sales Tax, and Use Tax using the new Sales Tax TeleFile system. They can also take credits for taxes paid on items resold and credits issued by the department. Most people will be able to file by following the instructions at each step. We have also provided information on the system for people who want to learn more about the TeleFile system. The information you enter will be repeated back to you so you can confirm the amounts you entered. All taxpayers will be given a 12-digit confirmation number as proof of filing or making payments. Because there is no worksheet for Sales Tax TeleFile, taxpayers should make their own record and retain it with their confirmation number for four years.

Q. Is there anyone who can't use TeleFile?

A. All taxpayers can file returns using TeleFile. However, there are some limitations for making payments. Taxpayers cannot make electronic payments using TeleFile if their Bank Account Number contains a letter or alpha character. In addition, the TeleFile system cannot accept payments from banks located outside of the United States.

Q. If I file my return electronically, do I have to pay electronically?

A. While we encourage people to do both, taxpayers can pay by check even if they file their return electronically.

Q. What kind of transactions can TeleFile handle?

A. Taxpayers can:

- File a "zero" return
- File a return with an electronic payment
- File a return without an electronic payment
- Cancel a payment up until an hour before the transfer is made.
- And amend a return or file a delinquent return as far back as 1995.

Q. Do I need to register to use TeleFile?

A. There is no pre-registration required. A taxpayer can file using TeleFile, as long as the user has an existing Sales Tax License and corresponding Entity Identification Number, which is the federal

Employer Identification Number, Social Security Number, or the temporary number assigned by the Department.

Q. What information do I need to have to use TeleFile?

A. To TeleFile, you will need your:

- 8-digit PA Sales tax Account ID number
- 9-digit Entity ID
- the Period-ending date for the tax period
- the amount of your Gross PA Sales
- the amount of your Net Taxable PA Sales
- the Amount of PA Sales Tax collected
- the Amount of Use Tax due – if any
- Any credits you are authorized to deduct
- The Sales figures and local sales tax amounts for Allegheny and Philadelphia amounts
- And if you choose to pay electronically, your banking information

Q. What is the phone number to TeleFile?

A. 1-800-748-8299

For more information, call our e-Business Services Unit at 717-783-6277. Thank you for using the Fact and Information Line.

Option 4: Business Taxes – e-TIDES (5474)

Q. Why am I required to register to use e-TIDES but I don't have to register to use TeleFile?

A. One of the features of e-TIDES is a detailed filing and payment history, which is confidential information. Registration is required to prevent unauthorized access to this information.

Q. Is information provided on e-TIDES secure?

A. Yes. e-TIDES transactions are protected with 128-bit Secure Socket Layers encryption, the industry-standard for online banking and trading.

Q. I registered for my e-Signature. What do I do next?

A. Before you can file returns or make payments, you must complete the final part of the registration process.

After logging into e-TIDES, select the 'Register Enterprise' option from the left navigation bar. Select the appropriate tax type and then click the "Next" button. Continue through the process and provide the information requested.

Once you finish the registration process for Sales Tax and Employer Withholding Tax, you will immediately be able to file a tax return and/or make a payment.

For all other tax types, you should allow at least one business day for the processing of your registration

data. As long as your information is submitted before to 1:45 p.m. Eastern Time, you will be able to use e-TIDES to file returns and make payments the following business day.
To confirm that you can begin filing returns/payments; select the ‘Read Messages’ option and look for a message, verifying that the account is ‘Approved’ to file.
To obtain a complete overview of the e-TIDES registration requirements including how to correct errors, see the Quick Step Setup in e-TIDES’ instruction section.
To access e-TIDES, log on to the Department’s Web site at www.revenue.state.pa.us and select the e-Services Center.

For more information, call our e-Business Services Unit at 717-783-6277. Thank you for using the Fact and Information Line.

Option 5: Credit Card Payments (5450 APP)

Now you can pay your Personal Income Tax due by credit card using Mastercard, American Express, Discover/Novus and Visa. The service provider charges a 2.5 percent convenience fee, based on the tax due, for processing the transaction. The minimum fee is one dollar. The convenience fee and tax payment will appear as two different charges on your credit card statement.

To make a payment using a credit card, dial toll-free 1-800-2PAYTAX (1-800-272-9829). That number again is………. or logon to the Department’s e-Services Center at **www - dot - revenue - dot - state - dot - pa - dot - us.** That address again is…….

Your confirmation number is your proof that the payment was accepted. Retain this confirmation number as proof of payment. Authorized payments cannot be cancelled. Your payment will be effective on the date you charged it.

If you want to confirm your transaction, please call: Official Payments Corp. Customer Service 1-877-754-4413. That number again is toll free…. Thank you for calling the fact and information line.

1. Option 6: Tax Forgiveness (5496 APP)

About 1 in 4 Pennsylvania households is entitled to tax relief through the Tax Forgiveness program. Taxpayers living on modest incomes can either reduce or eliminate their tax liability through tax forgiveness credits. To receive tax forgiveness, a taxpayer must file a PA income tax return and complete PA Schedule SP for tax forgiveness. The level of tax forgiveness is based on marital status, eligibility income, and the number of dependents the taxpayer is able to claim on their federal Income Tax return. For example in 2005, a one-parent family with two children with eligibility income of $25,500 and a 2-parent family with two children with eligibility income of $32,000 would qualify for 100 percent tax forgiveness and be eligible to receive a refund of any PA tax withheld.

Unlike the federal Earned Income Tax Credit, a taxpayer who qualifies for Tax Forgiveness can only get back the state income tax that they paid during the taxable year through employer withholding or estimated payments. Those who qualify will get their tax back. If the taxpayer has not paid any tax during the taxable year, the taxes they owe will be forgiven.

To get Tax Forgiveness, you must complete and submit Schedule SP with your PA income tax return. Before completing Schedule SP, you should complete lines 1 through 18 of your PA-40.

The easiest way to claim Tax Forgiveness is to file your return on the Internet, using the Department of Revenue's fast, easy and ***free*** online filing system: **pa.direct.file.** The Department has included line-by-line instructions for completing Schedule SP to assist you no matter how you file. **To use these instructions, press 1 now. (5497)**

If you are not ready, hang up and call back when you are.

If you need more information, please call area code (717) 787-8201. That number again is (717) 787-8201. Thank you for using the FACT and Information line.

2. Option 1: Line by line assistance (5497 APP)

At any time during this recording you may press the star (*) key on your telephone to return to the Tax Forgiveness main menu. Please listen to the following options:

The PA Schedule SP has four parts.
For assistance with Part A and B, including marital status and dependents, press 1 now. (5498)
For assistance with Part C, to determine your eligibility income, press 2. (5499)
For assistance with Part D, to calculate the amount of your Tax Forgiveness, press 3. (5495)

3. Option 1: Part A and B – Marital status and dependents (5498 APP)

Are you ready to begin?
Before completing Schedule SP, make sure that you have completed Lines 1 through 18 of your PA-40, PA Personal Income Tax Return. Start by entering your name and your spouse's name, if married, and your Social Security Number (SSN) and your spouse's SSN. If you are single, leave the space for ***spouse*** blank. PA Schedule SP is divided into four parts: A - D.

Let's start with Part A

Part A
In Part A, indicate the type of filer you are: unmarried, separated, or married. If you are filing for someone who has died prior to the end of the tax year, select "deceased." Then proceed to choosing your filing status: ***unmarried***, **separated,** or ***married***.

- If you are ***unmarried***, fill in the oval for ***Unmarried*** and then one of the next two ovals in that category.
  - Most people will use the first ***Single*** oval.
  - Fill in the second ***Single*** oval if you are unmarried and are claimed as a dependent on someone else's federal return, which qualifies for tax forgiveness. Then enter that person's SSN and name.

- The next oval is for filers who are legally ***separated***, or legally married but have lived apart for the last six months or more of the taxable year.

- § Fill in the ***Married*** oval if you are married. Then fill in one of the five ovals that apply to you.
    - o The first ***Married*** oval is for people who are married, filing a joint return.
    - o The second oval is for people who are married, but are filing separate returns. Fill in the oval certifying that you and your spouse are submitting the same information on each Schedule SP.
    - o The third oval is for someone who is married and whose spouse is claimed as a dependent on another person's PA Schedule SP or federal income tax return.
    - o The fourth oval is for someone who is ***Separated***, but cannot claim to be unmarried because they have not lived apart for at least the last six months of the year. In this instance, your spouse's name and Social Security Number should already be entered on the top of the return. If not, enter it.
- § The ***Deceased*** oval is for people, who are filing a return for someone who died before the end of the tax year. The income for the person who has died must be annualized for the year to determine if they qualify for tax forgiveness. To annualize income, calculate the amount of income the person would have had if he or she had lived all year.

Part B

Part B is for taxpayers who have dependent children to claim for Tax Forgiveness. If you do not have children to claim, move on to Part C.

To complete Part B, record the name, age, relationship and SSN. A dependent child is a child you claim on your federal Income Tax return in this taxable year. For PA purposes, a child is the natural child, adopted child, or stepchild of a parent. A child also includes a grandchild of a grandparent and a foster child of a foster parent. However, a child cannot be claimed as a dependent by an aunt, uncle or unrelated person. If you have more than four dependents, record the information on another sheet of paper, and label the attachment "PA Schedule SP, Additional Dependents" and include the list with your SP Schedule.

Record the number of Dependents you are claiming in box 2 on the right hand side of the schedule.

- The Department of Revenue may ask to see your federal Income Tax Return. To avoid delays, attach a copy of the first page of your federal Income Tax return 1040, if you are claiming a foster child or more than four dependents.

- You are now ready to continue to Part C. If you are ready, press 2 now. (5499)

If you need additional assistance, call or visit one of the 16 Revenue District Offices nearest you. Thank you for calling the FACT and Information Line.

4. Option 2: Part C determining your eligibility income (APP 5499)

Part C

In Part C, nontaxable income is added to the taxable income to determine the eligibility income for Tax Forgiveness. If you and/or your spouse do not have any income to report on a specific line, put a zero on that line.

On the PA Schedule SP Part C, there are three columns. The first column, Column A, is used for reporting all taxable and nontaxable income if you are filing as unmarried or single, or as married, filing a joint return. Columns B and C are used to separately report the taxable and nontaxable income of a married couple that are filing separate tax returns. Even if married taxpayers choose to file separate tax returns, both spouses' eligibility income must be used to file for Tax Forgiveness. When reporting the taxable and nontaxable income, make sure that you enter the information in the correct columns.

In the following line instructions, any reference to you or your means that if filing as married filing jointly, both the husband and wife's income from the sources listed is shown on the appropriate line under Column A. If filing as married, filing separate returns, the income received by the husband and wife must be separately stated in the appropriate columns for each line.

Line 1. Based on your filing status, record the taxable income from Line 11 of the PA-40 Personal Income Tax return under the appropriate column.

Line 2. Enter the nontaxable income, including interest, dividends, and gains. Include income that you do not report as taxable on your PA return. The most common form of a federal government security is U.S. Savings Bonds. If you cashed in bonds, the interest is not taxable, but it is to be included in eligibility income.

Also include the nontaxable income from investments in direct obligations of the Federal Government, Pennsylvania, and/or political subdivisions of Pennsylvania, even if they were purchased through a mutual fund or other regulated investment company, and any nontaxable income you received as a beneficiary of an estate or trust.

Line 3. Enter the amount of federally taxable alimony that you receive.

Line 4. Enter the amount of any insurance or inheritances that you received. This would include life or other insurance policies, or the value of property or cash you inherited.

Line 5. Enter the amount of nontaxable cash or property you received as gifts from others. Also include awards given in recognition of civic and social achievements and winnings from the PA Lottery.

Line 6. This line is for part-year residents or nonresidents claiming Tax Forgiveness. Enter the total of all other income earned, received, and realized while residing outside Pennsylvania. This includes income that would be taxable if earned and received in Pennsylvania, and nontaxable PA income that you would report on this schedule if you were a PA resident.

Line 7. Enter the amount of nontaxable military income. This is the difference between the total military income you earned and the amount you report on your PA tax return. Do not include combat zone pay.

Line 8. Record the amount of the nontaxable gain from the sale of your principal residence.

Line 9. Record that total value of all nontaxable scholarships, fellowships, and stipends that you received, including government educational grants, but not student loans. Also include the value of tuition reductions offered as part of your employer's benefit plan. Be careful not to include this if you have already claimed the benefit as part of Line 2.

Line 10. Enter the support and cash received from someone living outside your household, include nontaxable cash or property received for personal use, such as cash received from a parent to buy clothes, or gifts from grown children. Do not include money received for cost-sharing arrangements. Also include the amount you received for foster care and support you received from a spouse or former spouse, who does not live in your household, but not child support. (Child support is your child's nontaxable income if he or she files for Tax Forgiveness.) Finally, add the nontaxable payments to your employer's cafeteria plan for hospitalization, sickness, disability or death, supplemental unemployment, or strike benefits.

Line 11. Add Lines 1 through 10 and record the total on Line 11, Column A if filing as unmarried or married, filing jointly. If you are filing as "married, filing separately," add lines 1 through 10 in columns B and C and put the answer on Line 11, Column C. This is the amount of your eligibility income, which you will use to determine your percentage of Tax Forgiveness.

If you are ready to calculate the amount of your Tax Forgiveness in Part D, press 3 now. (5495)
If you need additional assistance, call or visit one of the 16 Revenue District Offices nearest you. Thank you for calling the FACT and Information Line.

5. Option 3: Part D Calculating your Tax Forgiveness (ICMB 5495)

Part D
In Part D, we calculate the amount of your Tax Forgiveness.

Line 12. Record the amount of your PA tax liability from Line 12 of your PA-40, even if you are married, filing separately.

Line 13. Record the amount of tax you paid to other states or countries. Most people do not have an entry on this line. If none, enter a zero.

Line 14. Subtract line 13 from 12. If there is a zero on line 13, just repeat the amount on line 12.

Line 15. To fill in Line 15 you will need to refer to the eligibility income tables on page 32 of the PA-40 tax booklet. If you are filing ***unmarried***, use Eligibility Income table 1. If you are ***married,*** even if filing separately, use Eligibility Income table 2.

- Move down the left side of the table until you come to the number of dependent children entered in Part B, Box 2.
- Then move across the line to find your income category. At the bottom of that column is an amount expressed as a decimal, which represents the percentage of Tax Forgiveness you are allowed. For example, 1.0 means you are entitled to 100 percent tax forgiveness, and .20 means you are entitled to 20 percent tax forgiveness. Record the decimal in the space provided on line 15.

Line 16. Multiply line 14 by the decimal on line 15 and record the amount on Line 16. Then enter the amount of Line 16 on Line 21 of your PA-40 tax return.

When you return to the PA-40, make sure you also record the following information from your PA Schedule SP on your PA-40: your filing status (Part A of Schedule SP) on line 19a, the number of dependents (Part B of Schedule SP) on 19b, and your eligibility income (Part C of Schedule SP) on line 20.

To finish completing your PA-40 return, add the amounts on lines 13, 18, 21, 22, and 23 and place the total on Line 24. This will include the amount of taxes you paid during the year including the amount withheld from your paycheck and your tax credit from Schedule SP. Next, compare Line 24 to Line 12. If line 24 is greater than Line 12, subtract the amount on Line 12 from the amount on Line 24 and enter the difference on Line 28. This difference is the amount of your refund. Enter the amount on Line 28 again on Line 29, if you want the overpayment refunded.

If line 12 is greater than line 24, subtract the amount on Line 24 from the amount on Line 12 and enter the difference on Line 25. This is the amount of tax due. Enter the amount on Line 25 on Line 27 also.

If you need additional assistance, call or visit one of the 16 Revenue District Offices nearest you. Thank you for calling the FACT and Information Line.

APPENDIX E

TASK #12, IVR Applications
Group A, Senior Claims Information
(800) 772-5246 & (717) 705-0426

<u>705-0426 Senior Claims Information (press 3)</u>
You have reached the Property Tax and Rent Rebate claims information line. Please listen to the following options:

To access your account at this time, press 1 now. (To Mailbox 4505000)

To talk to a representative, please hang up and dial toll free 1-888-222-9190. That number again is 1-888-222-9190.

Or you may leave a message and one of our representatives will call you back within three (3) business days. The Department will make three attempts to return your call. If the department does not reach you within three business days, please call back. However, once you leave your message, please wait three days before calling again. Thank you for your patience and cooperation.

To leave a message, please stay on the line until you are asked for your information.

Transfers callers to Teloquent ACD System – Scheduled CallBack Application

APPENDIX E

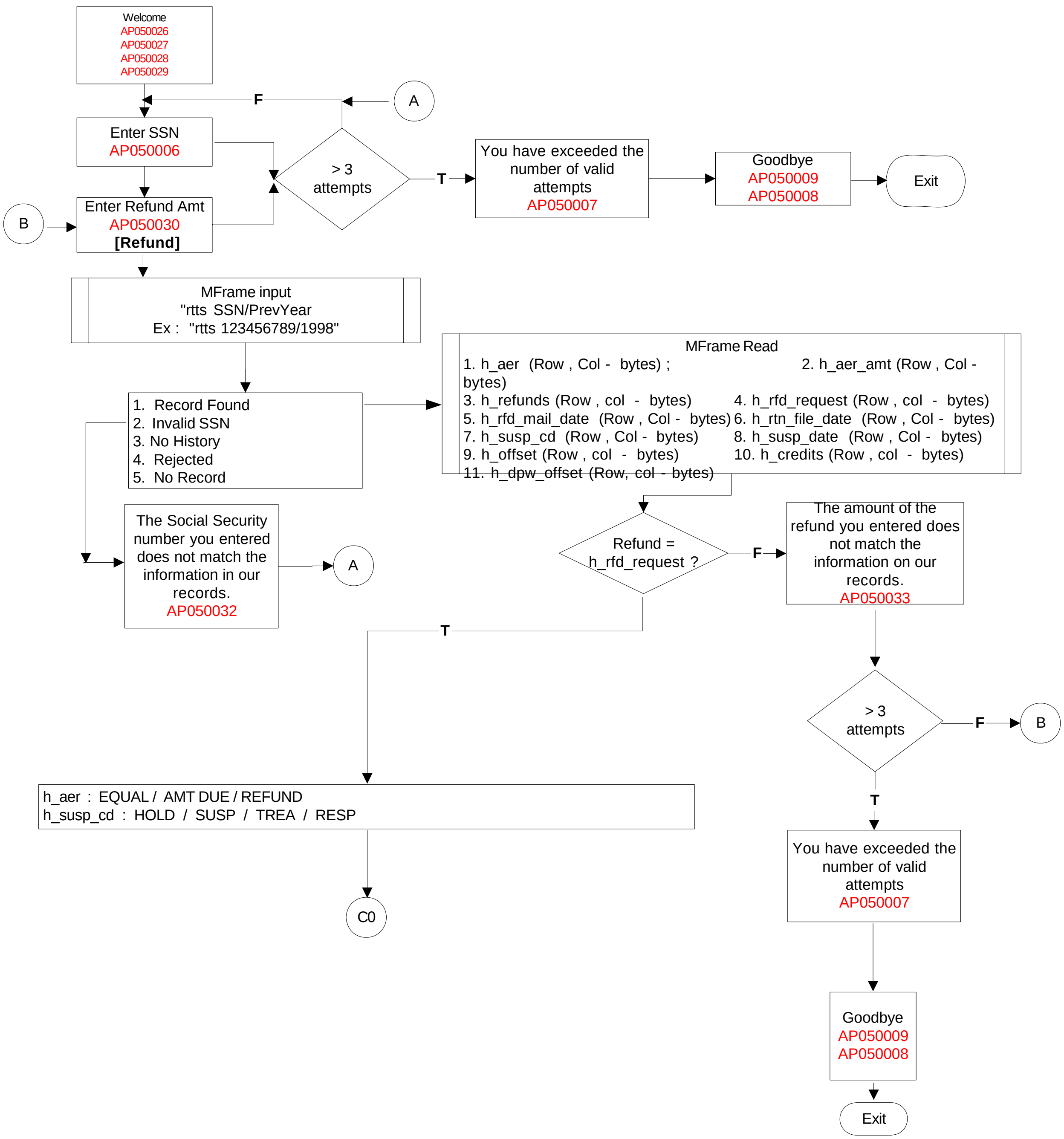
TASK #12, IVR Applications
Group B, Octel Designer Applications

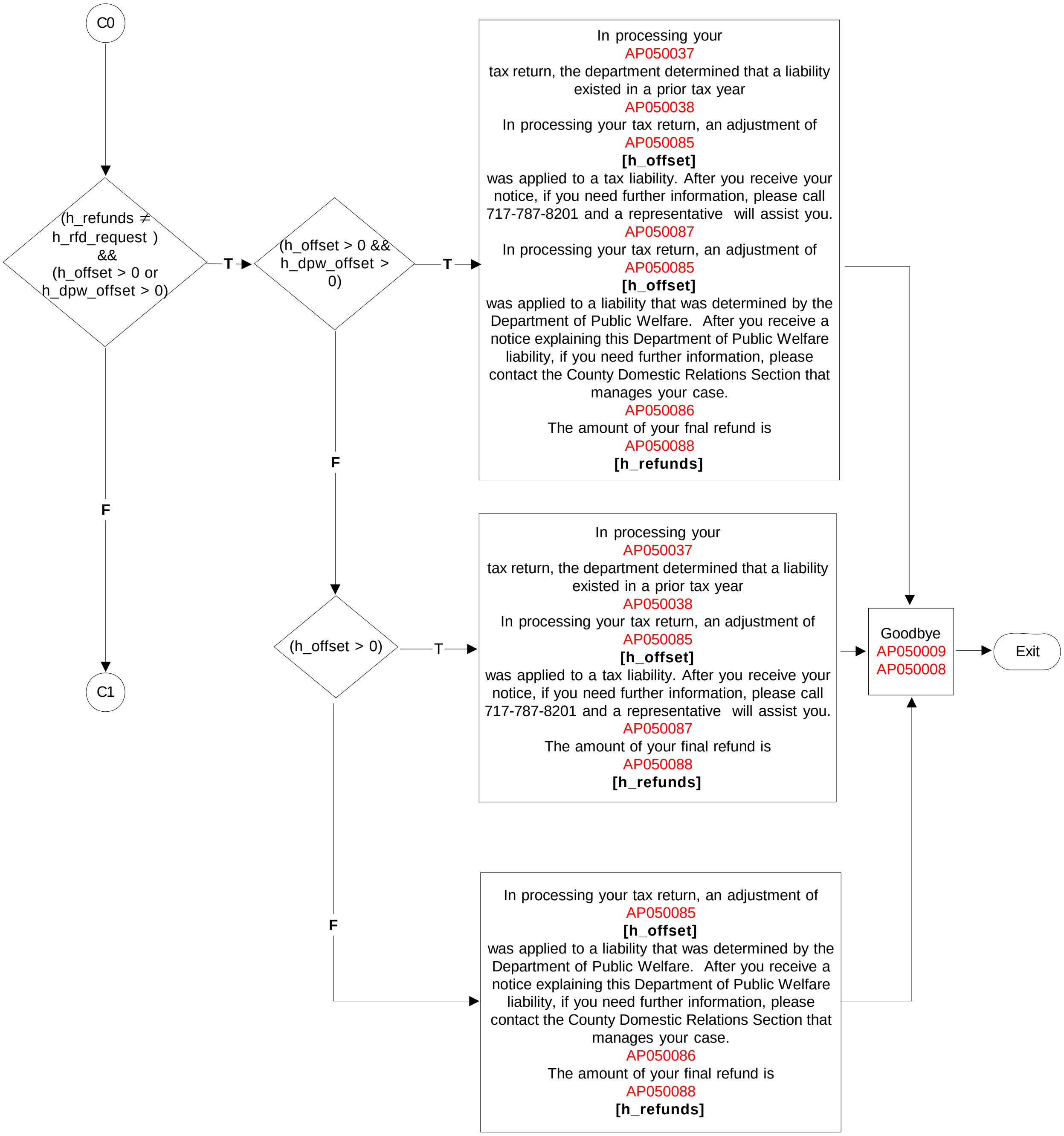
File	Application	Text Updated 5-24-02 (script as of 1-11-04) Items in Green are updates that need to be added after 1-11-04
Ap050006.wav	Refund	Using the numbers on your phone, please enter the social security number now. Follow your entry with the pound sign.
Ap050007.wav	Refund	Sorry, you have exceeded the number of valid attempts.
Ap050008.wav	Refund	Thank you for calling the Penn Dept of Revenue's automated voice response system.
Ap050009.wav	Refund	If additional information is needed please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050026.wav	Refund	To inquire about the status of your income tax refund please be prepared to enter the following information on your touchtone telephone. Your social security number, or the social security number of your spouse, whichever is listed first on your tax return, and the amount of your refund in whole dollars.
Ap050027.wav	Refund	Please note the system limits the number of times you can inquire about your refund. Therefore be certain your social security number and refund amount are correct.
Ap050028.wav	Refund	The information is for your…
Ap050029.wav	Refund	…refund only. If you are calling about a prior year return please call 717-787-8201 and a representative will assist you. That number again is 717-787-8201.
Ap050030.wav	Refund	Using the numbers on your phone, please enter the amount of the refund you requested in whole dollars by dropping the cents. Do not round up. Enter the refund amount now. Follow your entry with the pound sign.
Ap050031.wav	Refund	We are sorry, this automated system is currently not available. Please try again later.
Ap050032.wav	Refund	The social security number you entered does not match the information in our records.
Ap050033.wav	Refund	The amount of the refund you entered does not match the information on our records.
Ap050034.wav	Refund	If you entered the exact refund amount in whole dollars by dropping the cents, as shown on your return, and it has been at least 8 to 10 weeks since you filed...
Ap050035.wav	Refund	Please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050036.wav	Refund	If you are not certain of the amount of the refund requested, please review your tax return and call us again.
Ap050037.wav	Refund	In processing your…
Ap050038.wav	Refund	…tax return, the department determined that a liability existed in a prior tax year.
Ap050039.wav	Refund	All or a portion of your refund was applied to that liability. You will receive a notice explaining the change to your account.

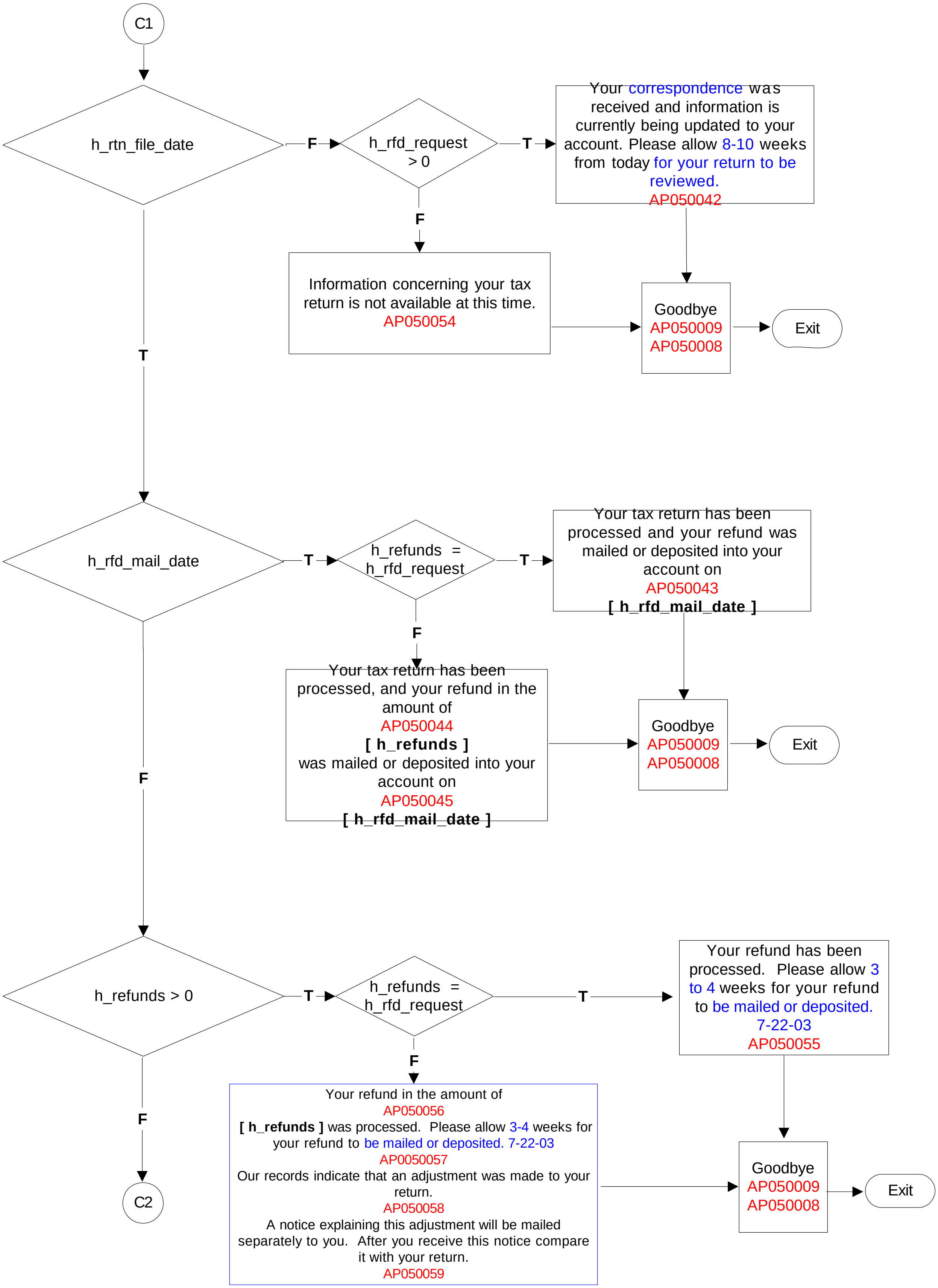
Ap050040.wav	Refund	If you are still entitled to a refund, the check will be mailed to you in a separate envelope. [deleted] You may receive one before the other.
Ap050041.wav	Refund	After you receive the notice if you need further information, please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050042.wav	Refund	Your correspondence was received and information is currently being updated to your account. Please allow 8 to 10 weeks from today for your return to be reviewed. If you need additional information please call 717-787-8201 and a representative will help you. That number again is 717-787-8201. 7-22-03
Ap050043.wav	Refund	Your tax return has been processed and your refund was mailed or deposited into your account on…
Ap050044.wav	Refund	Your tax return has been processed and your refund in the amount of…
Ap050045.wav	Refund	...was mailed or deposited into your account on…
Ap050046.wav	Refund	Your tax return was received on…
Ap050047.wav	Refund	…and is currently awaiting a routine review. (CHG made 3-28-02 per Wendi Taylor)
Ap050048.wav	Refund	Our examination has not yet been completed.
Ap050049.wav	Refund	Our records indicate that a request for additional information was requested on ……. CHGD 4-12-02
Ap050050.wav	Refund	You will receive a notice explaining what information is necessary to process your refund. If you filed your return electronically through the federal/state e-file program, this notice will be transmitted to your preparer or software provider. The department can not issue a refund until all of the requested information has been received and reviewed. After you or your preparer/provider receive the notice, if you need further information, please call 717787-8201 and a representative will assist you. CHGD 5-24-02
Ap050051.wav	Refund	If you filed a return electronically, please allow 4 weeks for your return to be reviewed. If you filed a paper return, allow 8-10 weeks from today for your return to be reviewed. Our records are updated weekly. Please allow 7 days before calling again.
Ap050052.wav	Refund	The social security number and/or the amount of your requested refund still does not match the information shown on our records. If you entered the exact information shown on your return and it has been at least 8 weeks since you filed…
Ap050053.wav	Refund	If you are not certain of the social security number and/or the amount of the refund requested, please review your tax return and call us again.
Ap050054.wav	Refund	Information concerning your tax return is not available at this time.
Ap050055.wav	Refund	Your refund has been processed. Please allow 3-4 weeks for your refund to be mailed or deposited. 7-22-03
Ap050056.wav	Refund	Your refund in the amount of…
Ap050057.wav	Refund	… was processed. Please allow 3-4 weeks for your refund to be mailed or deposited. 7-22-03
Ap050058.wav	Refund	Our records indicate that an adjustment was made to your return.
Ap050059.wav	Refund	A notice explaining this adjustment will be mailed separately to you. After you receive this notice compare it with your return.

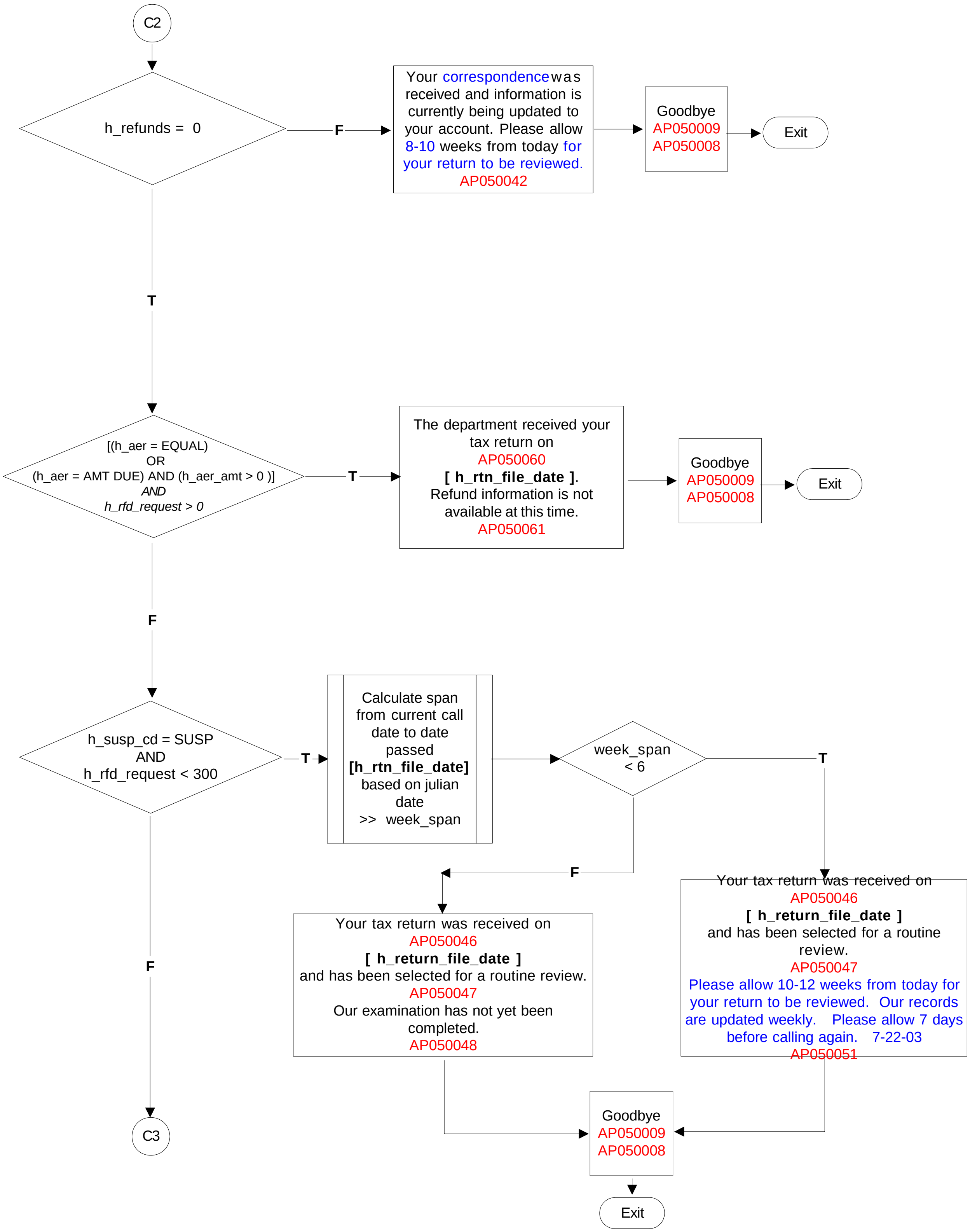
Ap050060.wav	Refund	The department received your tax return on…
Ap050061.wav	Refund	Refund information is not available at this time.
Ap050062.wav	Refund	You should have received a notice explaining what information is necessary to process your return. If you filed your return electronically through the federal /state e-file program, this notice was transmitted to your preparer or software provider. If you or your preparer/provider have not received a notice or do not understand the request, please call 717-787-8201 and a representative will help you. Chgd 5-24-02
Ap050063.wav	Refund	…and your overpayment has been processed as a carryover credit.
Ap050064.wav	Refund	Please note this is your last attempt today.
Ap050065.wav	Refund	The department's review has not yet been completed.
Ap050066.wav	Refund	That number again is 717-787-8201.
Ap050067.wav	Refund	Our review has not yet been completed.
Ap050068.wav	Refund	The social security number…
Ap050069.wav	Refund	…matches department records.
Ap050070.wav	Refund	If you filed a paper return, information about a tax return is often not available for at least 8 to 10 weeks after we receive it.
Ap050071.wav	Refund	As of this date, there is not record of your return on file.
Ap050072.wav	Refund	If you filed more than 10 weeks ago please press 1, otherwise press 2 now.
Ap050073.wav	Refund	Since no record exist of the receipt of your return please call 717-787-8201. That number again is 717-787-8201.
Ap050074.wav	Refund	If it has not been 8 to 10 weeks from the date you filed a paper tax return, please call back. Our records are updated weekly. Please allow 7 days before calling again.
Ap050075.wav	Refund	Reserved 1
Ap050076.wav	Refund	Reserved 2
Ap050077.wav	Refund	Reserved 3
Ap050078.wav	Refund	Reserved 4
Ap050079.wav	Refund	Reserved 5
Ap050080.wav	Refund	Reserved 6
Ap050081.wav	Refund	Reserved 7
Ap050082.wav	Refund	Reserved 8
Ap050083.wav	Refund	Reserved 9
Ap050084.wav	Refund	Reserved 10
Ap050085.wav	Refund	In processing your tax return an adjustment of
Ap050086.wav	Refund	was applied to a liability that was determined by the Department of Public Welfare. After you receive a notice explaining this Department of Public Welfare liability, if you need further information, please contact the County Domestic Relations Section that manages your case.
Ap050087.wav	Refund	was applied to a tax liability. After you receive your notice, if you need further information, please call 717-787-8201 and a representative will assist you.
Ap050088.wav	Refund	The amount of your final refund is
Ap050089.wav	Refund	We received correspondence from you on
		5-24-02 Updated changes to AP 50, 62, 86, 87.

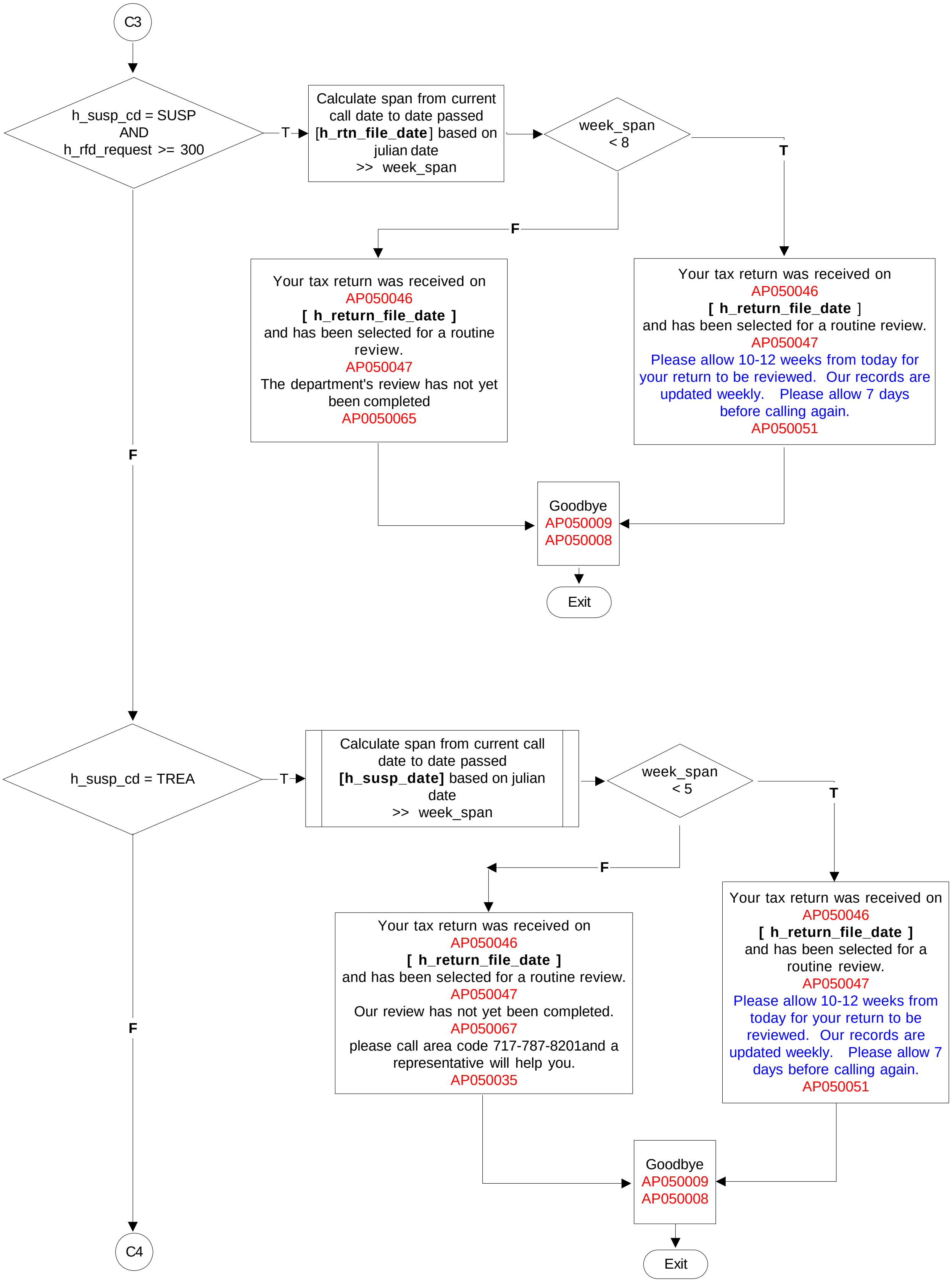
PA Dept. Of Revenue
Teletax Refund Application

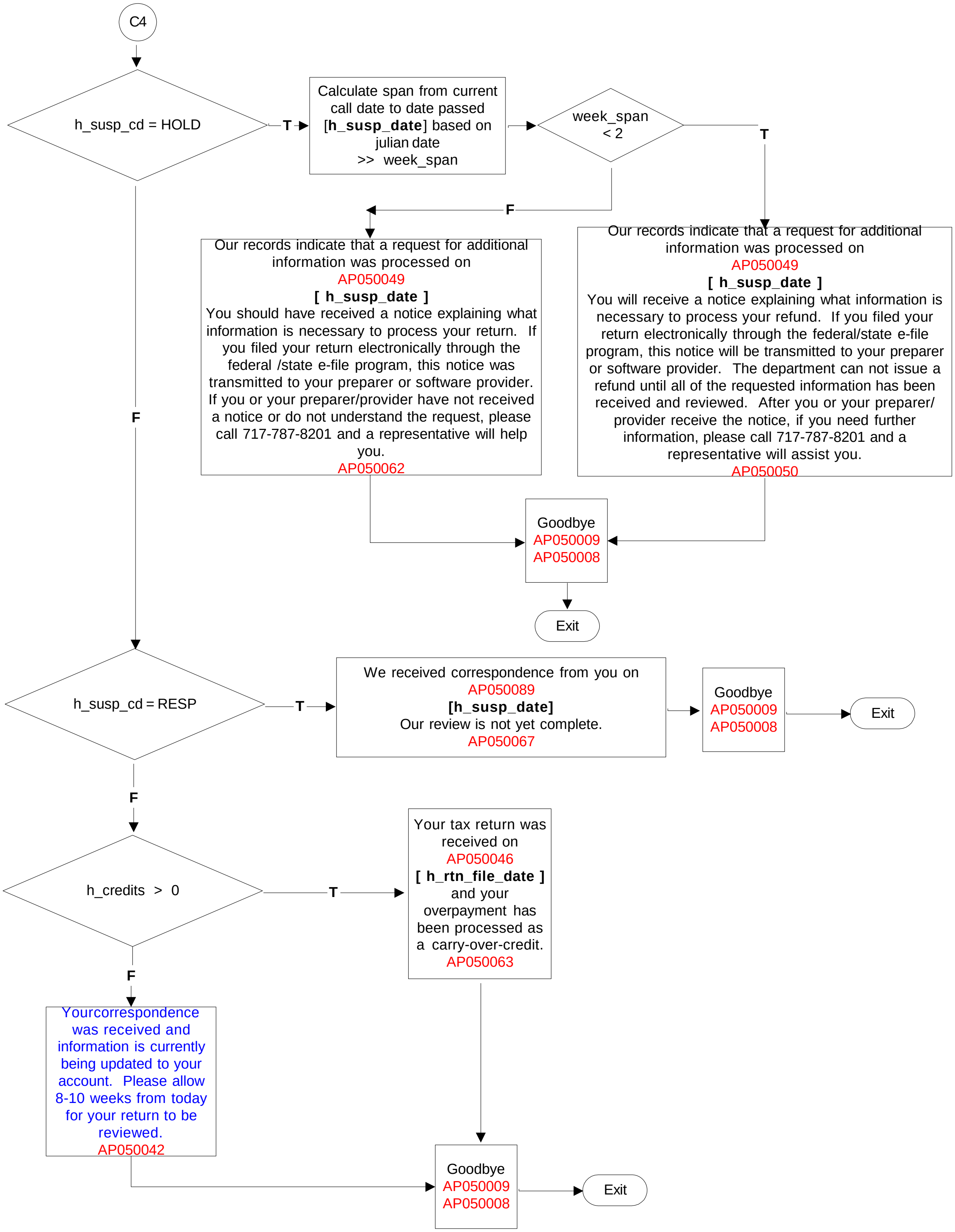



C0
(h_refunds ≠ h_rfd_request) && (h_offset > 0 or h_dpw_offset > 0)
T
(h_offset > 0 && h_dpw_offset > 0)
T
In processing your
AP050037
tax return, the department determined that a liability existed in a prior tax year
AP050038
In processing your tax return, an adjustment of
AP050085
[h_offset]
was applied to a tax liability. After you receive your notice, if you need further information, please call 717-787-8201 and a representative will assist you.
AP050087
In processing your tax return, an adjustment of
AP050085
[h_offset]
was applied to a liability that was determined by the Department of Public Welfare. After you receive a notice explaining this Department of Public Welfare liability, if you need further information, please contact the County Domestic Relations Section that manages your case.
AP050086
The amount of your fnal refund is
AP050088
[h_refunds]
F
F
C1
(h_offset > 0)
T
In processing your
AP050037
tax return, the department determined that a liability existed in a prior tax year
AP050038
In processing your tax return, an adjustment of
AP050085
[h_offset]
was applied to a tax liability. After you receive your notice, if you need further information, please call 717-787-8201 and a representative will assist you.
AP050087
The amount of your final refund is
AP050088
[h_refunds]
Goodbye
AP050009
AP050008
Exit
F
In processing your tax return, an adjustment of
AP050085
[h_offset]
was applied to a liability that was determined by the Department of Public Welfare. After you receive a notice explaining this Department of Public Welfare liability, if you need further information, please contact the County Domestic Relations Section that manages your case.
AP050086
The amount of your final refund is
AP050088
[h_refunds]


C1
h_rtn_file_date
F
h_rfd_request > 0
T
Your correspondence was received and information is currently being updated to your account. Please allow 8-10 weeks from today for your return to be reviewed.
AP050042
F
Information concerning your tax return is not available at this time.
AP050054
Goodbye
AP050009
AP050008
Exit
T
h_rfd_mail_date
T
h_refunds = h_rfd_request
T
Your tax return has been processed and your refund was mailed or deposited into your account on
AP050043
[h_rfd_mail_date]
F
Your tax return has been processed, and your refund in the amount of
AP050044
[h_refunds]
was mailed or deposited into your account on
AP050045
[h_rfd_mail_date]
Goodbye
AP050009
AP050008
Exit
F
h_refunds > 0
T
h_refunds = h_rfd_request
T
Your refund has been processed. Please allow 3 to 4 weeks for your refund to be mailed or deposited.
7-22-03
AP050055
F
Your refund in the amount of
AP050056
[h_refunds] was processed. Please allow 3-4 weeks for your refund to be mailed or deposited. 7-22-03
AP0050057
Our records indicate that an adjustment was made to your return.
AP050058
A notice explaining this adjustment will be mailed separately to you. After you receive this notice compare it with your return.
AP050059
Goodbye
AP050009
AP050008
Exit
F
C2

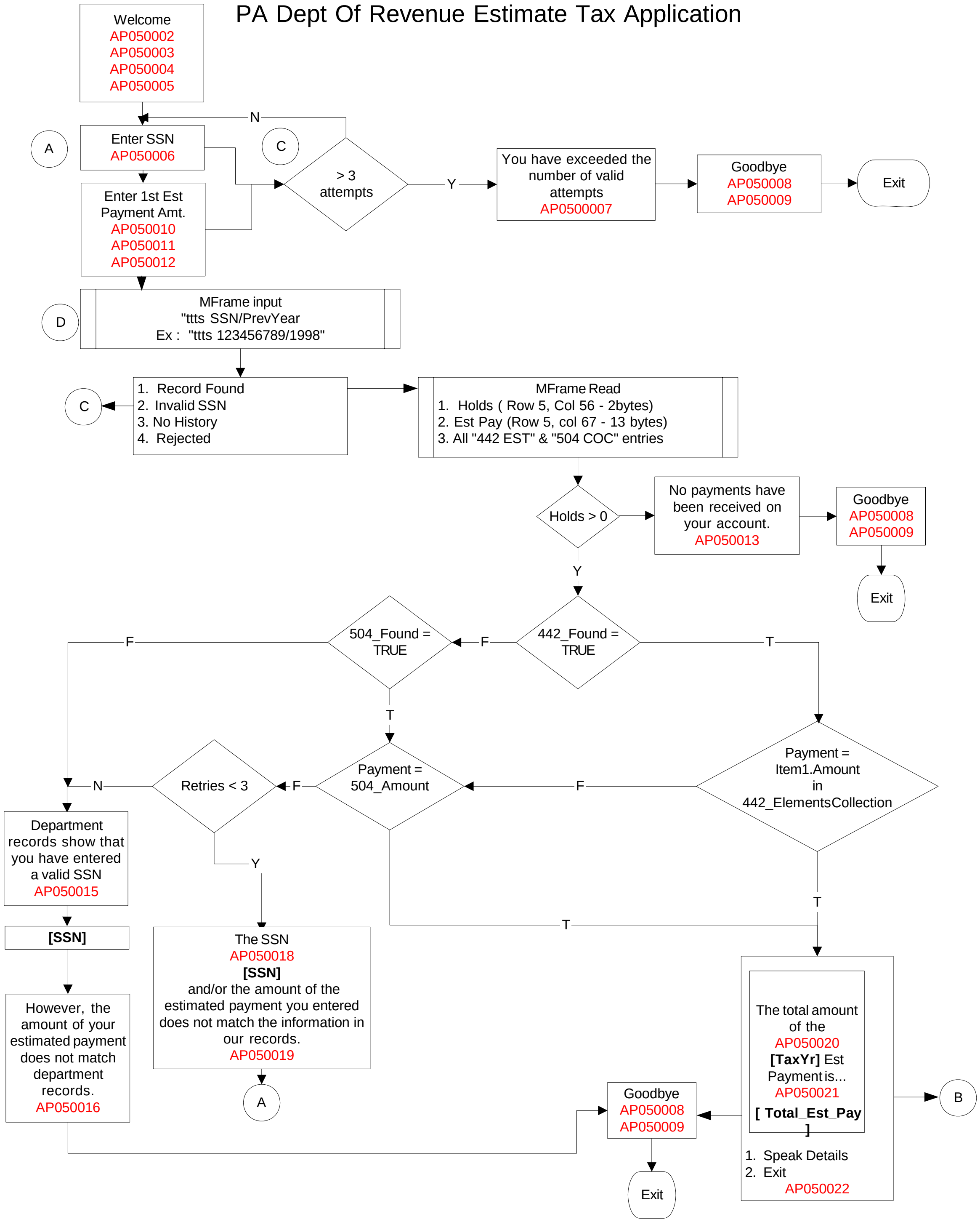

C2
h_refunds = 0
F
Your correspondence was received and information is currently being updated to your account. Please allow 8-10 weeks from today for your return to be reviewed. AP050042
Goodbye AP050009 AP050008
Exit
T
[(h_aer = EQUAL) OR (h_aer = AMT DUE) AND (h_aer_amt > 0)] AND h_rfd_request > 0
T
The department received your tax return on AP050060 [h_rtn_file_date]. Refund information is not available at this time. AP050061
Goodbye AP050009 AP050008
Exit
F
h_susp_cd = SUSP AND h_rfd_request < 300
T
Calculate span from current call date to date passed [h_rtn_file_date] based on julian date >> week_span
week_span < 6
T
F
Your tax return was received on AP050046 [h_return_file_date] and has been selected for a routine review. AP050047 Please allow 10-12 weeks from today for your return to be reviewed. Our records are updated weekly. Please allow 7 days before calling again. 7-22-03 AP050051
Your tax return was received on AP050046 [h_return_file_date] and has been selected for a routine review. AP050047 Our examination has not yet been completed. AP050048
F
C3
Goodbye AP050009 AP050008
Exit


C3
h_susp_cd = SUSP
AND
h_rfd_request >= 300
T
Calculate span from current call date to date passed [h_rtn_file_date] based on julian date
>> week_span
week_span
< 8
T
F
Your tax return was received on
AP050046
[h_return_file_date]
and has been selected for a routine review.
AP050047
The department's review has not yet been completed
AP0050065
Your tax return was received on
AP050046
[h_return_file_date]
and has been selected for a routine review.
AP050047
Please allow 10-12 weeks from today for your return to be reviewed. Our records are updated weekly. Please allow 7 days before calling again.
AP050051
Goodbye
AP050009
AP050008
Exit
F
h_susp_cd = TREA
T
Calculate span from current call date to date passed [h_susp_date] based on julian date
>> week_span
week_span
< 5
T
F
Your tax return was received on
AP050046
[h_return_file_date]
and has been selected for a routine review.
AP050047
Our review has not yet been completed.
AP050067
please call area code 717-787-8201and a representative will help you.
AP050035
Your tax return was received on
AP050046
[h_return_file_date]
and has been selected for a routine review.
AP050047
Please allow 10-12 weeks from today for your return to be reviewed. Our records are updated weekly. Please allow 7 days before calling again.
AP050051
Goodbye
AP050009
AP050008
Exit
F
C4

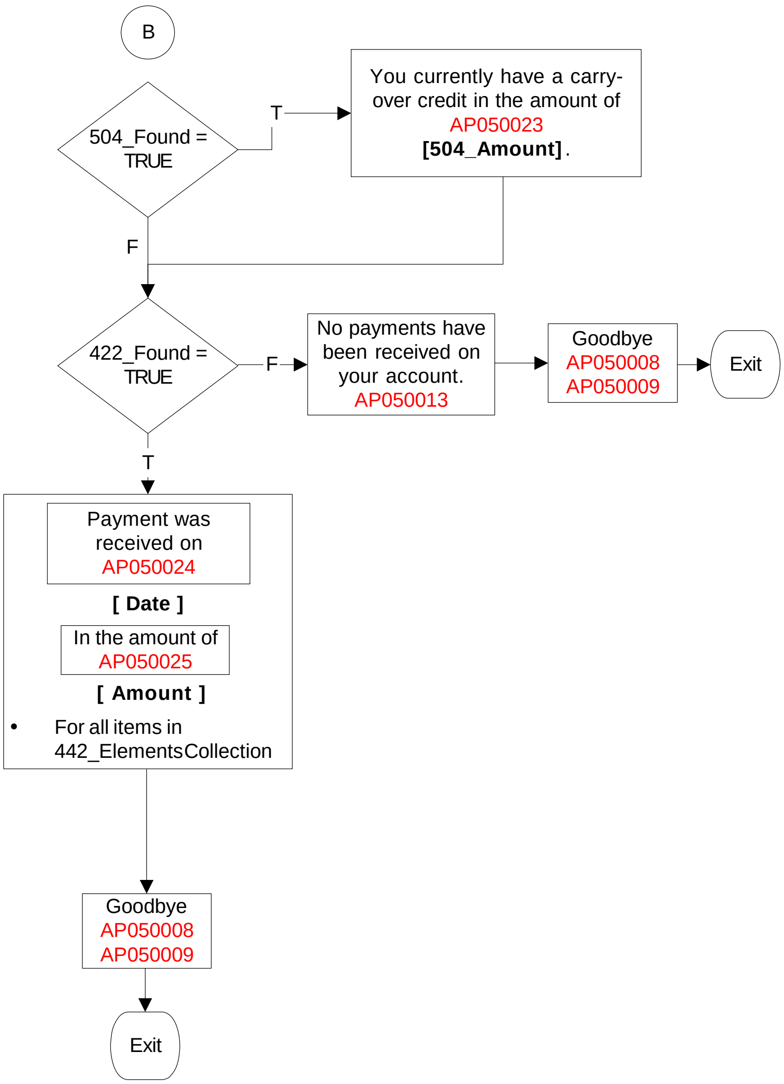

C4
h_susp_cd = HOLD
T
Calculate span from current call date to date passed [h_susp_date] based on julian date >> week_span
week_span < 2
T
F
Our records indicate that a request for additional information was processed on AP050049 [h_susp_date] You should have received a notice explaining what information is necessary to process your return. If you filed your return electronically through the federal /state e-file program, this notice was transmitted to your preparer or software provider. If you or your preparer/provider have not received a notice or do not understand the request, please call 717-787-8201 and a representative will help you. AP050062
Our records indicate that a request for additional information was processed on AP050049 [h_susp_date] You will receive a notice explaining what information is necessary to process your refund. If you filed your return electronically through the federal/state e-file program, this notice will be transmitted to your preparer or software provider. The department can not issue a refund until all of the requested information has been received and reviewed. After you or your preparer/provider receive the notice, if you need further information, please call 717-787-8201 and a representative will assist you. AP050050
Goodbye AP050009 AP050008
Exit
F
h_susp_cd = RESP
T
We received correspondence from you on AP050089 [h_susp_date] Our review is not yet complete. AP050067
Goodbye AP050009 AP050008
Exit
F
h_credits > 0
T
Your tax return was received on AP050046 [h_rtn_file_date] and your overpayment has been processed as a carry-over-credit. AP050063
F
Yourcorrespondence was received and information is currently being updated to your account. Please allow 8-10 weeks from today for your return to be reviewed. AP050042
Goodbye AP050009 AP050008
Exit

File	Application	Text 1-11-04
Ap050002.wav	Estimate	To inquire about the total amount of…
Ap050003.wav	Estimate	…estimated tax payments you made, please be prepared to enter the following information using your touchtone telephone; your social security number under which the payments were made, and the amount of the first tax payment you made as an estimated payment in whole dollars. Drop the cents, do not round up.
Ap050004.wav	Estimate	Please note the system limits the number of times you can inquire about an account.
Ap050005.wav	Estimate	Therefore be certain the social security number and the amount of the first estimated tax payment are correct.
Ap050006.wav	Estimate	Using the numbers on your keypad, please enter the social security number now.
Ap050007.wav	Estimate	We're sorry you are having problems. You have exceeded the number of valid attempts.
Ap050008.wav	Estimate	If additional information is needed please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050009.wav	Estimate	Thank you for calling the PA Department of Revenue's automated voice response system.
Ap050010.wav	Estimate	Using the numbers on your phonepad, please enter the amount of your first...
Ap050011.wav	Estimate	…tax payment, or the first…
Ap050012.wav	Estimate	…payment you made with an estimated form. Use whole dollar amounts by dropping the cents. Do not round up. Enter your amount now. Follow your entry with the pound sign.
Ap050013.wav	Estimate	No payments have been received on your account. If additional information is needed, please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050015.wav	Estimate	Department records show that you have entered a valid social security number,
Ap050016.wav	Estimate	however, the amount of your estimated payment does not match department records.
Ap050017.wav	Estimate	The requested information can not be verified at this time.
Ap050018.wav	Estimate	The social security number…
Ap050019.wav	Estimate	…and/or the amount of the estimated payment you entered does not match the information in our records.
Ap050020.wav	Estimate	The total amount of the…
Ap050021.wav	Estimate	…estimated tax payment is…
Ap050022.wav	Estimate	If you desire a list of payments by date received please press 1, otherwise press 2 now.
Ap050023.wav	Estimate	You currently have a carryover credit in the amount of….
Ap050024.wav	Estimate	Payment was received on…
Ap050025.wav	Estimate	… in the amount of…
Ap050026.wav	Estimate	We are sorry, this automated system is currently not available. Please try again later.
Ap050027.wav	Estimate	The social security number you entered does not match the information on our records. Stay on the line to reenter your SSN.

PA Dept Of Revenue Estimate Tax Application



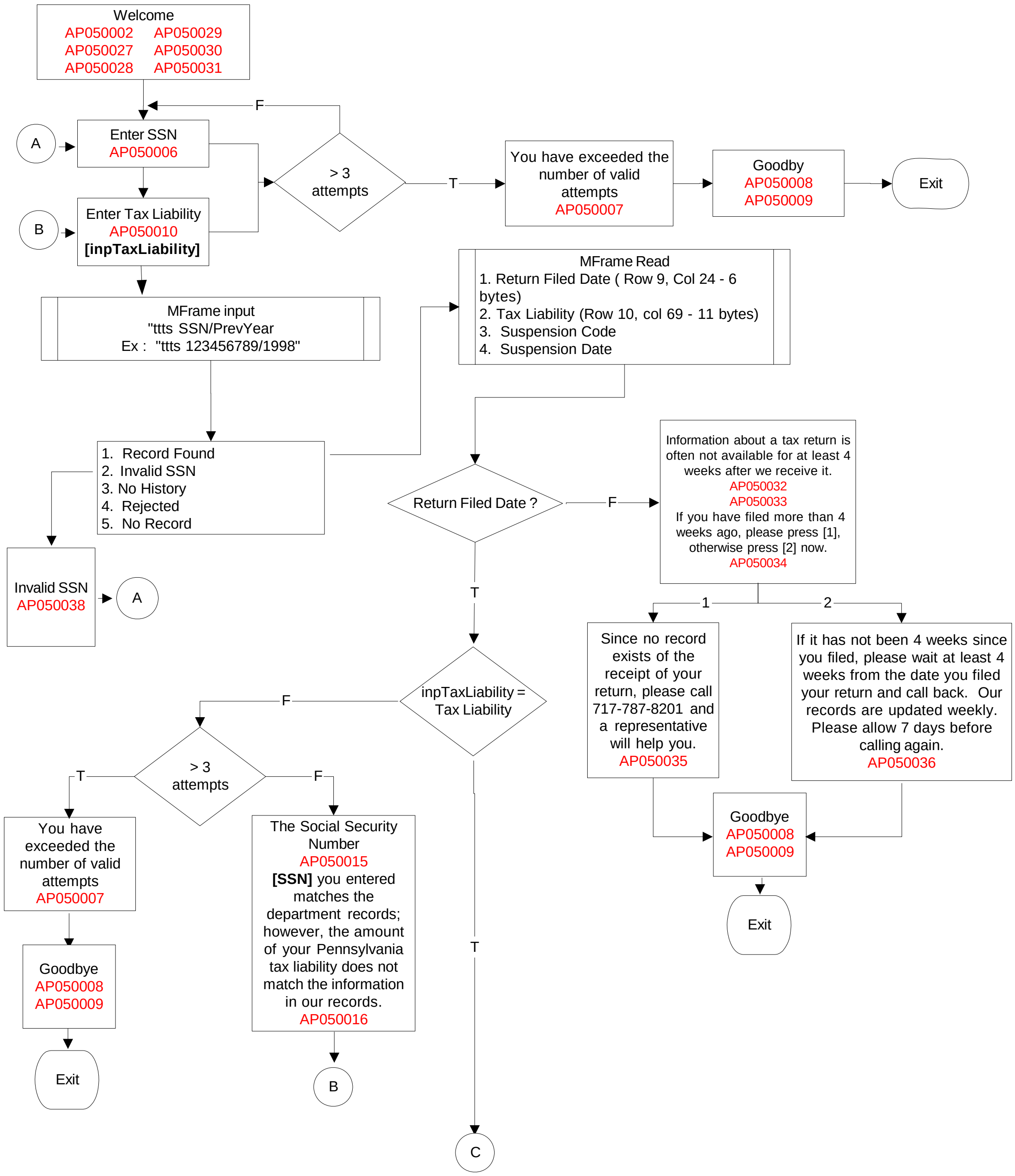
Estimate Tax Application
Page 2



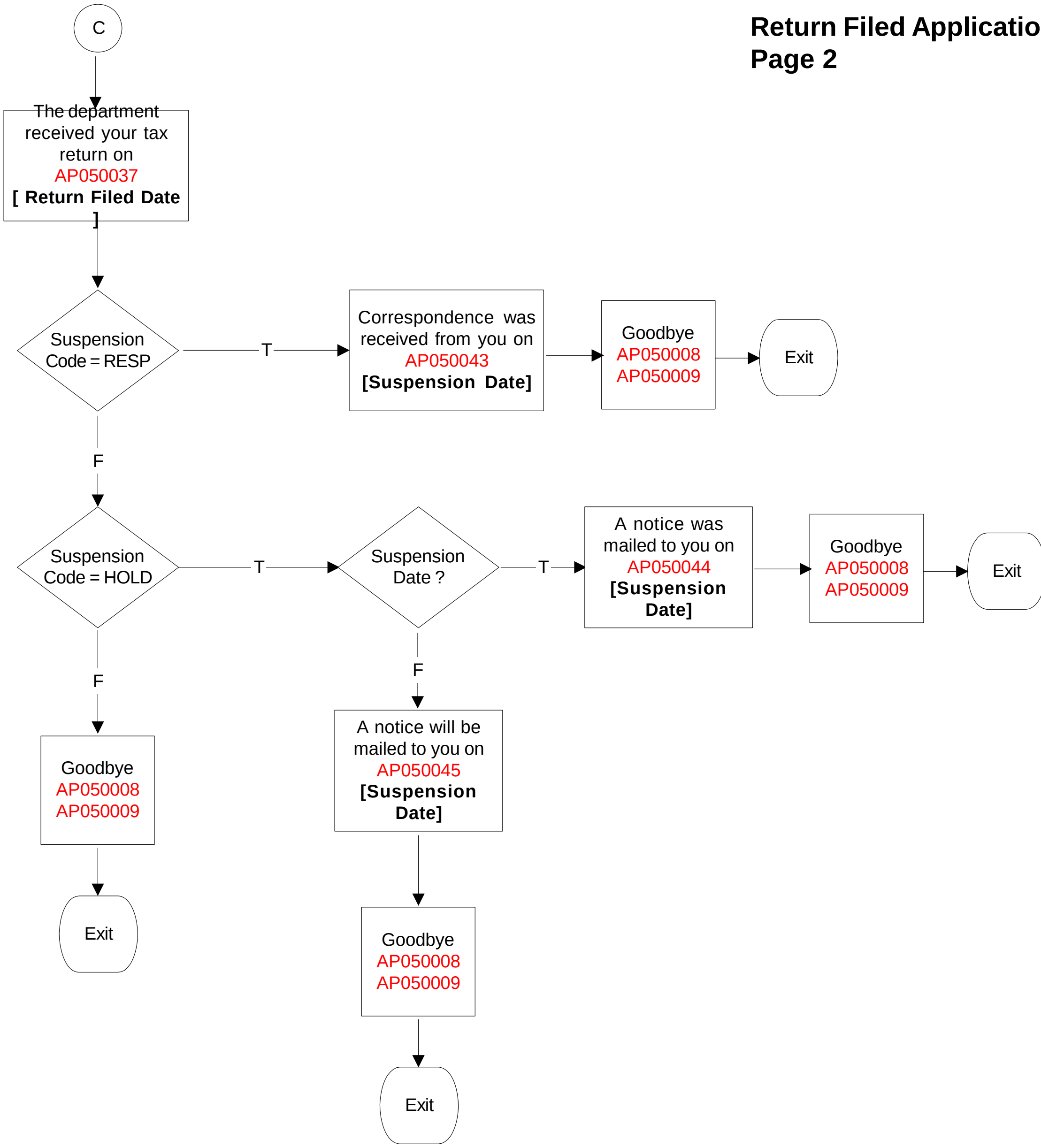
File	Application	Text
Ap050002.wav	RtnFiled	To verify that your….
Ap050006.wav	RtnFiled	Using the numbers on your phonepad, please enter your social security number now. Follow your entry with the pound sign.
Ap050007.wav	RtnFiled	We're sorry you are having problems. You have exceeded the number of valid attempts.
Ap050008.wav	RtnFiled	If additional information is needed please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050009.wav	RtnFiled	Thank you for calling the Penn Department of Revenue's automated voice response system.
Ap050010.wav	RtnFiled	Using the numbers on your phonepad, please enter the amount of your Penn. tax liability from line 12 of your PA-40 or line 5 of your telefile worksheet in whole dollars followed by the pound sign.
Ap050013.wav	RtnFiled	No payments have been received on your account. If additional information is needed, please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050015.wav	RtnFiled	Department records show that you have entered a valid social security number…
Ap050016.wav	RtnFiled	…however, the amount of your Penn. tax liability does not match department records…
Ap050017.wav	RtnFiled	Since the requested information can not be verified at this time, please call 717-787-8201 and a representative will help you.
Ap050018.wav	RtnFiled	The social security number…
Ap050019.wav	RtnFiled	…you entered matches department records, however, the amount of your Penn. tax liability does not match the information in our records.
Ap050022.wav	RtnFiled	If you desire a list of payments by date received, please press 1, otherwise press 2 now.
Ap050023.wav	RtnFiled	You currently have a carryover credit in the amount of…
Ap050024.wav	RtnFiled	Payment was received on…
Ap050025.wav	RtnFiled	…in the amount of…
Ap050027.wav	RtnFiled	…personal income tax return has been received. Please be prepared to enter the following information using the numbers on your touchtone telephone.
Ap050028.wav	RtnFiled	Your social security number or the social security number of your spouse, whichever is listed first on your tax return, and…
Ap050029.wav	RtnFiled	…the tax liability recorded on line…
Ap050030.wav	RtnFiled	…on your PA-40 or line…
Ap050031.wav	RtnFiled	…on [delete] line 5 of part 4 of the PA Telefile worksheet. Please note the system limits the number of times you can verify your account, therefore be certain your social security number and the amount of your tax liability are correct. If calling about a prior year, please call 717-787-8201 and a representative will help you. That number again is, 717-787-8201.
Ap050032.wav	RtnFiled	Information about a paper tax return is often not available for at least 8 weeks after we receive it.
Ap050033.wav	RtnFiled	As of this date, there is no record of your return on file. It often takes 8 weeks after we receive a return for the information to be available on our system if you filed a paper return. [deleted]

Ap050034.wav	RtnFiled	If you have filed more than 8 weeks ago press 1, otherwise press 2 now.
Ap050035.wav	RtnFiled	Since no record exists of the receipt of your return, please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050036.wav	RtnFiled	If it has not been 8 weeks since you filed, please wait at least 8 weeks from the date you filed your return to call back. Our records are updated weekly. Please allow 7 days before calling again.
Ap050037.wav	RtnFiled	The department received your tax return on…
Ap050038.wav	RtnFiled	The social security number and/or the amount of your Penn. Tax liability still does not match the information shown on our records.
Ap050039.wav	RtnFiled	If you entered the exact information shown on your return and it has been at least 8 weeks since you filed, please call 717-787-8201 and a representative will help you. That number again is 717-787-8201.
Ap050040.wav	RtnFiled	If you are not certain of the social security number and/or the amount of the tax liability, please review your tax return and call us again.
Ap050041.wav	RtnFiled	We are sorry, this automated system is currently not available. Please try again later.
Ap050042.wav	RtnFiled	The social security number you entered does not match the information on our file.
Ap050043.wav	RtnFiled	Correspondence you provided about your return was received from you on
Ap050044.wav	RtnFiled	A notice was mailed to you about your return, which requires you to respond in writing. Mail the information requested in the envelope enclosed with the notice. This notice was mailed to you on ...
Ap050045.wav	RtnFiled	A notice will be mailed to you on

PA Dept Of Revenue Return Filed Application

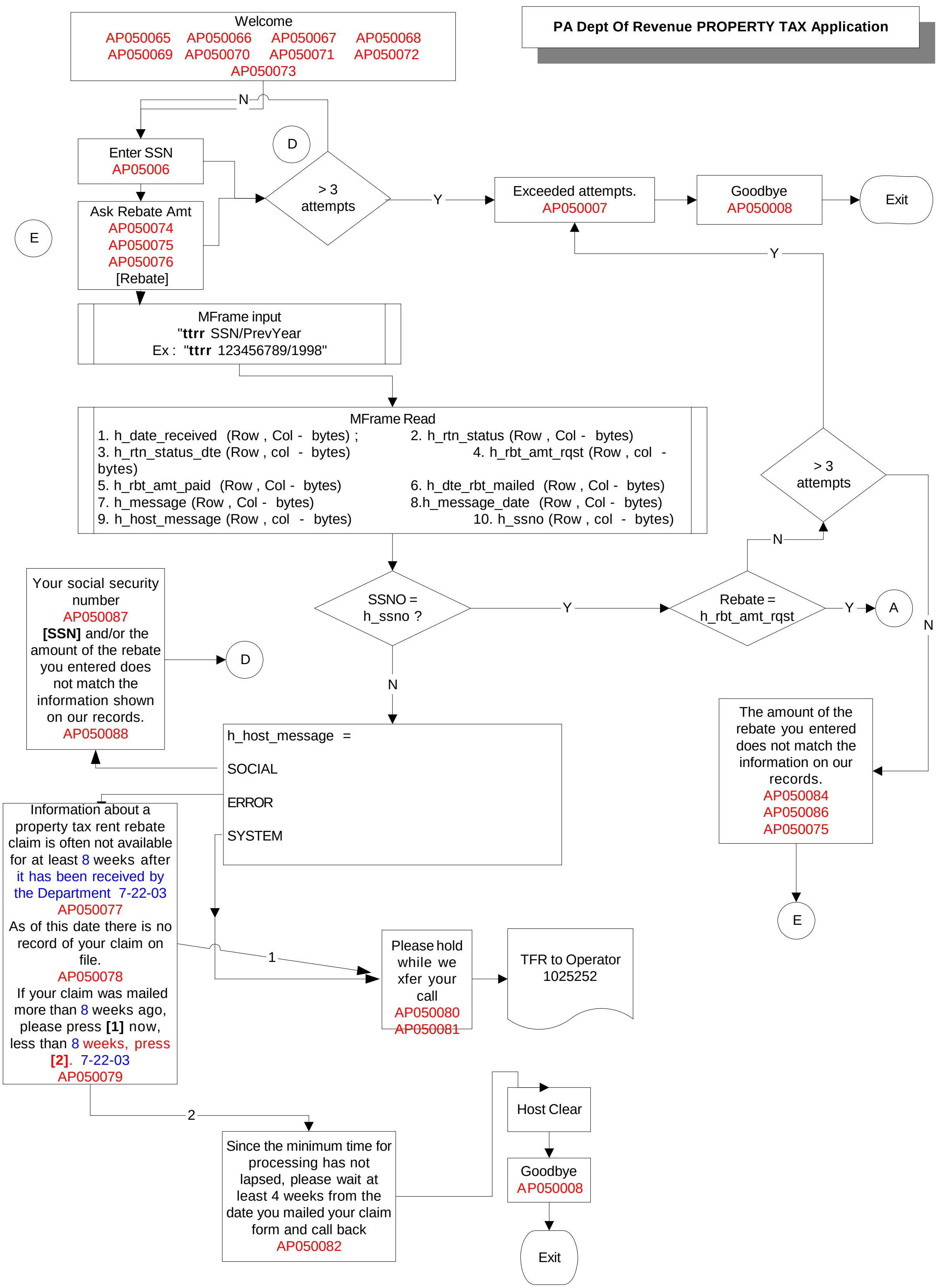


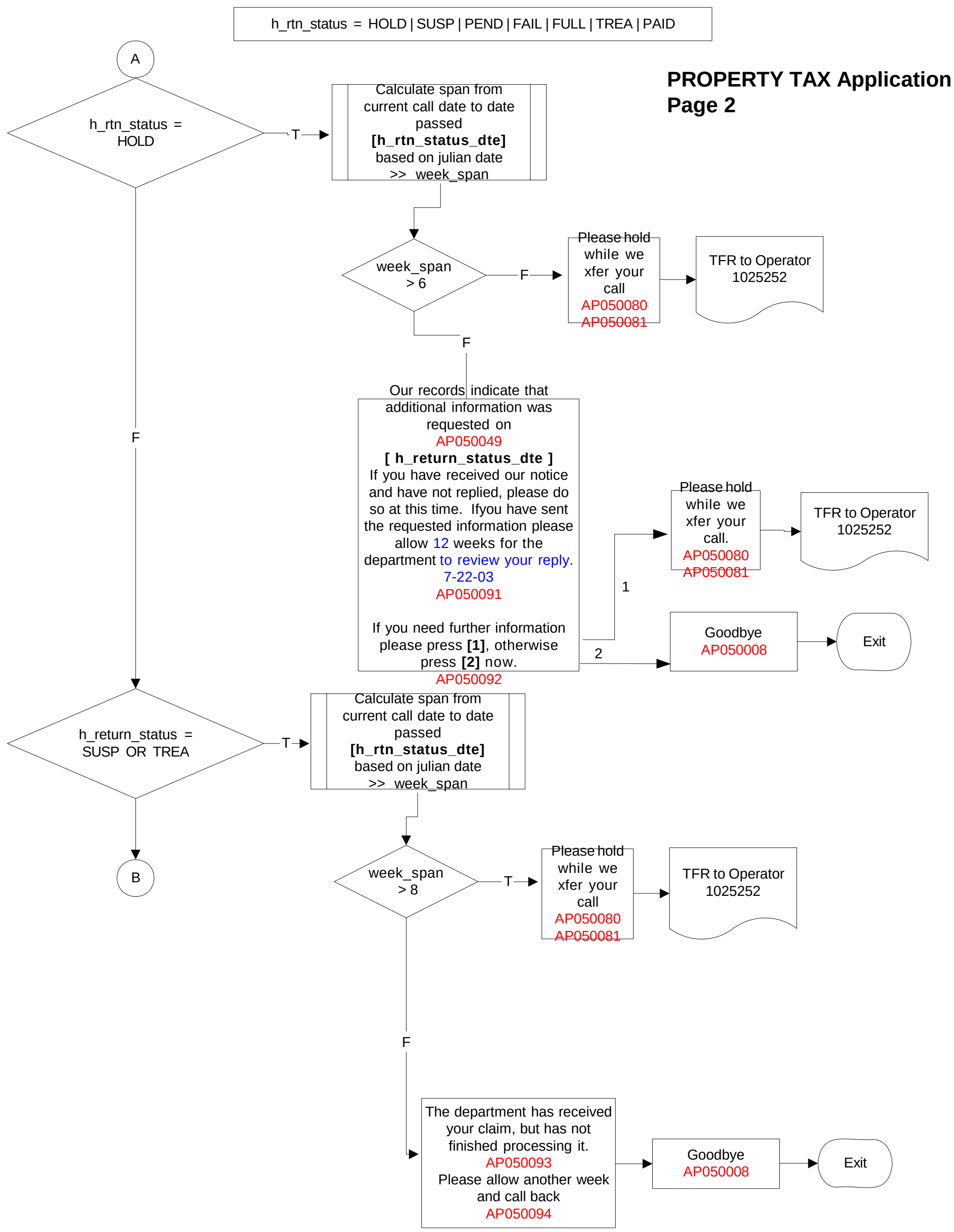
Return Filed Application
Page 2



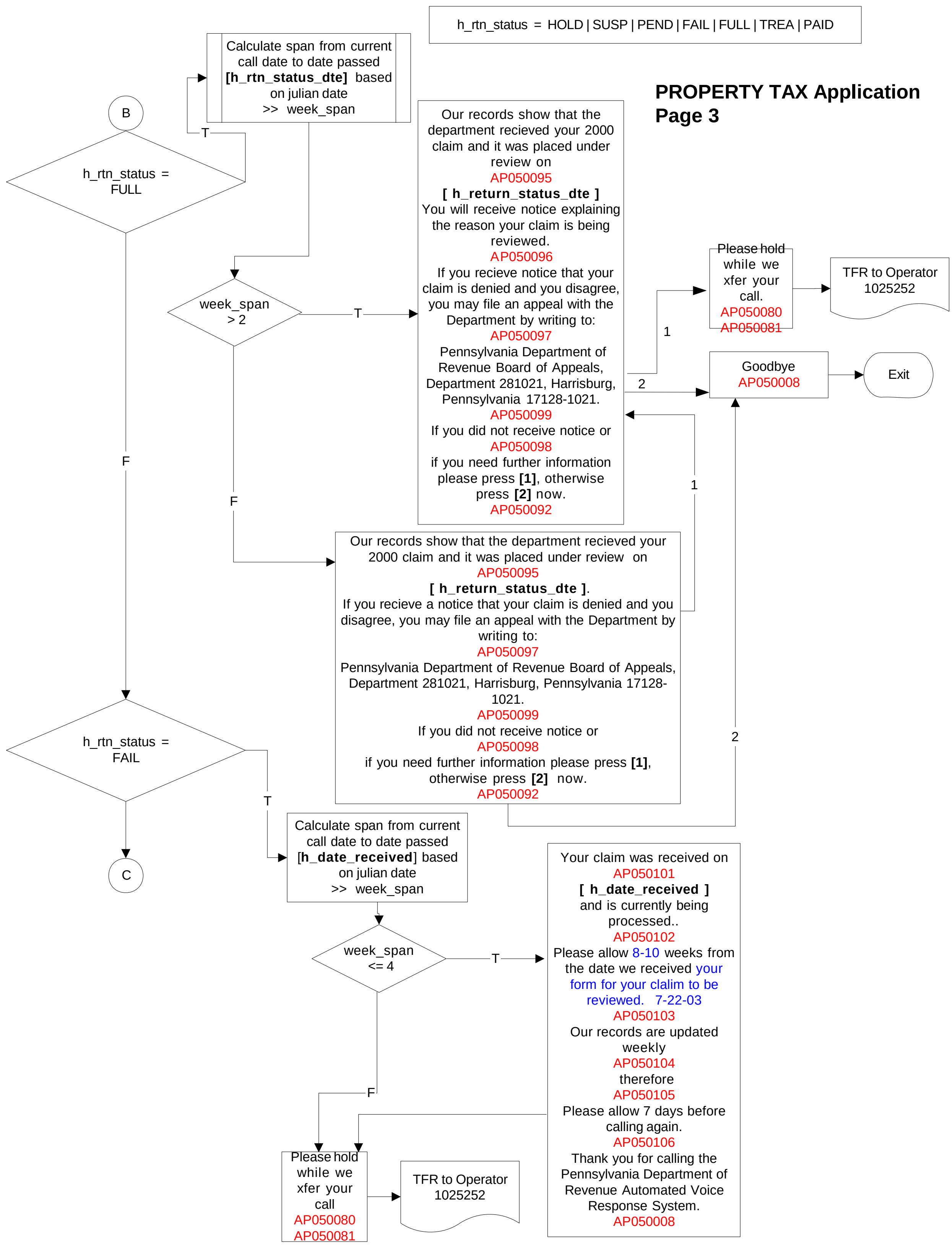
File	Application	Text 1-11-04
Ap050006.wav	PropTax	Using the numbers on your phonepad, please enter your social security number now.
Ap050007.wav	PropTax	We're sorry, you have exceeded the number of valid attempts.
Ap050008.wav	PropTax	Thank you for calling the Penn Dept of Revenue's automated voice response system.
Ap050031.wav	PropTax	We are sorry, this automated system is currently not available. Please try again later.
Ap050049.wav	PropTax	Our records indicate that additional information was requested on…
Ap050051.wav	PropTax	…note, our records are updated weekly.
Ap050065.wav	PropTax	To inquire about the status of your…
Ap050066.wav	PropTax	…property tax and rent rebate claim, you must have your social security number and the amount of the rebate you requested in whole dollars.
Ap050067.wav	PropTax	Please note the system limits the number of times you can inquire about your rebate.
Ap050068.wav	PropTax	Therefore be certain your social security number and rebate amount are correct.
Ap050069.wav	PropTax	This information is for the…
Ap050070.wav	PropTax	… year claim only.
Ap050071.wav	PropTax	If calling about a prior year,
Ap050072.wav	PropTax	please call toll free 1-888-222-9190 and a representative will help you.
Ap050073.wav	PropTax	That number again is 1-888-222-9190.
Ap050074.wav	PropTax	Using the numbers on your phonepad, please enter amount of the rebate you requested in whole dollars, which is found on line 19 or your claim.
Ap050075.wav	PropTax	Round the amount to the nearest whole dollar. For amounts of 50-cents or more, round up to the next whole dollar. For amounts less than 50-cents, round down by dropping the cents.
Ap050076.wav	PropTax	Follow your entry with the pound sign.
Ap050077.wav	PropTax	Information about a property tax rent rebate claim is often not available for 8 weeks after we received it..
Ap050078.wav	PropTax	As of this date there is no record of your claim on file.
Ap050079.wav	PropTax	If your claim was mailed more than 8 weeks ago please press 1 now, if mailed less than 8 weeks ago press 2.
Ap050080.wav	PropTax	Please hold while we transfer your call to a representative who will discuss your claim with you.
Ap050081.wav	PropTax	If all our representatives are busy you will asked to leave a message and a someone will get back to you within 5 to 7 business days. *(This transfers to MB 1025350 - Type 34 - which transfers to 1025252 forms mailbox.)*
Ap050082.wav	PropTax	Since the minimum time for processing has not lapsed, please wait at least 8 weeks from the date you mailed your claim form and call back.
Ap050083.wav	PropTax	Therefore, please allow 7 days before calling again.
Ap050084.wav	PropTax	The amount of rebate you entered does not match the information on our records.
Ap050085.wav	PropTax	Round the amount to the nearest whole dollar. For amounts of 50-cents or more, round up to the next whole dollar. For amounts less than 50-cents, round down by dropping the cents. (4/30/04 change requested WJT) Follow your entry with the pound sign. Please note this is your last attempt.

Ap050086.wav	PropTax	Please reenter the amount of the rebate requested again in whole dollars.
Ap050087.wav	PropTax	Your social security number…
Ap050088.wav	PropTax	and the amount you entered as your rebate either does not match our files or your rebate is not on file at this time.
Ap050089.wav	PropTax	Your entry is invalid.
Ap050090.wav	PropTax	I'm sorry, your input is too short. Please enter all 9 digits of your Social Security Number.
Ap050091.wav	PropTax	If you have received our notice and have not replied please do so at this time. If you have sent the requested information please allow 12 weeks for the department to review your reply. 7-22-03
Ap050092.wav	PropTax	If you need further information please press 1, otherwise press 2 now.
Ap050093.wav	PropTax	The department has received your claim, but has not finished processing it.
Ap050094.wav	PropTax	Please allow another week and call back.
Ap050095.wav	PropTax	Our records show that the Department has received your year 2003 claim and that it was placed under review on……. (Chg date on 1-12-02
Ap050096.wav	PropTax	You will receive a notice explaining the reason why your claim is being reviewed.
Ap050097.wav	PropTax	If you receive a notice that your claim is denied and you disagree, you may file an appeal with the Department by writing to… (chgd 95, 96, 97 per 6-12-01 meeting w/Deb Coombs, F. Fleishman, J. Young)
Ap050098.wav	PropTax	If you did not receive a notice or…
Ap050099.wav	PropTax	The Penn. Dept of Revenue Board of Appeals, Dept 281021, Harrisburg, PA, 17128-1021.
Ap050100.wav	PropTax	The address again is…
Ap050101.wav	PropTax	Your claim was received on…
Ap050102.wav	PropTax	And is currently being processed.
Ap050103.wav	PropTax	Please allow 8 to 10 weeks from the date we receive your form for your claim to be reviewed. 7-22-03
Ap050104.wav	PropTax	Our records are updated weekly.
Ap050105.wav	PropTax	Therefore…
Ap050106.wav	PropTax	Please allow 7 days before calling again.
Ap050107.wav	PropTax	Your claim was processed on…
Ap050108.wav	PropTax	By law rebate checks can not be mailed until July 1
Ap050109.wav	PropTax	If your check is not received by July 30th…
Ap050110.wav	PropTax	…please call again.
Ap050111.wav	PropTax	Normally it takes 30 days from this date for the rebate to be mailed.
Ap050112.wav	PropTax	Please call if you have not received it within that time.
Ap050113.wav	PropTax	Your claim was processed and your rebate was mailed on or about… (Changed 6/29/04 wjt)
Ap050114.wav	PropTax	Please allow 30 days from the mailing date to receive your check. (Changed 6/29/04 wjt)
Ap050115.wav	PropTax	If you do not receive it by then, please call again.
Ap050116.wav	PropTax	Remember, please wait 30 days before calling.
Ap050117.wav	PropTax	The social security number you entered does not match the information on our records.

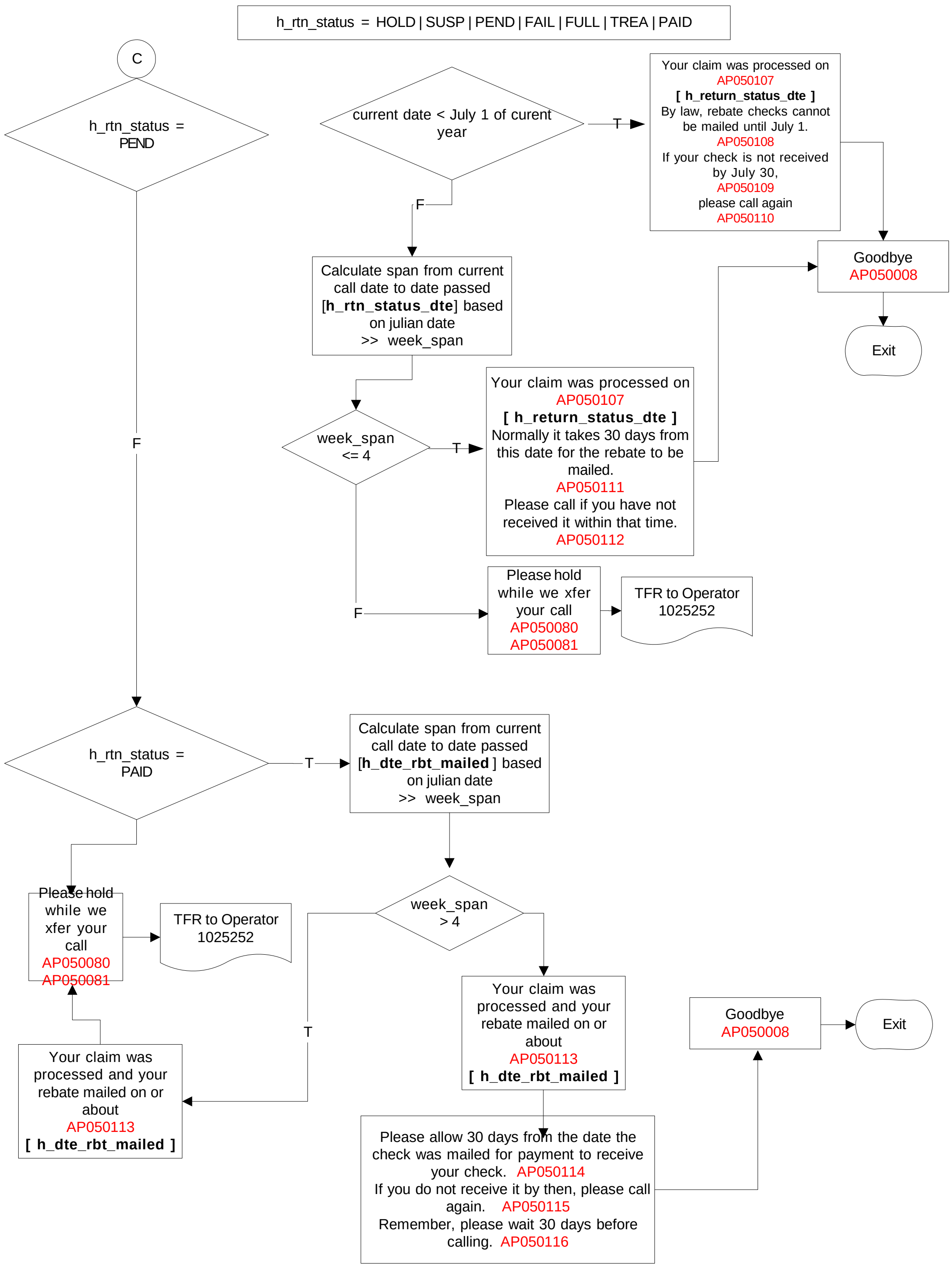

PA Dept Of Revenue PROPERTY TAX Application
Welcome
AP050065 AP050066 AP050067 AP050068
AP050069 AP050070 AP050071 AP050072
AP050073
N
Enter SSN
AP05006
D
> 3 attempts
Y
Exceeded attempts.
AP050007
Goodbye
AP050008
Exit
E
Ask Rebate Amt
AP050074
AP050075
AP050076
[Rebate]
Y
MFrame input
"ttrr SSN/PrevYear
Ex : "ttrr 123456789/1998"
MFrame Read
1. h_date_received (Row , Col - bytes) ;
2. h_rtn_status (Row , Col - bytes)
3. h_rtn_status_dte (Row , col - bytes)
4. h_rbt_amt_rqst (Row , col - bytes)
5. h_rbt_amt_paid (Row , Col - bytes)
6. h_dte_rbt_mailed (Row , Col - bytes)
7. h_message (Row , Col - bytes)
8.h_message_date (Row , Col - bytes)
9. h_host_message (Row , col - bytes)
10. h_ssno (Row , col - bytes)
> 3 attempts
N
Your social security number
AP050087
[SSN] and/or the amount of the rebate you entered does not match the information shown on our records.
AP050088
D
SSNO = h_ssno ?
Y
Rebate = h_rbt_amt_rqst
Y
A
N
N
The amount of the rebate you entered does not match the information on our records.
AP050084
AP050086
AP050075
E
h_host_message =
SOCIAL
ERROR
SYSTEM
Information about a property tax rent rebate claim is often not available for at least 8 weeks after it has been received by the Department 7-22-03
AP050077
As of this date there is no record of your claim on file.
AP050078
If your claim was mailed more than 8 weeks ago, please press [1] now, less than 8 weeks, press [2]. 7-22-03
AP050079
1
Please hold while we xfer your call
AP050080
~~AP050081~~
TFR to Operator
1025252
2
Host Clear
Since the minimum time for processing has not lapsed, please wait at least 4 weeks from the date you mailed your claim form and call back
AP050082
Goodbye
AP050008
Exit


h_rtn_status = HOLD | SUSP | PEND | FAIL | FULL | TREA | PAID
PROPERTY TAX Application
Page 2
A
h_rtn_status = HOLD
T
Calculate span from current call date to date passed [h_rtn_status_dte] based on julian date >> week_span
week_span > 6
F
Please hold while we xfer your call AP050080 AP050081
TFR to Operator 1025252
F
Our records indicate that additional information was requested on AP050049 [h_return_status_dte] If you have received our notice and have not replied, please do so at this time. Ifyou have sent the requested information please allow 12 weeks for the department to review your reply. 7-22-03 AP050091
If you need further information please press [1], otherwise press [2] now. AP050092
1
Please hold while we xfer your call. AP050080 AP050081
TFR to Operator 1025252
2
Goodbye AP050008
Exit
F
h_return_status = SUSP OR TREA
T
Calculate span from current call date to date passed [h_rtn_status_dte] based on julian date >> week_span
B
week_span > 8
T
Please hold while we xfer your call AP050080 AP050081
TFR to Operator 1025252
F
The department has received your claim, but has not finished processing it. AP050093 Please allow another week and call back AP050094
Goodbye AP050008
Exit

PROPERTY TAX Application Page 3



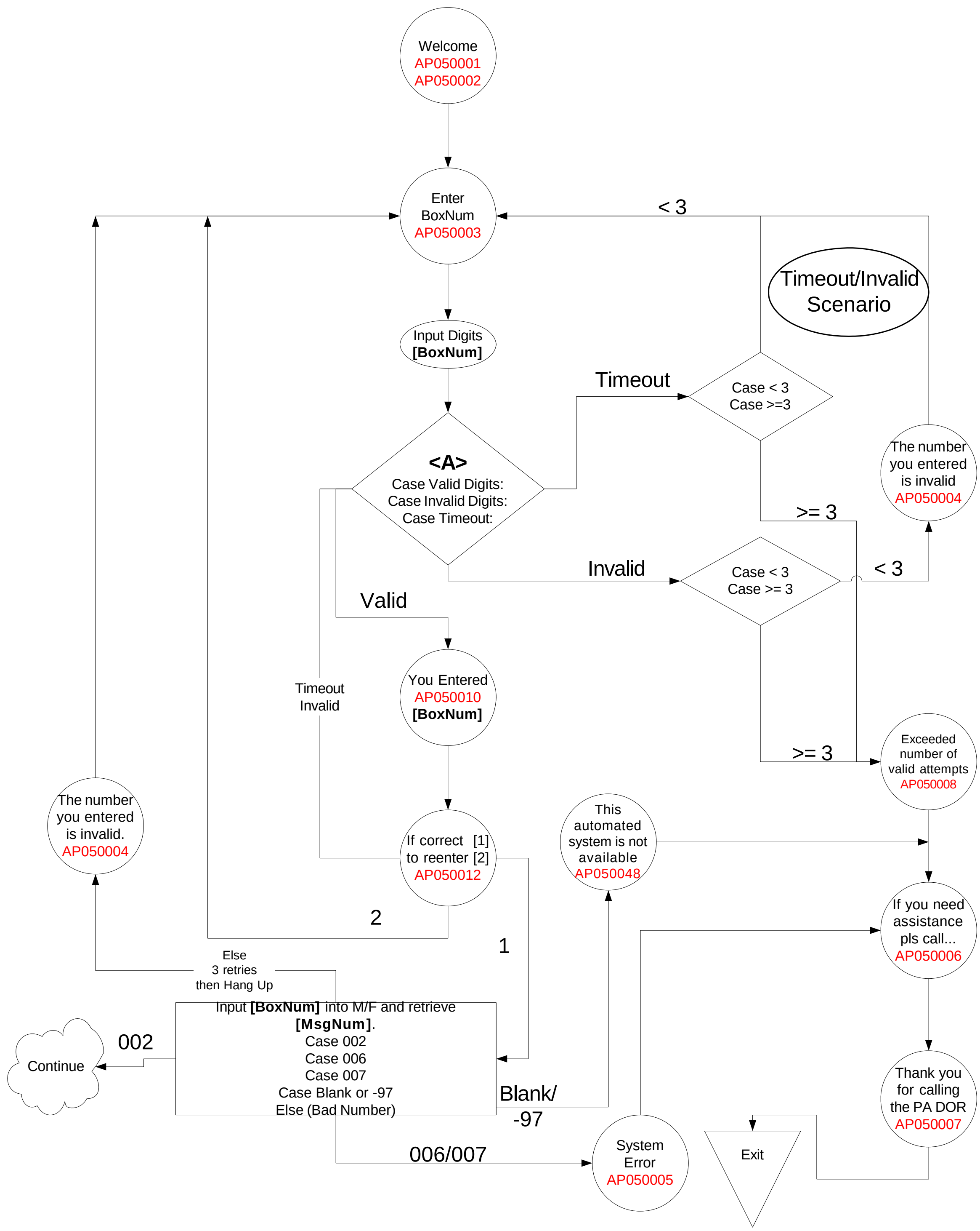
PROPERTY TAX Application
Page 4



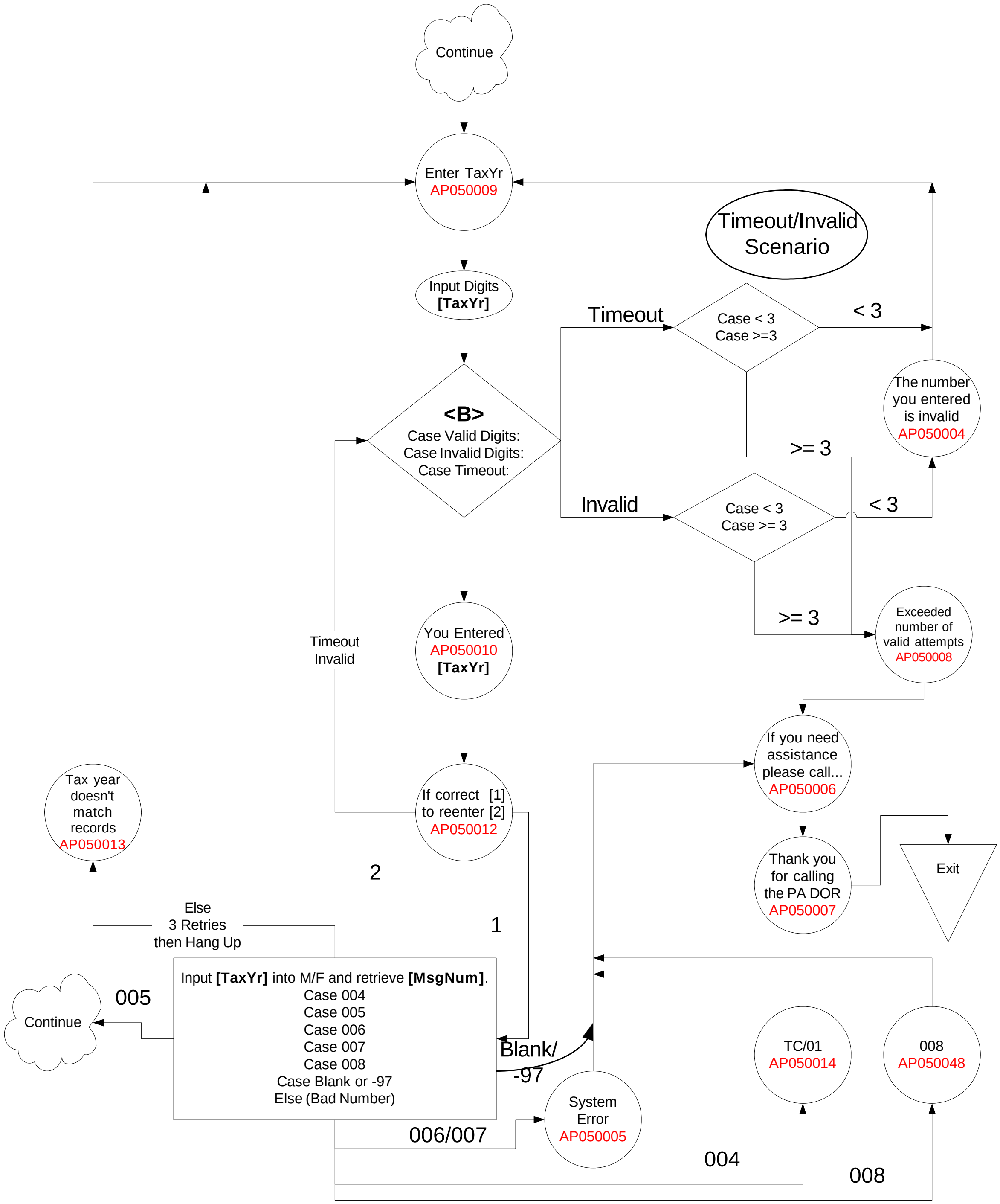
File	Application	Text 1-11-04
ap050001.wav	CorpTax	This corporation tax application is available between the hours of 7am to 7pm ET Mon-Saturday. To verify your corporation tax deposits on account, you must enter your tax box number and 4 digit year the tax year ended. (Chgd to 7:00 p.m. on 1-12-02)
ap050002.wav	CorpTax	If you do not know your 7 digit corporation tax box number, please hang up and call 717-705-6225. That number again is 717-705-6225. Assistance is available Mon-Fri between the hours of 7:30am & 4pm ET.
ap050003.wav	CorpTax	Using the numbers on your telephone keypad, please enter your 7 digit corporation tax box number, now.
ap050004.wav	CorpTax	The number you entered is invalid.
ap050005.wav	CorpTax	System Error.
ap050006.wav	CorpTax	If you need assistance please call 717-705-6225 for assistance Mon-Fri between the hours of 7:30am & 4pm ET. That number again is, 707-705-6225.
ap050007.wav	CorpTax	Thank you for calling the PA Department of Revenue.
ap050008.wav	CorpTax	You have exceeded the number of valid attempts.
ap050009.wav	CorpTax	Using the numbers on your keypad, please enter the 4 digit year the taxable year ended. Enter the 4 digit year now.
ap050010.wav	CorpTax	You entered…
ap050012.wav	CorpTax	If this information is correct press 1, otherwise press 2 to reenter.
ap050013.wav	CorpTax	The 4 digit tax year you entered, does not match the information in our records.
ap050014.wav	CorpTax	According to our records a return was filed for the tax year specified.
ap050015.wav	CorpTax	Your total deposits for…
ap050016.wav	CorpTax	…For the year…
ap050017.wav	CorpTax	Capital Stock Tax
ap050018.wav	CorpTax	Foreign Franchise Tax
ap050019.wav	CorpTax	Loans Tax
ap050020.wav	CorpTax	Corporate Net Income Tax
ap050021.wav	CorpTax	Gross Receipts Tax
ap050022.wav	CorpTax	Public Utility Realty Tax
ap050023.wav	CorpTax	Bank Shares Tax
ap050024.wav	CorpTax	Bank Loans Tax
ap050025.wav	CorpTax	Mutual Thrift Institutions Tax
ap050026.wav	CorpTax	Insurance Premium Tax
ap050027.wav	CorpTax	Insurance Marine Tax
ap050028.wav	CorpTax	Cooperative Associations Tax
ap050029.wav	CorpTax	…Is…
ap050030.wav	CorpTax	To listen again press 1, to continue press 2.
ap050031.wav	CorpTax	For subtotals on all cash deposits on account and credits on account press 1, to access another account press 2, to exit the system press 7.
ap050032.wav	CorpTax	Your total cash deposits for…
ap050033.wav	CorpTax	Your total credits for…
ap050034.wav	CorpTax	For details of your deposit transactions by taxtype press 1, to access another account press 2, to exit the system press 7.
ap050035.wav	CorpTax	There was a…
ap050036.wav	CorpTax	…of…

ap050037.wav	CorpTax	credit
ap050038.wav	CorpTax	deposit
ap050039.wav	CorpTax	...on…
ap050040.wav	CorpTax	To hear details for…
ap050041.wav	CorpTax	…press 1, for details on another tax type press 2, to access another account press 3, to exit the system press 7.
ap050042.wav	CorpTax	To access another account please press 1, to exit the system press 7.
Ap050043.wav	CorpTax	Deposit
Ap050044.wav	CorpTax	Credit
Ap050045.wav	CorpTax	It is important that you speak with a representative regarding these deposts. Please call 717-705-6225 for assistance. That number again is 717-705-6225. Representatives will be available Mon-Fri from 7:30am to 4pm ET.
ap050046.wav	CorpTax	This automated system is not available at this time. Please call back later.
ap050047.wav	CorpTax	Transactions will be stated in whole dollars.
ap050048.wav	CorpTax	No deposits have been received for the tax year specified.

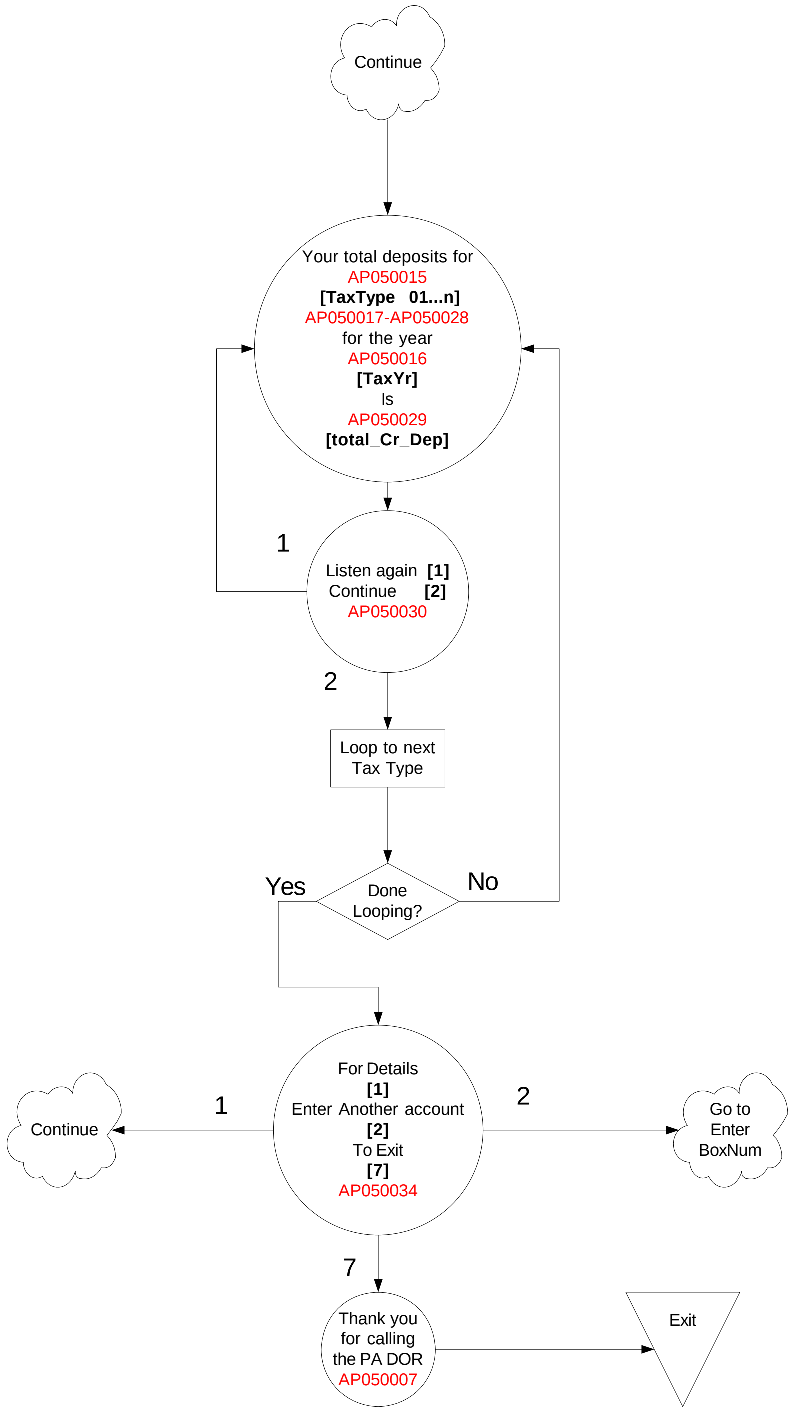
PA Dept of Revenue CorpTax Application



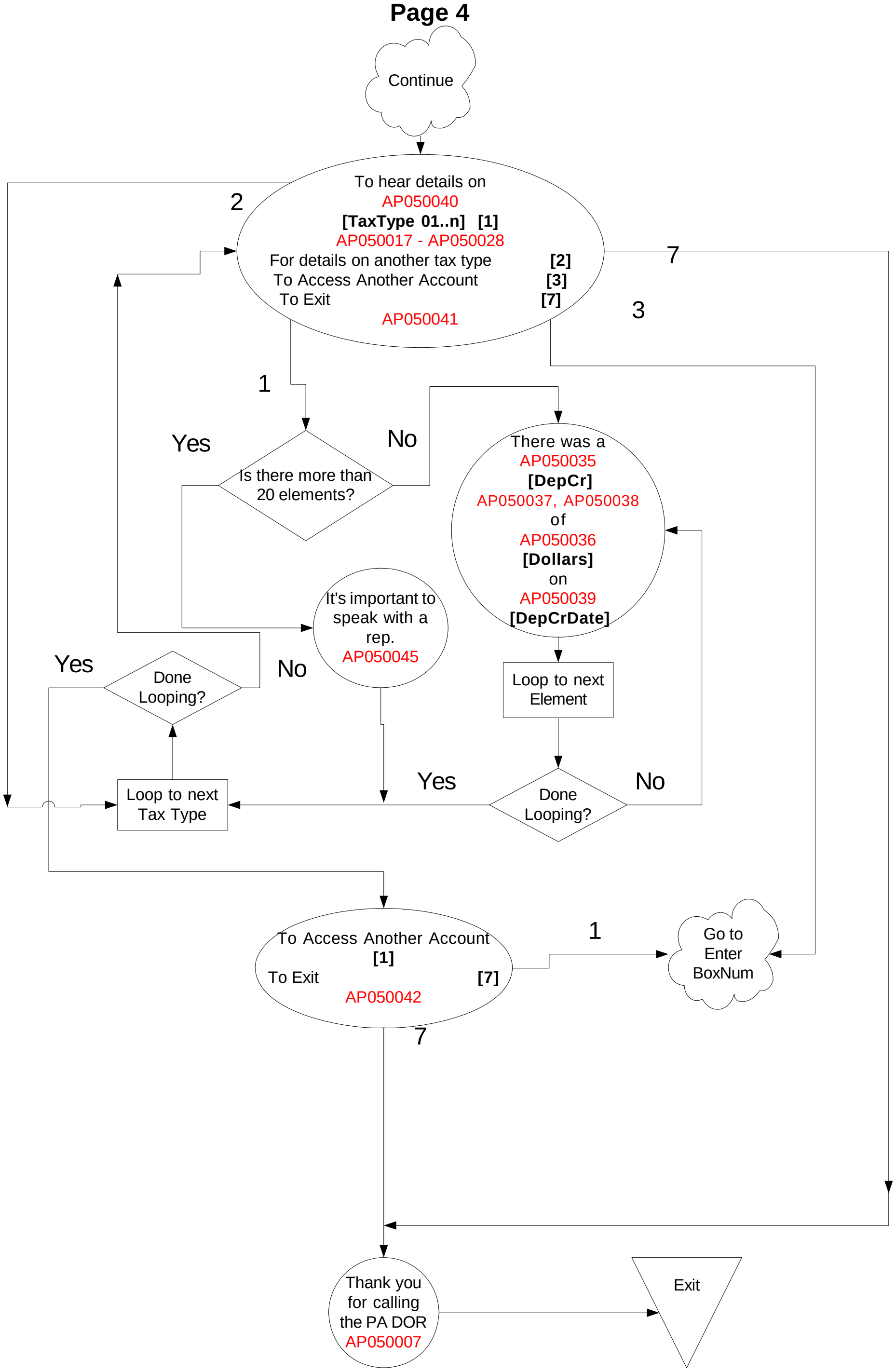
PA Dept of Revenue CorpTax Application
Page 2



PA Dept of Revenue CorpTax Application
Page 3



PA Dept of Revenue CorpTax Application
Page 4



APPENDIX E

TASK #13
Conversion of TelCove ACD's

Pittsburgh
CATS = 25 agents

Philadelphia
CATS = 21 agents

4th Floor
Enforce = 5 agents
Bill = 7 agents
Assess = 5 agents
ELF = 6 agents

5th Floor
RCU = 11 agents
RTT = 6 agents
Clerical = 3 agents
InherTax = 11 agents
MFT – IFTA = 8 agents
MFT – Decals = 5 agents
MFT – Default = 20 agents
EPAD – Discovery = 17 agents
EPAD = 14 agents

6th Floor
CorpTax – Acct = 37 agents
CorpTax – Taxing – Gen = 58 agents
CorpTax – Taxing – EFT = 10 agents
CorpTax - Taxing-Spec = 10 agents

7th Floor
Compliance – 16 agents

8th Floor
HelpDesk = 3 agents

9th Floor
BTFT – MiscExempt = 8 agents
BTFT – STAdmReview = 9 agents
BTFT – STErrRes = 8 agents
BTFT – STCrRef = 6 agents
BTFT – AppRefund = 1 agent
BTFT – AppReAssess = 1 agent
BTFT – EmpCrRef = 10 agents
BTFT – EmpBillAssess = 9 agents
BTFT – EmpRevProc = 6 agents
BTFT – MiscTaxSec = 11 agents
BTFT – Sales TaxCtrl = 10 agents
BTFT – EmpErrRes = 9 agents

11th Floor
Legal = 16 agents

Lottery
Claims = 5 agents
Instant Games = 12 agents

TelCove Total = 419 Agents

APPENDIX F

RIDER D
AUDIT CLAUSE

The Commonwealth reserves the right for State and Federal agencies or their authorized representatives to perform financial and performance audits, if deemed necessary. If it is decided that an audit of this Contract will be performed, the contractor will be given advance notice. The Contractor shall maintain books, records and documents which support that services provided and fees earned are in accordance with the Contract and that the Contractor has complied with Contract terms and conditions. The Contractor agrees to make available, upon reasonable notice, at the office of the Contractor, during normal business hours, for the term of this Contract and the retention period set forth in this clause, any of the books, records and documents for inspection, audit, or reproduction by any State or Federal agency or its authorized representative.

The Contractor shall preserve all books, records and documents related to this Contract for a period of time which is the greater of five years from the Contract expiration date, or until all questioned costs or activities have been resolved to the satisfaction of the Commonwealth, or as required by applicable federal laws and regulations, which ever is longer. If this Contract is completely or partially terminated, the records relating to the work terminated shall be preserved and made available for a period of five (5) years from the date of any resulting final settlement.

Records, which relate to litigation or the settlement of claims arising out of performance or expenditures under this Contract to which exception has been taken by the auditors, shall be retained by the Contractor or provided to the Commonwealth at the Department's option until such litigation, claim, or exceptions have reached final disposition.

Except for documentary evidence delivered pursuant to litigation or the settlement of claims arising out of the performance of this Contract, the Contractor may, in fulfillment of his obligation to retain records as required by this clause, substitute photographs, microphotographs, or other authentic reproductions of such records, after the expiration of two (2) years following the last day of the month of reimbursement to the Contractor of the invoice or voucher to which such records relate, unless a shorter period is authorized by the Commonwealth.

The Contractor shall ensure that, for the term of this contract, an independent auditor conduct annual examinations of its compliance with the terms and conditions of this Contract as well as applicable banking and EBT program regulations. These examinations shall be conducted in accordance with the American Institute of Certified Public Accountants' Statements on Standards for Attestation Engagements (SSAE) Section 601, Compliance Attestation, and shall be of a scope acceptable to the Department. The initial Section 601 compliance examination shall be completed for the first annual contract period and conducted annually thereafter. The Contractor shall also ensure that an independent auditor perform audits of its controls applicable to the processing of transactions by the systems under this Contract for the purpose of issuing a report on controls placed in operation and tests of operating effectiveness. These audits shall be performed in accordance with Statement on

Auditing Standards No. 70 (SAS 70), Service Organizations (as amended). The initial SAS 70 audit shall be completed for the period beginning with the inception of the contract through June 30th of the first year, and conducted annually thereafter. The independent auditor shall issue reports on its compliance examination as defined in SSAE Section 601 and on controls placed in operation and tests of operating effectiveness as defined in SAS 70.

The Contractor shall submit the SSAE Section 601 and SAS 70 audit reports to the Department within 60 days after the required period of audit has ended. When either the SSAE Section 601 or SAS 70 audit reports are other than unqualified, the Contractor shall submit to the Department, in addition to the audit reports, a plan describing what actions the Contractor will implement to correct the situation that caused the auditor to issue a qualified report, a timetable for implementing the planned corrective actions and a process for monitoring compliance with the timetable.

If the Contractor enters an agreement with a Subcontractor(s) for performance of any primary contractual duties, the audit requirements are applicable to the Subcontractor(s) with whom the Contractor has entered an agreement. Consequently, the audit requirements should be incorporated into the subcontractual document as entered by the Contractor.

GLOSSARY

ACD (automatic call distributor) - A device that distributes incoming calls to a specific group of terminals. *Note:* If the number of active calls is less than the number of terminals, the next call will be routed to the terminal that has been in the idle state the longest. If all terminals are busy, the incoming calls are held in a first-in-first-out queue until a terminal becomes available

ANI (automatic number identification) – A service feature in which the directory number or equipment number of a calling station is automatically obtained. ANI transmits the customer's telephone number and delivers it to your contact center's telephone system. ANI can be very valuable because it can be used to identify customers and look up account information before an agent even says hello.

Circuit-switched - Plain Old Telephone Service (POTS) uses circuit-switched protocol to access the Public Switched Telephone Network (PSTN). The routing of the call must follow a specific network line. If the line is down, the call cannot go through.

Converged or Integrated Network - The combination of telephones, video conferencing and data onto one network.

CTI (Computer Telephony Integration) – allows communication between the telephone system and computer system. Screen-pops save 10-15 seconds in average call length.
which refers to systems that enable a computer to act as a call center, accepting incoming calls and routing them to the appropriate device or person. Today's CTI systems are quite sophisticated and can handle all sorts of incoming and outgoing communications, including phone calls, faxes, and Internet messages. Computer telephony integration generally refers to the ability to identify a caller and route them to a live agent and ensure the agent is available and has the necessary information about the caller to service their needs in a personalized, expeditious, and professional manner.

DNIS (dialed number identification service) – the telephone network provides you with the number the customer dialed. This information tells the telephone system how to route the caller.

DTMF - Dual-tone multi-frequency (**DTMF**) signaling is used for telephone signaling over the line in the voice-frequency band to the call switching center. The version of DTMF used for telephone **tone dialing** is known by the trademarked term **Touch-Tone**, and is standardised by ITU-T Recommendation Q.23. A different version is used for signaling internal to the telephone network.

Dynamic Network Routing (dialed number identification service) – the telephone network provides you with the number the customer dialed.

Enterprise Server Farm – (ESF) Staging Managed Services Environment and Co-location Environment, managed by the Pennsylvania Office of Administration. The ESF provides capability to co-locate database servers to the secure database segment, allowing full admin access, gigabit connectivity between web and data servers. This allows for improved security and persistant routes from web servers through inter-zone firewalls to database servers. Web applications making database calls remain operational if MAN connectivity goes down.

IP Telephony (IPT) – Voice over an Ethernet LAN, local area network technology.

IVR – (Interactive Voice Response) is an automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient. An IVR system (IVRS) accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice, fax, callback, e-mail and perhaps other media. An IVR application provides pre-recorded voice responses for appropriate situations, keypad signal logic, access to relevant data and, potentially, the ability to record voice input for later handling. Using computer telephony integration (CTI), IVR applications can hand off a call to a human being who can view data related to the caller at a display.

Packet-switched - VoIP technology runs over dedicated and wireless networks and uses packet-switched protocols The voice packets include both the sender's and receiver's network addresses. VoIP packets can travel any VoIP compatible network. They can choose alternate paths if one of the network lines are down because the destination address is included in the packet.

POTS - is a term sometimes used in discussion of new telephone technologies in which the question of whether and how existing voice transmission for ordinary phone communication can be accommodated. For example, Asymmetric Digital Subscriber Line and Integrated Services Digital Network connections provide some part of their channels for "plain old telephone service" while providing most of their bandwidth for digital data transmission.

PSTN – (public switched telephone network) is the world's collection of interconnected voice-oriented public telephone networks, both commercial and government-owned. It's also referred to as the Plain Old Telephone Service (POTS). It's the aggregation of circuit-switching telephone networks that has evolved from the days of Alexander Graham Bell ("Doctor Watson, come here!"). Today, it is almost entirely digital in technology except for the final link from the central (local) telephone office to the user.

In relation to the Internet, the PSTN actually furnishes much of the Internet's long-distance infrastructure. Because Internet service providers ISPs pay the long-distance providers for access to their infrastructure and share the circuits among many users through packet-switching, Internet users avoid having to pay usage tolls to anyone other than their ISPs.

TDD – (Telecommunications Device for the Deaf) A TDD is a portable keyboard telephone used by the hearing impaired to call other TDD's. Instead of speaking and listening, you type on the TDD keyboard and read incoming messages on a tiny screen. A typical old-fashioned TDD looks like a small white electric typwriter with a tiny one-line screen and a built-in acoustic coupler (two black cups that attach to the ends of a telephone handset. This means that the TDD can be used with any telephone, including coin telephones).

TTY - (also called Telecommunication Devices for the Deaf (TDD) and text telephones) are terminals used for two-way text conversation over a telephone line. They are the primary tool used by deaf people (and some hard of hearing people) for telephone conversation. Text telephones are abbreviated as "TTY" in the U.S. because they originated in technology used for teletypewriters.

VoIP – Voice over Internet Protocol or voice transmitted over a digital wide area network (WAN).

REQUEST FOR PROPOSAL NO. 018-2006-01
FOR AN ENTERPRISE COMMUNICATIONS SYSTEM (ECS)

ADDENDUM 1
PRE-PROPOSAL POSTPONEMENT
01 December 2006

THE PENNSYLVANIA DEPARTMENT OF REVENUE WILL BE POSTPONING THE PRE-PROPOSAL CONFERENCE SCHEDULED FOR TUESDAY, 5 DECEMBER 2006 UNTIL FURTHER NOTICE. CHECK DGS' WEBSITE FOR FURTHER UPDATES.