



REQUEST FOR PROPOSAL
For
General Assessing Services
RFP No. 2023-05

Deadline for Submittal: October 30, 2023
(No later than 4:00 P.M.)

Deliver to:

Milford Board of Selectmen
Town of Milford
Town Hall, 1 Union Square
Milford, NH 03055
Attn: Lincoln Daley, Town Administrator

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www.milford.nh.gov

REQUEST FOR PROPOSALS

For

General Assessing Services

The Town of Milford (the "Town"), located in Hillsborough County, NH is seeking competitive proposals from qualified individuals or professional contracting services to provide Municipal Assessing services to the Town for a five-year period, including a statistical revaluation in 2026.

Milford is a community of approximately 16,500 residents and has 5909 Parcels for 2023. The following is a breakdown of the parcel count:

Residential Improved	3731
Residential Vacant	126
Condominiums Residential	895
Residential Apartments	73
Mobile Home	309
Commercial Improved	285
Commercial Vacant	42
Utilities	12
Industrial Improved	57
Industrial Vacant	31
Exempt	236
Current Use/Open Space	112

The Town's assessing information is currently contained on Vision Government Solutions CAMA software.

This proposal will include a 2026 statistical revaluation to be completed in accordance with all applicable NH statutes and rules.

The Board of Selectmen are and shall continue to be the official body charged with legally required assessing services and the successful Bidder shall perform the assessing functions on the Board's behalf.

Performance Requirements:

The Contractor will be required to maintain regular office hours in the Milford Town Hall at a minimum of 2 days per month and 1 monthly (evening) meeting with the Board of Selectmen, but shall remain flexible according to the immediate needs of the Town. This individual will be a NH Certified Assessor or Assessor Supervisor. The town will provide office space, and access to a desk, phone, photocopier and computer with access to the Vision 8 CAMA System, and any other necessary ordinary office equipment within the Milford Town Hall. The Contractor will prepare the annual MS-1 and MADS reports for Board of Selectmen review and signature.

The Town of Milford Assessing Department staff will maintain property ownership changes, address changes, process exemptions and credits and files related thereto, timber and yield taxes, input building permits information, and input all property record card changes as determined by the Assessing Contractor, within the Vision 8 CAMA system

Scope of Services:

Part 1 – General Assessing Services

Annually Complete:

1. Pick-ups. Perform the measure, list and valuation of new or modified properties as of April 1 resulting from the issuance of building permits for new construction, renovations, alterations, and demolitions, to be completed before May 10.
2. Sales. Conduct field inspections for properties that have transferred during the contract period and investigate and verify the circumstances surrounding all sales.
3. Update all Utility and Tel-co values in compliance with applicable statute and rules.
4. Maps. Provide any lot line changes by plans, deeds, or consolidations to CAI or other mapping contractor for annual updates to the tax maps.
5. MS-1 Report. Provide final values to the Board of Selectmen. Submit the MS-1 to the Board of Selectmen for Approval/Signature and upload through the Equalization portal on behalf of the Town by September 1 or request extensions as necessary.
6. MADS Report. Complete the Municipal Assessment Data Report (Equalization Study) and submit results, including the statistical analysis of the sales report for review to the Board of Selectmen prior to submittal to the NH Department of Revenue through the Equalization portal on behalf of the Town by December 15, or request extensions as necessary.
7. Manage and maintain Current Use property, update changes and recommend Land Use Change Tax (LUCT) to the Board of Selectmen for billing through the tax collector.
8. Act as the Assessing agent for the town to annually review abatement and appeal applications, perform any inspections necessary within a timely manner, and make recommendations in writing to the Board of Selectmen, representing the best interests of the Town
9. Meet with tax payers to respond to valuation inquiries either in person or by phone.

10. Meet and work with State Monitor to ensure the Town is in compliance with Assessing regulations.

Part 2 - Measure and Listing

1. Annually review 20% of the town properties, to include a mailed notification stating intent to visit and, unless refused access to the property, perform exterior measure and list of principal structures, attempt to complete an interior review if an owner is present. If no owner is present at the time of the visit estimate building features using best practices and leave a door hanger notifying the property owner of the visit and provide a way for the homeowner to reach the Assessing office and/or Contractor.
2. Provide all field notes to the Town assessing clerk for data entry.
3. Provide a list of all properties visited/reviewed each year to the Town Administrator.

Part 3 - Revaluation Services

Complete a statistical revaluation for the Town in 2026 and Update Vision CAMA software.

The Successful Contractor will be required to complete a statistical revaluation for all real taxable and tax-exempt property located within the limits of Milford NH

1. The Contractor will be required to ensure that all pertinent data is collected and organized as necessary to ensure successful installation, implementation and full performance on the Town's CAMA system.
2. The Contractor shall furnish all labor, materials, supplies, and equipment, and shall perform all work for the statistical revaluation in accordance with contract specifications and shall be in compliance with the State of NH statutes, Assessing Standards Board rules, and the Department of Revenue (DRA) Administrative Rules governing revaluations.
3. The Revaluation shall be subject to the approval of the Board of Selectmen.
4. The values to be determinized shall be full market value (as defined in the NH Revised Statutes Annotated and any NH Supreme court decisions) as of April 1, 2026. Basis of valuation shall be the recognized methods of appraising real property as defined by the Appraisal Institute and the International Association of Assessing Officers (IAAO) and NH State statutes.
5. Methodology will include Sales Analysis, Cost Analysis and Income Analysis when appropriate, and Special use properties are to be valued according to appropriate statute and rules.
6. The contractor shall conduct a final field review of all properties.
7. Preliminary values shall be completed by August 20, 2026 and notices of new values shall be sent to all property owners. By August 30, 2026.
8. The Contractor shall schedule a sufficient number of informal hearings in order to expeditiously and fairly handle all taxpayer inquiries as they pertain to the assessment of their property. Any information offered by the taxpayers shall be given consideration and adjustment shall be made where warranted.

9. After the informal hearings, the Contractor shall be responsible for sending a notice to each taxpayer or their representative to include the adjusted assessment or a statement that no change is warranted.
10. Finalize values and submit to the Board of Selectmen for approval.
11. All final physical and digital records and computations generated to complete this revaluation shall be the property of the Town, including but not limited to
 - Tax Maps,
 - Land Value Maps
 - Neighborhood Maps
 - Data Collection Cards and Final Property Record Cards to include property data, sketches and photos.
 - Valuation Tables
 - Income and Expense questionnaires and information returned regarding them
 - Cost Sheets
 - Comparable Sales Sheets
 - Sales Data
 - Capitalization Rate Data
 - Depreciation Tables
 - Computations of land and building values
 - All letters of memoranda to individuals or groups explaining methods used in valuations.
12. The Contractor shall submit a Revaluation Manual detailing the Methodology and Processes used to develop property values and demonstrating compliance with acceptable appraisal practice with all NH statutes, Assessing Standards Board and Department or Revenue rules and regulations, to the NH Department of Revenue within 30 days of completion of the Town's revaluation. The Company shall provide a digital and hardcopy draft copy to the Town for reference until such time as the Department of Revenue has completed its review and approved the Manual as sufficiently compliant, then supply the Town with a final report as approved by the Department of Revenue (digital and hardcopy).
13. The Contractor shall advise the Town on any Abatements resulting from this Revaluation effort.
14. The Contractor shall report progress monthly to the Milford Board of Selectmen during this effort.

Warranties:

The Contractor represents and warrants that any services provided by the Contractor hereunder, shall be rendered in a professional manner by qualified personnel trained and skilled in the performance of the specific service involved and that the Contractor shall employ qualified personnel in such positions as are necessary to execute or to fulfill all the terms and conditions of the agreement and that such personnel shall possess the minimum qualifications and Certifications as established by the NH Assessing Standards Board and the NH Department of Revenue.

Miscellaneous:

The Contractor agrees to provide the Town, at no additional cost, one (1) digital and one (1) hardcopy of both user and technical documentation for the system including comprehensive user manuals which clearly explain data collection and analysis.

The Contractor shall work with the Town to resolve any additional requirements necessary to complete this contract.

The Contractor shall negotiate with the Town for any additional Defense of Value involving The NH Board of Tax and Land Appeal and/or Superior Court in defense of property value resulting from this revaluation effort.

Insurance Specifications:

Certificates of insurance, identifying the Town as co-insured, will be submitted to the Municipality no more than thirty (30) days after the signing of the Contract. The Town will be notified within 15 days in the event of loss or change in coverage of conditions or amounts of coverage. Each policy of insurance shall be issued by a financially secure insurer, duly licensed to do business in the State of New Hampshire.

1. Workers Compensation – Statutory requirements and benefits if utilizing any additional employees.
2. Commercial General Liability - \$1,000,000 combined single limit. The Town is to be named as an additional insured with respect to the services being procured. This coverage is to include Independent Contractor’ Liability, Personal Injury Liability, Blanket Contractual Insurance, Broad form Property Damage, and Premises, Operations and Completed Operations.
3. Errors and Omissions Insurance with no less than \$1,000,000 combined single limit.
4. Automobile Liability - \$1,000,000. A copy of the insurance certificate shall be forwarded to the Town and the NH Department of Revenue before starting any work.

Additional Requirements:

1. The Contractor shall be compensated as an independent contractor and shall be responsible for providing FICA, Workmen’ Compensation, Unemployment compensation and Liability for any and all of its employees assigned to complete work for the Town.
2. All personnel assigned for work within the Town shall be approved by the NH Department of Revenue and shall perform duties only allowed within the individual’s certification level. The contractor shall monitor all field work performed.
3. No compensation shall be paid in any way to Town officers, employees, or their families in the performance of any work under this contract.
4. The Town will furnish information pertaining to ownership of all property in the Town, including property record cards, tax maps, charts, plans, and sales information as is needed to perform the

general assessing and revaluation services as described in this document.

5. The Contractor may not assign any part of the Contract without express written permission by the Town.
6. All work products used or created in conjunction with the services covered under this Contract shall be the sole property of the Town of Milford, including all records, reports, maps, and supporting documentation produced in performance of the Contract. and that in the event of cancellation or termination such product will remain with the Town.
7. The contract shall begin on January 1, 2024 with the execution of a Contract between the selected Contractor and the Town and shall terminate on January 1, 2029.
8. The Town of Milford reserves the right to cancel or terminate the Contract at any time, by giving written notice to the Contractor of such cancellation or termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination.

Proposal Deadline:

Proposals are due by 4:00 pm October 30, 2023 to the Office of the Milford Board of Selectmen, c/o Lincoln Daley, Milford Town Administrator, 1 Union Square, Milford NH 03055. All proposals submitted shall include 2 copies of the proposal and arrive in a sealed envelope clearly marked “**2024 – 2028 ASSESSING SERVICES PROPOSAL**”

Evaluation of Proposals:

Evaluation of the responses will be based on the extent to which the response meets the requirements of the solicitation and the Town’s determination as to the extent to which the respondent is likely to be able to achieve the desired results and fulfill the purposes of the solicitation. Proposers are welcome and invited to submit supporting information or references, demonstrating quality and timeliness in tasks performed for other clients, and how responsive they will be in terms of cost efficiency to the Town.

Selection Process:

The Town may engage in individual discussions with bidders deemed fully qualified, responsible, and suitable on the basis of initial responses and with emphasis on professional competence, to provide the required services. These bidders may be requested to make an oral presentation to explain their proposal and answer questions.

The Town reserves the right to reject any and all proposals and to make a selection in the best interests of the Town. To be deemed qualified, the Proposer(s) must demonstrate the requisite experience, skills, and resources necessary to successfully perform services requested in the Request for Proposal. The Proposer must be certified by the DRA as a Property Assessor Supervisor as outlined in Asb 304.04

Inquiries:

Inquiries may be directed to ldaley@milford.nh.gov or delivered to Town Administrator, 1 Union Sq, Milford NH 03055. No oral interpretations will be made to any bidding party as to the meaning of the specifications of terms and conditions of this Bid Invitation. All inquiries related to this RFP must be in writing and must be received by October 25, 2023.

Contract Award:

The Town of Milford’s Board of Selectmen reserves the right to reject any or all proposals, or to accept the proposal that the Town deems to be in the best interest of the Town, regardless of lowest bid amount.

The Town of Milford reserves the right to request additional data or information or a presentation in support of written proposals. However, the Town may award a contract based on offers received, without additional submissions. Accordingly, the proposal should be submitted on the most favorable terms from all aspects, which the Bidder can submit.

Late Proposals:

The Town will not be responsible for late mail deliveries and no proposal will be accepted if it is received after the time stipulated in the Acceptance Date above.