



**Request For Proposal
Contract Assessing Services
January 1, 2021 to December 31, 2023**

NOTICE

The Town of Plaistow (the "Town") will be accepting proposals for Assessing Services to the Town consistent with RSA 75:1 and 75:8 and the policies of the Town regarding ongoing assessment practices and as defined in the body of this Request for Proposal.

All proposals must be addressed to the Assessing Office, 145 Main Street, Plaistow, NH 03865 and marked "RFP - Assessing Proposal". The Town reserves the right to reject any or all proposals where it may serve the Town's best interest and to request additional information or clarification from the proposers at the discretion of the Town.

Acceptance Deadline: July 13, 2020- by 2pm

Opening of Proposals: Submitted proposals will be opened at 6:00 pm on July 13, 2020 in the selectmen's meeting room, 145 Main Street, Plaistow, NH 03865.

No proposal may be withdrawn after it is filed unless the Company makes a request in writing to the Town prior to the time and date set for the opening of proposals or unless the Town fails to award or issue a notice of intent to award a Contract within sixty (60) days after the date and time set for opening proposals.

GENERAL INFORMATION

- Individual to whom questions concerning this request should be directed:

Lori Sadewicz, Assessing Office
Town of Plaistow
145 Main Street
Plaistow, NH 03865
Phone: (603) 382-5204
Email: lsadewicz@plaistow.com

- There are approximately 3400 parcels in the Town of which 3,193 are taxable and are broken down as follows:

<u>Property Type</u>	<u>Parcel Count</u>
Residential Improved	2719
Residential Vacant	93
Mixed Use	55
Commercial / Industrial Improved	247
Commercial / Industrial Vacant	31
Tax-Exempt / Non-Taxable	204
Current Use / Conservation Easement	35
Utilities	13

- The Town's net value, per 2019 MS1, is \$1,150,756,902.
- The Town completed a conversion from Univer/CLT software to Vision Appraisal software in 2020.
- Vision Appraisal is in the process of completing a full measure and list and revaluation for 2020.
- The intention of the current select board is to have an statistical update done once every 5 years.
- The 13 utility properties are not included as part of this bid-however the right of ways, poles and conduits are included.
- The Town utilizes Visions Appraisal Software and CAI AxisGIS for online tap maps.
- The Town's Median Ratio and COD are as follows:

Year	Ratio	COD
2019	96.9	4.4

- The Assessing Office hours are 7:00 am to 4:30 pm, Monday through Thursday. Currently the assessing clerk/technician position is covered by the contracted assessor.

SCOPE OF SERVICES – GENERAL ASSESSING DUTIES / RESPONSIBILITIES

The contracted firm will complete or supervise the completion of, the following work in accordance with the best practices of the profession and the Department of Revenue (DRA) Rev. 600 rules. The Contractor will utilize Town staff where applicable and appropriate:

Annual Field Pickup Work (approximately 175) - the Contractor will:

1. Perform field inspections to collect data for all new construction and properties with active building permits and take photos of all inspected properties;

2. Enter all data into the Town's Vision database for 2021. The Town shall make the database available to the Contractor for data entry to be done either at its offices or on the Town's computers;
3. Create new parcels for all new subdivided lots; and
4. Adjust site information for changes made such as lot line adjustment, deed corrections, etc.

Annual Sales Verification and field Work (approximately 215) - the Contractor will:

1. All properties that have transferred over the year, (or as directed by the Assessor Agent), will be inspected to ensure data accuracy and to discern if the property transfer was an arm's length transaction or not.
2. During any inspection the buildings will be measured, and all data on record will be verified or modified according to the findings of the data collector.
3. Properties visited where the current picture is outdated will be captured and uploaded into both CAMA systems that are in use.

Abatements (currently 5-10) – the Contractor will:

1. Meet with property owners, perform field inspections, and other studies to review all abatement requests.
2. Consider all properly filed abatement requests by any taxpayer and, after review and research, make individual written recommendations to the Select Board, and respond to any questions or concerns from the Board about the recommendation; and
3. Represent the Town and its best interests in all abatements or appeals.

Assessing clerical work- (An average of 2 days per week in addition to the Assessing Agent)

1. Include data entry into the Visions system for regular assessing services,
2. Data enter permits from the building department into Visions system, print and prepare for field work.
3. Print deeds from the registry and transfer properties,
4. Prepare and send sales verification letters,
5. Correspondence and clerical tasks as needed.
6. Answer phones, research questions and set appointments.

7. Various other clerical tasks related to assessing as needed.
8. Prepare new applications for exemptions, credits, charitable and deferrals for the assessor's agent to process.

Assessing Services related to Assessor's Agent:

Provide professional staffing on site on average 2 to 3 days a month or more as needed to complete assessing tasks, with a mutually agreed upon schedule. Hourly assessing services may include the following, but not be limited to:

1. Supervise the activities of the appraisal/assessment office;
2. Train clerical personnel, if needed, in assessing and CAMA operations;
3. Provide onsite support on an ongoing basis to meet with taxpayers as required, and address ongoing assessment related concerns as they arise;
4. Monitor and assure that all data entry and changes are made into CAMA system.
5. Assist in the administration of all exemptions and tax credits, land use change tax (LUCT), applications for current use and discretionary easements, subdivisions, lot line adjustments, mergers, and all other statutory assessing obligations;
6. Assist in the review and make recommendations regarding applications for full or partial tax-exempt status;
7. Prepare or assist in preparing assessing-related documents to include, but not limited to semi-annual tax warrants, MS-1, DRA monitoring reports and parcel count requests.
8. The Assessor's Agent is required to complete the DRA's Summary inventory of valuation, form MS-1, timely for submission no later than the due date of September 1, 2021.
9. Meet and work with State Monitors to ensure the Town is meeting all certification requirements of the DRA and to maintain a good working relationship, if needed;
10. Assist with annual assessment to sales ratio studies required by the State of New Hampshire Equalization Bureau of the DRA, produce annual ratio reports in the summer months for the purpose of informing the Select Board / Assessing Office, of the need for a full revaluation, partial revaluation, or statistical update to be compliant with RSA 75:8;
11. Act as the assessing agent for the Select Board in abatement appeals at the Board of Tax and Land Appeals, as well as giving support to Town Counsel in Superior Court appeals. The assessing

agent must seek and obtain Select Board approval of all settlements before final approval is granted;

12. Assist with the completion of all State-required forms relative to assessing, as needed;

13. Schedule appointments and meet with individual property owners as needed, in order to discuss any questions and / or the specifics of the assessment data for their properties as requested by the Assessing Office;

14. Advise the Assessing Office, with regard to any ordinance changes or potential updates in processes / procedures that might be beneficial, in the best interests of the Town and improve services to the Town citizens; and

15. Meet with Assessing Office, Town Administrator and / or the Select Board upon request at a time that is suitable for both parties.

The Contractor shall, at all times, treat citizens with courtesy. Duties shall be performed in a manner that reflects the sensitive nature of the intrusion the process presents to the typical taxpayer. Contractors are representatives of the Town of Plaistow and, as such, they shall perform all duties in a professional manner.

QUALIFICATIONS

1. The Contractor shall be a qualified expert in the field of real property appraisal and tax assessment and possess and maintain an assessor supervisor certification from the NH DRA.
2. The Contractor shall demonstrate knowledge and experience in supervising the daily operations of a municipal assessing office in the State of New Hampshire.
3. Qualifications include substantial background in public relations and versed in computer assisted mass appraisal systems, assessment analysis and modeling, and computerized data management.
4. The Contractor and its personnel shall be capable of communicating clearly in speech and writing.
5. Any members of the Contractor's firm that may be assigned to the Town under the terms of an Agreement shall meet all certification requirements within the State of New Hampshire for their functional level and shall be knowledgeable and experienced in their area within the operations of a municipal assessing office in the Sate of New Hampshire.

STATUS OF CONTRACTOR AND SUPPORT BY THE TOWN

The Contractor shall be compensated as an independent Contractor and shall be responsible for providing FICA, Workmen's Compensation, Unemployment Compensation & Liability Coverage to all employees assigned to the Town of Plaistow under an Agreement.

The Town will provide office space with a desk, phone, photocopier, office supplies, and computer with access to the required systems. Contractor shall assist the Town in the administration of its assessing functions by providing a qualified person, on site at the Town of Plaistow Town Offices, on a mutually agreeable schedule and as needed basis.

INSURANCE

Prior to commencing work and throughout the term of an Agreement the Contractor shall obtain, maintain and provide to the Town, a copy of a Certificate of Insurance with the following types and limits of coverage:

- | | |
|------------------------------|--|
| i. Workers Compensation | Statutory |
| ii. Automobile and Equipment | \$1 million / \$500,000 minimum bodily injury/person |
| iii. Errors and Omissions | \$1 million / \$2 million |
| iv. General Liability | \$1 million / \$2 million |

Each policy of insurance shall be issued by a financially secure insurer, duly licensed to do business in the State of New Hampshire. The Town of Plaistow shall be named as an Additional Insured on the Certificate. The Town shall be notified no earlier than thirty (30) days before any such policy is cancelled, altered, or materially changed. If a subcontractor or sub-consultant is used for any portion of the work, the Contractor will provide to the Town a Certificate of Insurance, in the same amounts and under the same conditions, from the subcontractor.

PROPOSAL SUBMISSION AND EVALUATION

An original and Four (4) copies of the requested proposals should be delivered, in a sealed envelope marked "RFP – Assessing Services" to the Town of Plaistow Assessing Office, Attn: Lori Sadewicz, 145 Main Street, Plaistow, NH 03865 by 2:00pm, Monday, July 13, 2020. Proposals should include the following information which will be used as evaluation criteria:

1. A brief description of the firm and its related experience in providing similar services. Include experience using the Vision (V8) CAMA systems.
- References - All bidders shall include with their proposal a list of at least five (5) current references for whom comparable work has been performed within the past five (5) years. This list shall include name of the municipality, person to contact, address (both mail and email) and telephone number. Failure to include references may be ample cause for rejection of a proposal as non-responsive.
2. Resumes listing the experience and qualifications of the key individual to be assigned to Plaistow along with their DRA certification.
3. Schedule of availability to perform required duties.

4. A comprehensive, multi-year, price proposal, to include an hourly rate for the assessing positions as well as a “do not exceed” cost.
5. Other information your firm deems appropriate.

Basis for Award

In reviewing proposals, the Town will carefully weigh:

- Depth and breadth of experience and expertise in the assessing field in those matters referenced within state laws, most specifically New Hampshire Revised Statutes Annotated (RSA's) 75:1, 75:8 (Revised Inventory), 75:8-a (Five-Year Valuation), and any others inferred here by reference;
- Capability to perform assessing services promptly and in a manner, that permits the Town's administration to meet established deadlines, Assessing Standards, and/or State Rules, to act expeditiously in such matters and to operate in an effective and efficient manner;
- Degree of availability for quick response to inquiries that arise out of day-to-day operating questions or problems;
- Degree to which the firm and individual appraisers, supervisors and data collectors, stay current through continued professional development and active communications with practitioners within the assessment and appraisal communities within the State of New Hampshire and generally the New England and Northeast Region of the United States;
- Communication skills;
- References;
- Cost of services; and
- Other qualifications/criteria as deemed appropriate by the Town Manager and/or Board of Selectmen.

Any appointment resulting from this RFP will not necessarily be awarded to the bidder with the lowest fees. The appointment shall be awarded to the compliant bidder whose proposal best meets the needs of the Town of Plaistow, in the judgment of the Town Manager. The Town reserves the right to negotiate the terms and conditions of a contract with the successful firm or firms to obtain the most advantageous situation for the Town.

The Town of Plaistow reserves the right to accept or reject any and / or all proposals or any part thereof, to waive any formality in the process, and to accept the proposal considered to be in the best interest of the Town. Failure to submit all information called for may be sufficient grounds for disqualification. The Town of Plaistow reserves the right to cancel this request at any time for any reasons.