

ITSP Summary Biennium 2026-28

Agency Name: 161 Department of Taxation

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

Serving the public by acting ethically and efficiently in our administration of Virginia's tax laws.

Agency Goals:

To be the nation's leading tax administration agency through a customer-first focus and culture based on accountability, collaboration, and trust.

Agency Objectives:

- 1) Strengthen our Workforce
- 2) Improve Stakeholder Experience
- 3) Optimize and Re-Engineer Technology

Current IT State:

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 6 years in support of the strategic objectives of your agency.

Will any of the following areas require additional funding over the next 6 years beyond that currently forecast by your agency? (please check all that apply)

None

Looking ahead over the next 6 years, please list any IT initiatives needed to support the business Mission, Goals, and Objectives of your agency not addressed by application modernization (other than staffing levels and applications detailed elsewhere). These could include disaster recovery, network upgrades, radio communications etc.

IT Initiative 1:

Implementing recoverable cybersecurity data vaulting solutions to ensure protection against malicious threats, including ransomware attacks.

External Factors Impacting IT:

In this section, describe changes or mandates from external sources to the agency's current IT investments. These are requirements and mandates from external sources, such as new federal or state legislation, executive orders, regulatory bodies, or legal requirements. The agency must identify the change, any important deadlines that must be met, and the consequences if the deadlines are not met.

Are there any mandate driving changes in your current IT environment? (Yes/No)

No

Will you have staffing issues that impact meeting these requirements and mandates?

Future IT Solutions:

This section will discuss how the agency's IT investments and investment strategies support the business strategies over the next 6 years. The agency does not need to discuss specific technologies at this time.

List in priority order, the IT investments (Projects, Procurements, BRTs) for your agency during the next 6 years.

Place your proposed projects and procurements in order of priority for your agency (one being the highest priority).

1. Projects and Procurement Details:

IT Investment:

IRMS Replacement Project

IT Objective:

Innovate

IT Business Value:

- * Increase taxpayer satisfaction by simplifying, modernizing, and enhancing the user experience for tax processing, payment, and refund processes.
- * Reflect the impact of, and respond flexibly to, legislative changes to tax administration and tax processing.
- * Facilitate on-going process transformation by allowing for configuration to changing business rules rather than the current reliance on major programming efforts.
- * Improved process management and automated workflow built into the new system to support efficient and transparent staff workload.
- * Simplify analysis of process metrics by providing clear, unambiguous metrics that will allow decision makers to make appropriate changes in areas such as workload, staffing, and procedures to support a more efficient business processing environment.

- * Identify areas to increase compliance with tax laws and regulations by capturing, editing, and processing tax data at the source, providing comprehensive, reliable, and accessible data for immediate use throughout the organization.

- * Provide better, faster information to internal customers by allowing internal taxpayer service and audit staff to have access to a complete taxpayer statement.

As a result of improved reliability of information, less time will be spent on data reconciliation and problem solving, with the time better used for value added activities.

- * Reduce technical and financial risk by implementing modern architecture and an easily adaptable environment. This will allow more uniform IT skill sets to be established to support system maintenance and will allow for cost-effective implementation of changes and new features with less concern about the impact to existing processes, systems, or data, and lower IT infrastructure and training costs.

- * Interface with other inbound and outbound systems seamlessly using modern application protocols.

- * Safeguard taxpayer information through the application of appropriate security controls, which fosters a high degree of taxpayer confidence that personal and financial information submitted to VATAX is protected against unauthorized use, inspection, or disclosure.

- * Enhance system and data security, fraud detection and internal controls in order to meet all federal and state compliance requirements.

- * Overall, the System will meet the State's need for a System that provides centralized tax and revenue management and processes and a robust web interface for its taxpayers, stakeholders, and Agency Staff. In addition, the System shall be customer-centric and meet the diverse needs of various Agency constituencies.

IT Support:

Virginia Tax (VATAX) will replace its 20-year-old legacy Integrated Tax and Revenue Management System (IRMS) with a single-vendor, commercial off-the-shelf (COTS) hosted solution. This modern system will support VATAX in administering and

enforcing tax laws across the Commonwealth of Virginia, including the collection of income tax, sales tax, use tax, and various business taxes.

The current IRMS, built using the now-outdated PowerBuilder programming language, processes over 4 million tax returns annually and collects between \$23 billion and \$25 billion in general fund revenue—accounting for 98% of the Commonwealth's total revenue. As PowerBuilder becomes increasingly obsolete, it is more difficult and costly to find skilled support, making ongoing maintenance and enhancement of IRMS unsustainable.

Replacing IRMS with a modern, scalable solution will allow VATAX to respond more effectively to changes in tax legislation and leverage contemporary technology architecture. The new system will improve flexibility, reduce maintenance costs, and ensure long-term viability.

2. Projects and Procurement Details:

IT Investment:

Legacy IRMS System and Tax Infrastructure support

The current agency resources are not sufficient to meet all requested—and, in some cases, required—business and security enhancements.

IT Objective:

Operate

IT Business Value:

By maintaining a fully supported platform, TAX will deliver improved security, increased system availability, and enhanced functionality to all users—both internal and external.

IT Support:

With the anticipated increase in demand, Virginia Tax (TAX) will assess the support requirements for each proposed IT solution to determine whether ongoing development resources are needed. If sustained support is required, TAX will

consider requesting full-time employees (FTEs) rather than relying on staff augmentation resources.

To continue meeting security standards, agency commercial off-the-shelf (COTS) products—whether customized or used out-of-the-box—and VITA out-of-scope agency infrastructure components will be upgraded to the most current stable versions on a continual and rotating basis. This approach ensures that COTS products remain within vendor support lifecycles and that TAX systems benefit from all new and stable functionality available.

3. Projects and Procurement Details:

IT Investment:

Agency Security Initiatives

IT Objective:

Operate

IT Business Value:

TAX has an extremely robust technical environment, with a significant number of sensitive applications, COTS products, and a large data foot-print.

IT Support:

The Agency ongoing security initiatives will augment staff as needed and procure additional security software products to ensure enhanced security of taxpayer data.

TAX will utilize software and staff that will not only track access, but assist with granting and terminating access, access reconciliations, reporting, and ensuring proper protocol has been followed when utilizing/consuming taxpayer data.

4. Projects and Procurement Details:

IT Investment:

Constituent Self-Service

IT Objective:

Improve

IT Business Value:

Agency applications give taxpayer's access to their tax accounts via the internet, basically allowing taxpayers access to their information from anywhere in the world. In addition to a wide-variety of internet based applications serving taxpayers, Taxation also has internet based applications that service other Agencies, Virginia Localities, and Courts.

IT Support:

Constituent self-service is a goal of the Commonwealth, as demand of taxpayers, and an excellent method to reduce agency operational costs or compensate for a shrinking workforce. Taxation has embraced the self-service concept.

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$16,297,916	\$522,084	\$16,786,853	\$537,746
VITA Infrastructure Changes	\$1,000,000		\$1,500,000	
Estimated VITA Infrastructure	\$17,297,916	\$522,084	\$18,286,853	\$537,746
Specialized Infrastructure	\$9,040,251		\$9,531,172	
Agency IT Staff	\$25,518,911		\$26,790,607	
Non-agency IT Staff				
Cloud Computing Service	\$800,000		\$1,200,000	
Other Application Costs				
Total:	\$52,657,078	\$522,084	\$55,808,632	\$537,746

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:	\$25,989,000		\$25,742,000	
Non-Major IT Projects:	\$2,500,000		\$2,500,000	
Agency-Level IT Projects:	\$500,000		\$650,000	
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:	\$450,000		\$500,000	
Agency-Level Stand Alone IT Procurements:	\$5,100,000		\$4,740,000	
Procurement Adjustment:				
Total:	\$34,539,000		\$34,132,000	

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$52,657,078	\$522,084	\$55,808,632	\$537,746
Proposed IT Investments	\$34,539,000		\$34,132,000	
Total	\$87,196,078	\$522,084	\$89,940,632	\$537,746

Commonwealth Projects >= \$250,000.00

Agency:	161 Department of Taxation		
Date:	9/26/2025		
Tax IRMS Replacement - Lighthouse Project			
Category 1		Project Initiation Approval	
Virginia Tax (VATAX) is seeking approval to replace its 20-year-old legacy Integrated Tax and Revenue Management System (IRMS) with a single-vendor commercial off-the-shelf hosted system. This approval will allow Tax to utilize professional services to procure a replacement solution via a Request for Competitive Sealed Proposals ("RFP") process. The purpose of this RFP is to provide VATAX an innovative solution to administer and enforce tax laws in the Commonwealth of Virginia. This includes collecting various types of taxes such as income tax, sales tax, use tax, and business taxes. The current system, IRMS, was built over 20 years ago using PowerBuilder programming language which is no longer widely used in the information technology development arena. The IRMS processes roughly 4 plus millions of tax returns per year and collects between 23 to 25 billion dollars in general fund revenue, which is 98% of total states revenue. It is becoming increasingly difficult to find staff who know and work with PowerBuilder, making the system very expensive to maintain and support. Replacing IRMS with a new system will provide VATAX with a system that can easily be modified as tax laws change and will be built on a scalable foundation that can utilize modern architecture. VATAX has the following objectives for this Project to fulfill 1. Increase taxpayer satisfaction by simplifying, modernizing, and enhancing the user experience for tax processing, payment, and refund processes. 2. Reflect the impact of, and respond flexibly to, legislative changes to tax administration and tax processing. 3. Facilitate on-going process transformation by allowing for configuration to changing business rules rather than the current reliance on major programming efforts. 4. Improved process management and automated workflow built into the new system to support efficient and transparent staff workload. 5. Simplify analysis of process metrics by providing clear, unambiguous metrics that will allow decision makers to make appropriate changes in areas such as workload, staffing, and procedures to support a more efficient business processing environment. 6. Identify areas to increase compliance with tax laws and regulations by capturing, editing, and processing tax data at the source, providing comprehensive, reliable, and accessible data for immediate use throughout the organization. 7. Provide better, faster information to internal customers by allowing internal taxpayer service and audit staff to have access to a complete taxpayer statement. As a result of improved reliability of information, less time will be spent on data reconciliation and problem solving, with the time better used for value added activities. 8. Reduce technical and financial risk by implementing modern architecture and an easily adaptable environment. This will allow more uniform IT skill sets to be established to support system maintenance and will allow for cost-effective implementation of changes and new features with less concern about the impact			

to existing processes, systems, or data, and lower IT infrastructure and training costs.

9. Interface with other inbound and outbound systems seamlessly using modern application protocols.

10. Safeguard taxpayer information through the application of appropriate security controls, which fosters a high degree of taxpayer confidence that personal and financial information submitted to VATAX is protected against unauthorized use, inspection, or disclosure.

11. Enhance system and data security, fraud detection and internal controls in order to meet all federal and state compliance requirements.

12. Overall, the System will meet the State's need for a System that provides centralized tax and revenue management and processes and a robust web interface for its taxpayers, stakeholders, and Agency Staff. In addition, the System shall be customer-centric and meet the diverse needs of various Agency constituencies.

Project Start Date	7/1/2025	Project End Date	7/24/2030
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$131,000,000	\$88,730,000	
Estimated first year of biennium:	\$26,980,200	\$26,980,200	
Estimated second year of biennium:	\$26,751,200	\$26,751,200	

Project Related Procurements

IRMS Replacement- PGR

Tax Remit Replacement 2025 - Project

Category 3	Project Initiation Approval		
Virginia Tax is seeking approval to replace the FIS Global VisionRemit Remittance (paper check) and IBM DataCap (paper tax return) on-premises systems. The current Remit system vendor, FIS Global, will discontinue maintenance and support of the system on 12/31/2025. The IBM Datacap system is responsible for processing paper tax returns. This approval will allow Tax to utilize Professional Services and Staff Augmentation, and to procure a replacement solution via the RFP process. Replacing Virginia Tax’s remittance processing system before the announced end of support (12/31/2025) with a new solution will ensure continuity of operations for Tax’s remittance processing. The FIS Global VisionRemit system is a proprietary tool used in support of Advantage Revenue – Virginia Tax's core financial system – to process paper check for deposit to the Commonwealth’s General Fund. Implementing a vendor-supported solution is required to ensure Tax maintains audit and security compliance. Additionally, Virginia Tax will use this opportunity to specify requirements for replacing the current paper tax return processing system (IBM Datacap). Research has shown there are systems on the market that support both desired business functions; therefore this is an opportunity to reduce our technology footprint by consolidating to a single solution, which directly supports the Commonwealth's and Agency’s goals.			
Project Start Date	10/30/2024	Project End Date	9/30/2026
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$2,310,000	\$2,310,000	
Estimated first year	\$253,000	\$253,000	

of biennium:			
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project

Commonwealth Procurements >= \$250,000.00

Agency:	161 Department of Taxation
Date:	9/26/2025
Procurement Name:	AREMOS Forecasting Software FY21 thru FY25
Procurement Date	6/15/2020
Procurement Description:	Virginia Tax is seeking approval to renew the Professional Document and Publication Services Subscription with IHS Markit for the AREMOS software. Virginia Tax has been purchasing the non-customized national and state forecasts from IHS Markit for almost 30years. Under the Code of Virginia § 2.2.1503. Filing of six-year revenue plan by Governor, Virginia Tax economist develop and prepare economic forecasts for the Governor to submit to the General Assembly. The econometric data, services, and proprietary AREMOS software that IHS Markit subscription provides are essential to those forecasts since IHS Markit is recognized by NASBO (National Association of State Budget Officers), FTA (Federal of Tax Administrators), a majority of states, the Fortune Global 500 and the World Bank as the premier economic forecasting firm.
Procurement Name:	IBM Datacap/WorkLoad Automation FY21 thru FY25
Procurement Date	5/25/2020
Procurement Description:	Tax is seeking approval to renew Licenses, Maintenance and support IBM Datacap Workload Automation a proprietary tool used in support of Advantage Revenue Tax core financial system. The Licenses, maintenance and support renewal of IBM Datacap Workload Automation is required to ensure Tax maintain audit and security compliance. This is renewal required in order for Tax to continue to use the IBM proprietary tools. Furthermore, vendor support is required to ensure Tax systems receive security updates and maintain operational efficiency.
Procurement Name:	IBML Scanner Replacement with maint - FY21-FY26
Procurement Date	3/23/2021
Procurement Description:	Virginia Tax is seeking approval to replace its three ((3) IT5) high-speed document scanners before they reach the end of their life cycle with two (2) new next generation of IBML high document scanners (IBML 7400 Fusion Scanners). The 3 scanners in use are 9 years old and will need to be replaced before they reach end of lifecycle
Procurement Name:	Informatica Maintenance and Support FY21 thru FY25
Procurement Date	6/27/2020
Procurement Description:	Tax is seeking approval to renew Licenses, Maintenance and support Informatica a proprietary tool used in support of Advantage Revenue Tax core financial system. The Licenses,

	maintenance and support renewal of Informatica is required to ensure Tax maintain audit and security compliance. This is renewal required in order for Tax to continue to use Informatica proprietary tools. Furthermore, vendor support is required to ensure Tax systems receive security updates and maintain operational efficiency.
Procurement Name:	IRMS Modernization FY22 -FY25 Procurement
Procurement Date	12/31/2024
Procurement Description:	The Department of Taxation requests approval to procure resources via COTS solution, professional services to include but limited to staff augmentation for support to modernize TAX Integrated Revenue Management System (IRMS). These resources will assist with implementing legislative changes and systems enhancements while rearchitecting IRMS with the goal of achieving additional operational efficiency, cost savings, cost avoidance, and improved customer service. TAX has considered hiring full time staff but has opted not because the additional full time staff will not be needed once the modernization has been implemented. This request is to provide application analysis, design and development support for Taxation's Enterprise Applications - Advantage Revenue, Virginia Tax Online (internet registration (iReg), Ifile, Quickpay, external entity secure messaging center (EESMC), ARweb, Individual Online Portal, Survey, and non profit organization (NPO)), STAUDN (audit), Share Point Online, Siebel, CACSG, and Team Foundation Server (TFS) for Application Lifecycle Management. Additionally, Virginia Tax will require use of Sole Source Procured by Agency to engage professional services from selected vendors. At such time, Tax will update the PGR with the Agency approved Sole Source documentation.
Procurement Name:	IRMS Replacement- PGR
Procurement Date	6/30/2029
Procurement Description:	Virginia Tax (VATAX) is seeking approval to replace its 20-year-old legacy Integrated Tax and Revenue Management System (IRMS) with a single-vendor commercial off-the-shelf hosted system. This approval will allow Tax to utilize professional services to procure a replacement solution via a Request for Competitive Sealed Proposals ("RFP") process. The purpose of this RFP is to provide VATAX an innovative solution to administer and enforce tax laws in the Commonwealth of Virginia. This includes collecting various types of taxes such as income tax, sales tax, use tax, and business taxes. The current system, IRMS, was built over 20 years ago using PowerBuilder programming language which is no longer widely used in the information technology development arena. The IRMS processes roughly 4 plus millions of tax returns per year and collects between 23 to 25 billion dollars in general fund revenue, which is 98% of total states revenue. It is becoming increasingly difficult to find staff who know and work with PowerBuilder, making the system very expensive to maintain and support. Replacing IRMS with a new system will provide VATAX with a system that can easily be modified as tax laws change and will be built on a scalable foundation that can utilize modern architecture.

	VATAX has the following objectives for this Project to fulfill 1. Increase taxpayer satisfaction by simplifying, modernizing, and enhancing the user experience for tax processing, payment, and refund processes. 2. Reflect the impact of, and respond flexibly to, legislative changes to tax administration and tax processing. 3. Facilitate on-going process transformation by allowing for configuration to changing business rules rather than the current reliance on major programming efforts. 4. Improved process management and automated workflow built into the new system to support efficient and transparent staff workload. 5. Simplify analysis of process metrics by providing clear, unambiguous metrics that will allow decision makers to make appropriate changes in areas such as workload, staffing, and procedures to support a more efficient business processing environment. 6. Identify areas to increase compliance with tax laws and regulations by capturing, editing, and processing tax data at the source, providing comprehensive, reliable, and accessible data for immediate use throughout the organization. 7. Provide better, faster information to internal customers by allowing internal taxpayer service and audit staff to have access to a complete taxpayer statement. As a result of improved reliability of information, less time will be spent on data reconciliation and problem solving, with the time better used for value added activities. 8. Reduce technical and financial risk by implementing modern architecture and an easily adaptable environment. This will allow more uniform IT skill sets to be established to support system maintenance and will allow for cost-effective implementation of changes and new features with less concern about the impact to existing processes, systems, or data, and lower IT infrastructure and training costs. 9. Interface with other inbound and outbound systems seamlessly using modern application protocols. 10. Safeguard taxpayer information through the application of appropriate security controls, which fosters a high degree of taxpayer confidence that personal and financial information submitted to VATAX is protected against unauthorized use, inspection, or disclosure. 11. Enhance system and data security, fraud detection and internal controls in order to meet all federal and state compliance requirements. 12. Overall, the System will meet the State's need for a System that provides centralized tax and revenue management and processes and a robust web interface for its taxpayers, stakeholders, and Agency Staff. In addition, the System shall be customer-centric and meet the diverse needs of various Agency constituencies; .
Procurement Name:	Medallia Customer Exp FY23 -FY25
Procurement Date	12/30/2022

Procurement Description:	Virginia Tax is seeking approval to procure Medallia cloud solutions to implement customer experience surveys for various Virginia Tax Online (VTOL) and other agency applications. Technology modernization efforts related to VTOL applications require us to replace our aging ColdFusion environment – which is approaching end-of-life status by July 2023 – with a new solution. This tool will provide the agency and customers with more functionality. For example, customers will be able to create their own survey, built-in workflow processes, and users will have many options for capturing customer sentiment and producing useful reports and analytics. This will enable the agency to use data to implement improvement items to enhance and improve overall customer experience. Additionally, by procuring this cloud solution Virginia Tax will fully meet Sec 501 security compliance and further the support of VITA initiative to utilize cloud solutions.
Procurement Name:	Oce Printer - PBA
Procurement Date	1/28/2021
Procurement Description:	The current OCe printers will reach end of Life 12/31/2020. TAX must replace the printers in order to maintain vendor support. These printers are used to print all correspondence that is mailed to taxpayers, i.e bills and letters.
Procurement Name:	Security Initiatives FY23 - FY25 Procurement
Procurement Date	7/1/2022
Procurement Description:	Tax will use this approval to license the 2FA solution as well as tools to support vulnerability remediation and scanning. This request will provide tools to not only track access, but assist with granting and terminating access, access reconciliations, reporting, and ensuring proper protocol has been followed when utilizing/consuming taxpayer data. This request will also support Tax's ability to detect and remediate vulnerabilities as well as areas of concern to improve the agency's overall security posture. TAX will renew licenses for Rapid7 (security scanning tool) and Dou.
Procurement Name:	TAX CyberArk PGR maint and support FY26 - FY28
Procurement Date	6/30/2027
Procurement Description:	Tax is seeking approval to renew Licenses, Maintenance and support for CyberArk proprietary tool used in support of all Tax system. The Licenses, maintenance and support renewal of CyberArk is required to ensure Tax maintain audit and security compliance. This is renewal required in order for Tax to continue to use CyberArk proprietary tools. Furthermore, vendor support is required to ensure Tax systems receive security updates and maintain operational efficiency.

Procurement Name:	Tax Gartner Annual Renewal Fy26 - Fy28 PGR
Procurement Date	6/28/2028
Procurement Description:	The Gartner subscription offers Virginia Tax access to a comprehensive suite of IT research, expert analysis, and peer collaboration tools designed to support informed decision-making. With Gartner, the agency benefits from unbiased, vendor-neutral research and actionable insights that align with public sector needs. Personalized consultations with analysts help address specific technology challenges, while access to a network of peer professionals fosters knowledge sharing and best practices. This resource empowers Virginia Tax to make smarter, faster decisions in support of its mission to serve the Commonwealth effectively and efficiently. Gartner membership renewal licenses will be used by IT resources for research, analysis, and professional assistance. Research Executive Programs Leadership Team Plus for Leader plus Advisor Members for IT News and Insight. Licenses will be used by IT resources for research, analysis, and professional assistance.
Procurement Name:	Tax Informatica PGR Maint and support FY26 -FY28
Procurement Date	8/31/2028
Procurement Description:	Tax is seeking approval to renew Licenses, Maintenance and support Informatica, a proprietary tool used in support of Advantage Revenue Tax core financial system. The Licenses, maintenance and support renewal of Informatica is required to ensure Tax maintain audit and security compliance. This renewal is required in order for Tax to continue to use Informatica proprietary tools. Furthermore, vendor support is required to ensure Tax systems receive security updates and maintain operational efficiency.
Procurement Name:	TAX IRMS Maint and Support FY24 -FY26 PGR
Procurement Date	6/30/2026
Procurement Description:	The Department of Taxation requests approval to augment TAX staff and enter into a Staff Augmentation (CAI) contract for developers to perform maintenance and enhancement support TAX Integrated Revenue Management System (IRMS). These resources will also assist with implementing legislative changes, routine maintenance, and systems enhancements aimed at operational efficiency, cost savings, cost avoidance, and improved customer service. Virginia TAX has considered hiring full time staff but has opted not because the additional full-time staff will not be needed once the changes have been implemented. This request is to provide application analysis, design testing and development support for Taxation's Enterprise Applications – Integrated Revenue Management System (IRMS) Advantage Revenue, Virginia Tax Online (internet registration (iReg), Quickpay, external entity secure messaging center (EESMC), ARweb, Individual Online Portal, Survey, and Non profit organization (NPO)), VFACT, STAUDN (audit), Share Point Online, Siebel, CACSG, and Team Foundation Server (DevOps) for

	Application Lifecycle Management.
Procurement Name:	TAX PGR Oracle renew License and Maint FY24 - FY28
Procurement Date	6/30/2028
Procurement Description:	Virginia Tax is requesting approval to renew Oracle annual licenses maintenance and support. There are will not be any changes in service, product or functionality for the annual renewal. TAX says they are on Siebel 23.3
Procurement Name:	Tax PGR renew Siebel Lic, Maint and Sup FY24/FY28
Procurement Date	6/30/2028
Procurement Description:	Virginia Tax is requesting approval to renew Siebel annual licenses, maintenance and support. There are will not be any changes in service, product or functionality for the annual renewal. Siebel is the CRM solution used by Virginia Tax. This is hosted at QTS PCA (Oracle Private Cloud). TAX says they are on Siebel 23.3.
Procurement Name:	TAX PGR Smartsheet Lic Sup and Maint FY25 - FY29
Procurement Date	6/29/2029
Procurement Description:	Virginia Tax is requesting approval to procure annual renewal of Smartsheet licenses, maintenance and support. Virginia TAX will be able use Smartsheet to automate current manual approval processes which will improve overall agency efficiency via automation workflow.
Procurement Name:	TAX PGR VoIP System Upgrade and Maint FY24 -FY28
Procurement Date	6/30/2028
Procurement Description:	Virginia Tax is requesting approval to procure hardware and support to upgrade VoIP system, The VoIP system tax Call Center solution including all telephony and related services. Virginia Tax call center utilizes the Cisco VoIP phone system Cisco Unified Call Center eXpress (UCCX) and Verint, to provide Workforce Management, Quality Monitoring, and instant reporting using UCCX's Cisco Unified Information Center (CUIC) reporting on a Cisco UCS blade system. This system has proved superior to other systems in it's ability to efficiently manage and staff the call center and ensure quality compliance of the agent's interactions. This system offers Outbound Predictive Dialing and Post Call Survey, along with advanced Analytics powered by Speech to Text. Because it offers full control of call scripting and testing, integrated screen pop with Tax's legacy Advantage Revenue Accounting Systems and other applications in Tax's

	Integrated Revenue Management System (IRMS) has proven effective to quickly adapt to changing Tax Law requirements and the citizens of the Commonwealth of Virginia's needs. Tax's call center fielded over eight hundred thousand calls last year from Virginia's taxpayers. Tax's call center is mostly homebased, and utilizes both Physical Phones with VPN security, and Softphones as contingency backup with full support on both, allowing workers in severely remote areas with limited internet employment. Virginia Tax looked at other options including Verizon services offered by VITA, but these services are more costly and do not meet critical and mandatory business requirements of the agency.
Procurement Name:	TAX- PGR DataCap WL Automation & FileNet FY26-FY30
Procurement Date	5/31/2030
Procurement Description:	Tax is seeking approval to renew Licenses, Maintenance and support IBM Datacap Workload Automation and FileNet a proprietary tool used in support of Advantage Revenue Tax core financial system. The Licenses, maintenance and support renewal of IBM Datacap Workload Automation and FileNet is required to ensure Tax maintain audit and security compliance. This is renewal required in order for Tax to continue to use the IBM proprietary tools. Furthermore, vendor support is required to ensure Tax systems receive security updates and maintain operational efficiency.
Procurement Name:	TAX-PGR IRMS Replacement RFP Development
Procurement Date	4/30/2025
Procurement Description:	Virginia Tax is seeking approval to utilize professional services to help build the RFP to procure a replacement solution for the legacy Integrated Revenue Management System (IRMS) via a Request for Competitive Sealed Proposals ("RFP") process. The purpose of this RFP is to provide VATAX an innovative solution to administer and enforce tax laws in the Commonwealth of Virginia. The RFP will be used to select a vendor to replace its 20-year-old legacy Integrated Tax and Revenue Management System (IRMS) with a single-vendor commercial off-the-shelf hosted system.
Procurement Name:	Web Upload & eForms Support and Maint FY22-25 PGR
Procurement Date	6/30/2025
Procurement Description:	Virginia Tax is requesting approval to utilize professional service from NGNious to perform maintenance and enhancement activities on its proprietary Web Upload and eForms software. In 2008, Virginia Tax purchased customized Web Upload software from NGNious, LLC. The software allowed tax preparers, payroll providers and businesses to upload tax returns in bulk for multiple clients with one submission directly from their own computer systems to Virginia Tax's web servers, eliminating duplicate entry of information by preparers and created a streamlined electronic filing option for Virginia Tax that did not previously exist. Web Upload continues to be the primary electronic channel for businesses who are submitting large volumes of annual wage statements, withholding payments, and sales tax returns. Virginia Tax purchased customized eForms software from NGNious in 2012. Since 2012,

NGNious has successfully developed and implemented 44 online fillable forms through the customized eForms software accessible by taxpayers from Virginia Tax's website. Utilizing the same platform, NGNious has also successfully developed and implemented 25 forms into an internal online data entry program streamlining the data entry process of prior year tax forms and other seldom used forms. NGNious is the only practical supplier in this instance because the software on which the current eForms is developed is solely owned by NGNious who is the software creator/licensor.

This PGR covers an existing maintenance contract for FY22 to FY 5. This totals \$174,560.00

This PGR also covers a new enhancements and legislative requirements contract for FY22 to FY25. This totals \$914,160.00