

**RFP 08-24**

**CITY OF NORWICH, CONNECTICUT**

**REQUEST FOR PROPOSALS FOR REVENUE BILLING AND COLLECTION SOFTWARE,  
INCLUDING PROPERTY TAX ASSESSMENT AND BILLING**

The City of Norwich, Connecticut is requesting proposals from software vendors to provide licensing and maintenance for billing and collection software as well as consulting, conversion, implementation and training services for such software. Proposals will be received at the Finance office until 2:00 P.M. on Wednesday, January 14, 2009 at which time no further proposals will be considered. Request for Proposal forms may be obtained online at [http://www.das.state.ct.us/Purchase/Portal/Portal\\_Bids\\_Open.asp?F\\_Bid\\_Type=1&F\\_Unit=Norwich](http://www.das.state.ct.us/Purchase/Portal/Portal_Bids_Open.asp?F_Bid_Type=1&F_Unit=Norwich) . Information concerning this Request for Proposals may be obtained by contacting Tony Madeira at telephone (860) 823-3717 or by email at [tmadeira@cityofnorwich.org](mailto:tmadeira@cityofnorwich.org). The City of Norwich is an Equal Opportunity Employer.

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## **I. INTRODUCTION**

A. General Information - The City of Norwich is looking to receive proposals from software vendors to provide licensing and maintenance for billing and collection software as well as consulting, conversion, implementation and training services for such software.

There is no expressed or implied obligation for the City of Norwich to reimburse firms for any expenses incurred in preparing proposals in response to this request.

To be considered, copies of a proposal must be received by 2:00 P.M. on Wednesday, January 14, 2009. The City of Norwich reserves the right to reject any or all proposals submitted.

During the evaluation process, the City of Norwich reserve the right, where it may serve the City of Norwich's best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the City of Norwich, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The City of Norwich reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of Norwich and the firm selected.

It is anticipated the selection of a firm will be completed by Wednesday, January 28, 2009. Following the notification of the selected firm it is expected a contract will be executed between both parties within 10 days of approval.

## **II. DESCRIPTION OF THE GOVERNMENT**

A. General - The firm's principal contact with the City of Norwich will be Tony Madeira, or a designated representative. A list of other key personnel with the location of their principal offices (Appendix A) is attached.

B. Background Information - The City of Norwich serves an area of 27.1 square miles with a population of 37,000. The City of Norwich's fiscal year begins on July 1 and ends on June 30. The City has roughly 13,000 real estate parcels, 30,000 motor vehicles, and 1,200 personal property accounts. The City has roughly 9,000 refuse accounts. There are 4 full-time staff in the Assessor's office and 4 full-time staff in the Tax Collector's office. The City currently uses MUNIS version 6.3a for its general ledger, requisitions, purchasing, accounts payable, human resources, payroll, general billing, refuse billing, assessment, and tax collection processes. At this time, the City intends to continue using MUNIS for general ledger, requisitions, purchasing, accounts payable, human resources, and payroll processes. The City uses Vision Appraisal version 6 for its Computer Assisted Mass Appraisal (CAMA) software.

More detailed information on the government and its finances can be found in the budget and financial statement documents available on the city's website: <http://www.norwichct.org/content/43/284/97/1191.aspx>

## **III. NATURE OF SERVICES REQUIRED**

A. General - requesting proposals from software vendors to provide licensing and maintenance for billing and collection software as well as consulting, conversion, implementation and training services for such software. The city sees this project as having the following phases:

1. *Hardware/ Software setup* – The firm will work with the City's IT staff to procure and install the necessary hardware and software for the billing and collection system. Target completion date: February 13, 2009
2. *Test conversion and training of tax assessment and collection and refuse billing* – The firm will convert MUNIS data into a test environment and train the Assessor's Office and Tax Office staff on how to run transactions on the new system. The firm will also run reports from MUNIS and the new system to determine whether everything was converted properly and all of the requisite fields have been populated.

At this time, the firm will also get an understanding of the “Other billing” items that are currently not done in MUNIS and test them out. Target completion date: February 27, 2009

3. *Real conversion* – Once the City is satisfied that the assessment, billing and collection systems are working properly and the imports into MUNIS’s general ledger are posting correctly, we will convert to the new system. Target completion date: March 20, 2009.
4. *Documentation and manuals* – Provide documentation of procedures and manuals. Target completion date: March 27, 2009

The following is a description of the requirements for the assessment, billing and collection systems:

### **Overall Requirements**

Here are features that we really want from a new revenue billing and collection system:

- **One single customer database.** A customer who has real estate and motor vehicle taxes as well as sidewalk assessments and refuse charges can be given one itemized statement of everything that he/ she owes the City of Norwich.
- **Export/ Import feature.** We need the ability to export out of the revenue collection software and import it into our General Ledger software. We also need the ability to import files from the DMV, banks and mortgage companies, credit cards, online bill payment systems, etc. We need to be able to export information from the billing collection system into a variety of formats, including Microsoft Word and Excel, .txt, .pdf, .csv, etc.
- **Flexible accounting.** When we set up types of bills, we want to be able to say where Accounts Receivable, Unearned Revenue, Revenue, Interest revenue, overpayments, refunds, lien fees, and other fees are to be posted.
- **Scannable bar codes.** We want every bill and statement that we issue to have a scannable bar code to speed up bill processing.
- **Web-based bill lookup and payment.** We want customers to be able to look their bills up online, select which ones they want to pay, and pay them directly out of their savings or checking account.
- **Robust reports.** Every report that we will ever need from the revenue and collection system is either already in existence or very easy to create through a customizable report writer feature.
- **Recurring bills.** If there are bills that will predictably be sent out in the same amount in the same intervals (like rent), we would like to be able to schedule these bills to be included in future batches.

### **Assessment Administration System Requirements**

1. The Assessment Administration system (AA) must store real estate (exempt and taxable), personal property and motor vehicle account information
2. It must be able to import updated vehicle lists from the state Department of Motor Vehicles and bridge real estate data from the town's CAMA system.
3. The system should be able to assign the correct districts to the MV records when they are imported from the DMV file.
4. A personal property subsystem should accommodate asset inventory lists and depreciate assets using standard depreciation tables. The system should be able to categorize personal property accounts by business type, and it should be able to access accounts by a unique identification number, its business name and its street address.
5. The system should be able to apply, categorize using state codes and generate reports on federal, state and local abatements and exemptions.  
Exemptions include:
  - Veterans exemptions
  - Various disability exemptions
  - Enterprise Zone exemptions
  - Manufacturing Equipment exemptions
  - Soldiers and sailors exemption

- Other exemptions that are permitted or may become permitted under Connecticut State Statutes

Abatements include:

- Elderly credits
- Local option development abatements
- Volunteer Firefighter abatements
- Other abatements that are permitted or may become permitted under Connecticut State Statutes

These abatements and exemptions may be applied to real estate, personal property or motor vehicle accounts. Exemptions may be a portion of the gross assessment or a flat reduction amount.

6. The system should be able to track certificates of change issued by the assessor and track the of the Board of Assessment appeals as well as create reports of C of C's, pre-billing C of C's and BAA changes at any time.
7. Grand List abstracts (including tax exempt properties) will be produced by the system, as will Grand List totals reports, increase notices to taxpayers, top taxpayer lists, and various other standard reports. The system should be flexible and allow for custom, user-definable reports.
8. The Grand List abstracts should utilize current Connecticut state class codes.
9. All users must have access to the system simultaneously. Ownership changes and transfers must be accepted throughout the year.
10. The system should be able to keep an audit trail of all assessor activities.

### **Revenue Collection Requirements**

The City of Norwich's Tax Division is responsible for the billing and collection of Real Estate, Personal Property, Motor Vehicle and Supplemental Motor Vehicle taxes, Sewer Assessments, Sidewalk Assessments, Transfer Station fees, refuse charges and other general billing items.

#### ***Tax and Refuse Charges***

The City of Norwich's two Fire Districts. The tax bills reflect the two different mill rates for the General Fund/Town Consolidated Fire District and the General Fund/City Consolidated Fire District.

The Real Estate, Motor Vehicle and Personal Property tax bills are distributed for the due date of July 1st of each year. Motor Vehicle taxes are due in full in July. For Real Estate and Personal Property tax bills in excess of \$100, the bills are due in equal installments in July and the following January.

Supplemental Motor Vehicle bills are distributed for the due date of January 1<sup>st</sup> and are due in full in January.

Refuse charges are billed in July and January at various rates, depending on what type of building (single family, multi-family, apartment, etc.) is being billed.

### **SPECIFIC REQUIREMENTS**

1. Maintain a Property Tax Record for each property (Real Estate, Personal Property, Motor Vehicle and Supplemental Motor Vehicle) for the current list and all delinquent accounts for previous list years.
2. Maintain Refuse accounts that have not been paid in full. These files must display the amount owed over the remaining payment years. Each account will display by year the principal balance amount, late interest and lien fee.
3. Include a cash collection system with the ability to validate all collection receipts, endorse stamp the taxpayers check and provide a receipt to the taxpayer. The system must utilize a Bar Code scanner for quick entry. Once payment is accepted payment data is entered electronically into the computer.
4. Provide for using Motor Vehicle Tax Credits and Certificate of Change file records, created by the Assessor's Office, to set up adjustment transactions that will be posted in real time to the Tax file.

5. Have the ability to compute and post late interest monthly due on each unpaid account (at different rates of interest for different types of charges). Our minimum interest amount on delinquent tax bills is the greater of \$2.00 or 1 ½% per month.
6. Have the ability to print combined bills and/ or billing statements in order to reduce the City's printing and postage costs.
7. Apply partial payments in the proper order per Connecticut statutes: interest, tax, then lien fees.
8. Provide for creating automated journal entries, from daily cash collected by category, be used to update the Munis general ledger.
9. Have the ability to compute the total delinquent amount for each account in the arrears separately on each property for the current list year and for all delinquent years, as well as for all other types of charges related to the property.
10. Have the ability to print all tax bills in the office, as well as provide an electronic media-billing file to the vendor. The system must have the ability to print all rebills, Lien Notices, Liens, Lien Releases, UCC1 Liens, Tax Collector Letters, Tax Collector Demands, Alias Tax Warrants and other collection notices.
11. Identify all delinquent accounts and make notation of such on the bills and on each individual record.
12. Add in legal and collection fees to delinquent bills.
13. Process PP and MV suspense accounts as prescribed under State statutes.
14. Post receipts or refunds of overpayments to an account separate from the related revenue account.
15. Be able to cross-reference each real estate record by parcel ID number.
16. Must be able to cross-reference all types of bills by customer ID number.
17. Be able to record liens and release of lien data for those property owners who later have settled their debts. Maintain the following fields for liened properties: date of lien, volume and page of lien record, and lien amount. Record the following for lien releases: lien release date and volume and page of record.
18. Provide for preparation of Motor Vehicle delinquent account information electronically, based on the State-of Connecticut file layout standards. All delinquent accounts are reported twice yearly to DMV and all paid accounts are reported to DMV monthly.
19. Maintain records of all transactions per account for both payment and nonpayment transactions i.e., payments, transfer of payments, certificates of change, name and address changes, etc.
20. Provide for the printing of all transactions for all accounts to be bound into posted rate books.
21. For security purposes provide an activity log that reflects all changes to an account.
22. Print all monthly collection reports
23. Print all yearly reports (i.e. collection totals, auditor's report, Tax Collector's Report as required by GASB, etc..).
24. Provide for all State of Connecticut annual reports.
25. Provide the following reports on demand sorted by type, General Fund, Town Consolidated District, City Consolidated District and Refuse charges:
  - a. Balance Report -File Totals
  - b. Balance Report of Suspense Accounts
  - c. Listing of Suspense Accounts
  - d. Report of Paid Suspended Accounts
  - e. Listing of Accounts on Collection
  - f. Open Balance Reports for all areas of collection
  - g. Overpayment List
  - h. Statement of Property Taxes Unpaid
  - i. Tax Lien Certificate
  - j. Lien Payment Report
  - k. Tax Lien Release Certificates
26. Daily Reports
  - a. Payments as Entered sorted by transaction number totaled by General Fund, Town Consolidated District, City Consolidated District and Refuse charges, and collection types.
  - b. Adjustments
  - c. Payment Summary
  - d. Adjustment Summary

- e. In-house scanned accounts

27. Monthly Reports

- a. Payments separated by Type
- b. Certificate of Change
- c. Journal Entries
- d. Refunds
- e. Overpayment Summary
- f. Accounts with Credit Balances
- g. Elderly Adjustment Summary
- h. Collection Fees
- i. Prorates
- j. Auto Tax Credits
- k. Report of any Changes to the Tax Collection File
- l. Summary of Property Tax Collections
- m. Delinquent Tax "Put-On's" or "Take-Off's" reported to DMV

28. Annual Tax Billing -includes the following print-outs for each of the Property Tax Types listed below:

- a. Real Estate
- b. Personal Property
- c. Motor Vehicle
- d. Supplemental Motor Vehicle

***Other Billings***

We are not currently using MUNIS for the billing and collection of the following items, but we would like to include some or all of these in any new revenue system:

Sewer assessments. These are billed from time to time when a sewer project has been completed and when a property owner ties-in to the city sewer system for the first time. These assessments are liened and collected over ten years. The rate of interest on the assessment varies based on the interest rate(s) of the bonds issued to finance the projects.

Sidewalk assessments. These are billed from time to time when a sidewalk project has been completed. These assessments are liened and collected over ten years. There is no interest collected on these assessments as long as the property owner pays it off in 10 years.

Private duty police services. Billed each month at the rate of the Captain, Lieutenant, Sergeant, or Police Officer who performed the service (minimum charge of 4 hours) plus a 15% administrative charge. Also, the use of a police cruiser is billed at \$10/hour. Some of these billings require Connecticut sales tax and others don't.

Private duty fire services. Billed each month at the rate of the Battalion Chief, Captain, Lieutenant, or Firefighter who performed the service plus a 2% administrative charge. Some of these billings require Connecticut sales tax and others don't.

Blight, housing and zoning violation citations. Issued by the Planning & Development Office. Besides the charges for the violations themselves, there are also penalties and fees added for liens, Superior Court fees, interest and collection fees.

Tuition and transportation for out-of-district students. Billed throughout the year by the Board of Education.

Insurance for Retirees and COBRA. The Human Resources office bills for health, dental and life insurance to some retirees whose pension checks aren't sufficient to cover their premiums and some ex-employees for COBRA coverage.

Transfer station fees. Businesses and other organizations which frequently use the city's transfer station are billed once each month for the refuse that they deliver to the transfer station. Class 2 refuse is billed at \$165/ton. Regular tires are billed at \$2.50 each. Oversize tires are billed at \$10 each. Freon units are billed at \$10 each. Interest on delinquent amounts is billed at 8% per annum with a \$2/month minimum charge. We also bill Willimantic Waste (who runs the recycling operation at our Transfer Station) \$2/ton for the cardboard brought into the Transfer Station.

Demolition. After a fire or other catastrophe, the Building Official or Fire Marshal may require that a building be demolished. The City will pay a contractor to raze the building and remove the debris. The City must bill the property owner and lien the property within 30 days after the contractor finishes the work.

Direct hauler fees. Some refuse collection and construction businesses register their hauling vehicles with the City of Norwich Public Works Department so that they may bring refuse directly to the Preston incinerator. The City bills these haulers each year for the registration of their vehicles (\$75 for the first vehicle and \$25 for each additional vehicle). Each month, we bill them \$65/ton for the refuse that they deliver to the Preston incinerator.

Property Rehabilitation and Lead Abatement loans. The Community Development office administers HUD grant programs for property rehabilitation and lead abatement. When these projects are complete, they lien the property and collect payments from the property owners. For newer Property Rehabilitation projects:

- Single or 2-Owner Occupied loans are paid back at 0% interest for thirty years
- Investor paid back at 0% interest for ten years
- Elderly Owner Occupied deferred for 30 years or upon sale or transfer

Most of the existing Lead loans are forgiven 10% each year (100% forgiven after 10 years) as long as the owner does not sell or transfer the property.

Property Relocation. When the Building Official condemns a property and the tenants are displaced, the Human Services office liens the property for the relocation costs.

Cleaning and securing properties, accidents and evictions. Public Works bills property owners or responsible parties for PW's cost to clean up properties or make necessary repairs after an accident.

Rent and other miscellaneous billings. The city bills and collects rent in monthly, quarterly or annual installments for the space that they use in city buildings, billboard leases, cell phone towers. The city also bills entities for all sorts of other things like the use of a park pavilion, FOIA requests, etc.

### **Description of Current IT Equipment**

The Tax and Assessment offices currently utilize desktop PCs that are networked together via Windows Server 2003. The lowest system is a Pentium 4, 1.8GHz with 512MB RAM and 70 GB hard drive. We will be upgrading all PCs to at least 1GB of RAM in the near future.

Validators – The Tax Office has 2 Epson M133A validators.

Scanners (bar code readers) – The Tax Office has 3 SCAN Corporation 5000 Series OCR Reader Model 5133A scanners. The City would like to use handheld scanners with the new system.

Printers – The Tax and Assessor's offices have the following printers and copiers: HP P2015dn, HP 2420dn, HP MFP 1815dn, HP inkjet 2300, HP Laserjet 9000dn, Konica Ecosys FSS-3900dn, Cannon image runner 5055, Cannon image runner 3030.

The City's current MUNIS system is hosted by MUNIS's ASP service. We were planning on running the new system on the same server as the CAMA system (Vision Appraisal). The existing Vision Appraisal server is a Dell

Power Edge 2850 with Xeon quad 4 processors running at 3.6 GHz with 2GB of RAM in a Raid 5 configuration with 130 GB hard drives.

If we will need to purchase new hardware and software (in addition to the licensing of the billing and collection software itself), we need the specifications of such hardware and software and an estimate of the cost.

#### B. Qualifying Requirements

**Non-Discrimination:** No person shall be denied or subjected to discrimination on account of any services, or activities made possible by or resulting from this agreement on the grounds of sex, race, color, creed, national origin, age (except minimum age and retirement provision), marital status or the presence of any sensory, mental or physical handicap. Any violation of this provision shall be considered a violation of a material provision of this agreement and shall be grounds for cancellation, termination or suspension in whole or in part of the agreement by the City of Norwich and may result in ineligibility for further City of Norwich contracts. The proposer shall at all times in the proposal and contract process comply with all applicable City of Norwich, state, and federal anti-discrimination laws, rules, regulations and requirements thereof.

**Description of similar engagements:** Each proposer shall submit a list and briefly describe at least three (3) similar engagements which the proposer has completed in the last five years. The proposer shall include client contact information.

C. Documents to be Issued - Following the completion of this engagement, the firm shall provide five (5) hardcopies and an electronic copy of the new Policies & Procedures and training materials.

D. Implied Requirements - All services not specifically mentioned in this request for proposals that are necessary to provide the functional capabilities described by the firm shall be included in the Scope of Services.

### **IV. PROPOSAL REQUIREMENTS**

#### A. General Requirements

1. Inquiries - Inquiries concerning the request for proposals and the subject of the request for proposals must be made to:

Tony Madeira  
Accountant  
City of Norwich  
100 Broadway  
Norwich, CT 06360  
Phone: (860) 823-3717  
tmadeira@cityofnorwich.org

2. Submission of Proposals - The following material is required by Wednesday, January 14, 2009 for a proposing firm to be considered:

a. The Proposal and two copies are to include the following:

i. Title Page - Title page showing the request for proposal's subject; the firm's name; the name, address and telephone number of a contact person; and the date of the proposal.

ii. Table of Contents

iii. Transmittal Letter - a signed letter of transmittal briefly stating the proposer's understanding of the work to be done, the commitment to perform the work within the time period, a statement why the firm believes itself to be best qualified to perform the engagement and a statement that the proposal is a firm and irrevocable offer for the period covered.

iv. Detailed Proposal - The detailed proposal should follow the order set forth in Section IV B of this request for proposals.

v. Guarantees and Warranties - Executed copies of Proposer Guarantees and Proposer Warranties attached to this request for proposals (Appendix B).

b. The proposer shall submit an original and two copies of a dollar cost bid attached to this request for proposals (Appendix D).

c. Proposers should send the completed proposal consisting of the two (2) separate envelopes to the following address:

Joseph Ruffo

Comptroller  
City of Norwich  
100 Broadway  
Norwich, CT 06360  
Phone: (860) 823-3730

Envelope #1: Technical Proposal  
Envelope #2: Sealed Dollar Cost Bid

## B. Technical Proposal

1. General Requirements - The purpose of the technical proposal is to demonstrate the qualifications, competence and capacity of the firms seeking to undertake the services described in this request for proposals. As such, the substance of proposals will carry more weight than their form or manner of presentation. The technical proposal should demonstrate the qualifications of the firm and of the particular staff to be assigned to this engagement. It should also specify the approach that will meet the request for proposals requirements.

The technical proposal should address all the points outlined in the request for proposals (excluding any cost information which should only be included in Appendix D). The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposals. While additional items may be presented, the following subjects, items Nos. 2 through 5, must be included. They represent the criteria against which the proposal will be evaluated.

2. Firm Qualifications and Experience - The proposal should state the size of the firm, the size of the office from which the engagement will be staffed (if there are multiple offices), the location of the office from which the work on this engagement is to be performed and the number and nature of the staff to be so employed on a part-time basis.

3. Staff Qualifications and Experience -The firm should identify the principal supervisory and management staff, including engagement managers, other supervisors and specialists, who would be assigned to the engagement.

The proposer should identify the extent to which its staff reflects the City of Norwich's commitment of Affirmative Action.

Engagement managers, other supervisory staff and specialists may be changed if those personnel leave the firm, are promoted or are assigned to another office. These personnel may also be changed for other reasons with the express prior written permission of City of Norwich. However, in either case, the City of Norwich retains the right to approve or reject replacements.

Consultants and firm specialists mentioned in response to this request for proposals can only be changed with the express prior written permission of the City of Norwich, which retains the right to approve or reject replacements.

Other personnel may be changed at the discretion of the proposer provided that replacements have substantially the same or better qualifications or experience.

4. Similar Engagements with Other Entities - For the firm's office that will be assigned responsibility for this engagement, list at least three that are similar to the engagement described in this request for proposals. These engagements should be ranked on the basis of similarity to the City of Norwich's billing and collection processes. Indicate the scope of work and the name and telephone number of the principal client contact. The proposals will be weighed based on the firm's ability to demonstrate experience working with Connecticut municipalities with multiple tax districts, refuse billing, assessments (i.e. sidewalks and sewers), and other types of bills running off of one customer database.

5. Approach - The proposal should set forth a work plan, including an explanation of the methodology to be followed, to perform the services required in Section III of this request for proposal.

**NO DOLLARS SHOULD BE INCLUDED IN THE TECHNICAL PROPOSAL.**

## C. Dollar Cost Bid

1. Total All-Inclusive Initial Price - The dollar cost bid should contain all pricing information relative to providing the software and performing the services as described in this request for proposals. The total all-

inclusive initial price to be bid is to contain all direct and indirect costs including all out-of-pocket expenses in the format provided in Appendix D.

The City of Norwich will not be responsible for expenses incurred in preparing and submitting the technical proposal or the dollar cost bid. Such costs should not be included in the proposal.

2. Manner of Payment – The City of Norwich wishes to pay the costs of the initial software licensing, installation, conversion, training and documentation in 5 annual installments starting in July 2009. Any necessary hardware and ancillary software will be purchased and paid for at the time of the installation either through the firm or through outside vendors. Any fees for hardware or software maintenance, support, hosting, and/ or updates will be paid in annual installments starting in July 2009. The dollar cost bid should include a schedule of fees and expenses in the format provided in Appendix D. The total amount charged during the course of the 5-year payment of the all-inclusive initial price can be more than the total all-inclusive initial price as long as the bidder discloses the interest factor used.

3. Rates for Additional Services - If it should become necessary for the City of Norwich to request the firm to render any additional services requested in this request for proposals or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between the City of Norwich and the firm. Any such additional work agreed to between the City of Norwich and the firm shall be performed at the same rates set forth in the schedule provided in Appendix D.

4. Pricing for printing and mailing services – if your firm offers printing and mailing services for such items like tax bills, posted rate books, grand lists, delinquent tax notices, assessment notices, etc., we would like to have a price listing.

## **V. EVALUATION PROCEDURES**

### **A. Evaluation Criteria**

The following represent the principal selection criteria which will be considered during the evaluation process of proposals. Proposals will be judged on the satisfaction of the Mandatory Elements, the grading of the Technical Qualifications and Price.

#### 1. Mandatory Elements

- a. The firm adheres to the instructions in this request for proposals on preparing and submitting the proposal.
- b. The firm shall submit a description of at least three similar engagements completed within the past five years.

#### 2. Technical Qualifications

- a. Ability of software to meet the City's needs and wants for billing and collection software. (60%)
- b. The firm's past experience and performance on comparable engagements. (20%)
- c. Approach - Describe how the firm intends to provide the services. Describe the firm's software support system. (20%)

#### 3. Price - Cost will not be the primary factor in the selection of a firm.

**B. Oral Presentations** - During the evaluation process, the City of Norwich may, at its discretion, request any one or all firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the City may have on a firm's proposal. Not all firms may be asked to make such oral presentations.

**C. Final Selection** - It is anticipated that a firm will be selected by Wednesday, January 28, 2009. Following notification of the firm selected, it is expected a contract will be executed between both parties within 10 days of approval.

**D. Right to Reject Proposals** - Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of Norwich and the firm selected.

The City of Norwich reserves the right without prejudice to reject any or all proposals or parts thereof for any reason, to negotiate changes to proposal terms and to waive minor inconsistencies with the request for proposal.

**APPENDIX A****LIST OF KEY PERSONNEL, OFFICE LOCATIONS AND TELEPHONE NUMBERS**

<b>Name</b>	<b>Title</b>	<b>Location</b>	<b>Telephone</b>
Barnowski, Leon	LAN Supervisor	100 Broadway	(860) 859-4404
Block, Bill	Purchasing Agent	100 Broadway	(860) 823-3706
Curtin, Brian	Treasurer	100 Broadway	(860) 823-3740
Daley, Kathy	Tax Collector	100 Broadway	(860) 823-3761
Driscoll, Mike	Corporation Counsel	22 Courthouse Sq.	(860) 889-3321
Glinski, Charles	Assessor	100 Broadway	(860) 823-3722
Kingsley, Dominic	LAN Technician	100 Broadway.	(860) 859-4405
Kuzia, Edna	Accounting Assistant (Treasurer's Office)	100 Broadway	(860) 823-3714
Madeira, Tony	Accountant	100 Broadway	(860) 823-3717
Nelson, Tenley	Delinquent Tax Collector	100 Broadway	(860) 885-2928
pothier, joshua	Deputy Comptroller	100 Broadway	(860) 823-3720
Ruffo, Joseph	Comptroller	100 Broadway	(860) 823-3730
Sabolesky, Carol	Assistant to the City Treasurer	100 Broadway	(860) 823-3712
Wood, Carol	Assistant Assessor	100 Broadway	(860) 823-3838

**APPENDIX B**  
**PROPOSER GUARANTEES AND PROPOSER WARRANTIES**

Proposer Guarantees - The proposer certifies it can and will provide and make available, at a minimum, all services set forth in Section III, Nature of Services Required.

Proposer Warranties

1. Proposer warrants that it is willing and able to comply with State of Connecticut laws with respect to foreign (non-State of Connecticut) corporations.
2. Proposer warrants that it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof.
3. Proposer warrants that it will not delegate or subcontract its responsibilities under an agreement without the express prior written permission of the City of Norwich.
4. Proposer warrants that all information provided by it in connection with this proposal is true and accurate.

Signature of Official: \_\_\_\_\_

Name (typed): \_\_\_\_\_

Title: \_\_\_\_\_

Firm: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX C INSURANCE

### INSURANCE EXHIBIT - PROFESSIONAL SERVICES

The professional individual or firm shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from, or be in connection with the performance of the work hereunder by the individual or the firm, his agents, representatives, or employees. The cost of such insurance shall be included in the proposal.

For the purpose of this clause, the term "professional individual or firm" shall also include the individual's or firm's respective officers, agents, officials, employees, volunteers, boards and commissions.

#### A. Minimum Scope and Limits of Insurance

1. Broad Form Comprehensive General Liability - \$500,000 combined single limit per occurrence for bodily injury, personal injury, property damage, and products / completed operations.
2. Automobile Liability - \$1,000,000 combined single limit per occurrence for bodily injury and property damage
3. Umbrella Liability - \$1,000,000 per occurrence, following form.
4. Workers' Compensation - Limits as required by State of Connecticut Labor Code
5. Employers' Liability:
  - \$100,000 each accident
  - \$500,000 disease/policy limit
  - \$100,000 disease/each employee
6. Professional Liability (if used on a claims-made basis, insurance coverage shall be maintained for the duration of the contract and for two (2) years following contract completion):
  - \$1,000,000 per occurrence
  - \$1,000,000 aggregate
7. Personal Property Coverage - Adequate insurance to cover the value of personal property (including but not limited to, personal computers) belonging to the Firm while located on City of Norwich property, while in use or in storage, for the duration of the contract.

B. Aggregate Limits - Any aggregate limits must be declared to and be approved by the City of Norwich. At the option of the City of Norwich, the insurer shall increase or eliminate the aggregate limit and notify the City of Norwich of any erosion of aggregate limits.

C. Deductibles and Self-Insured Retentions - Any deductibles or self-insured retentions must be declared to and be approved by the City of Norwich. At the option of the City of Norwich, the insurer shall reduce or eliminate such deductibles or self-insured retentions as regards the City of Norwich or the Firms shall procure a bond which guarantees payment of the losses and related investigations, claims administration and defense expenses. At no time will the City of Norwich be responsible for the payment of deductibles or self-insured retentions.

D. Notice of Cancellation or Non-renewal - Each insurance policy required by this Exhibit shall be endorsed to state that coverage shall not be suspended, voided, canceled, or reduced, either in coverage or in limits, except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City of Norwich.

E. Other Insurance Provisions - The policies are to contain, or be endorsed to contain, the following provisions;

1. Liability, (General, Automobile, Professional) Coverages;
  - a. **"The City of Norwich and its respective officers, agents, officials, employees, volunteers, boards and commissions"** are to be **named as additional insureds** with regards to liability arising out of activities performed by or on behalf of the Firm; products and completed operations of the Firm; premises owned, leased or used by the Firm. The coverage shall contain no special limitations on the scope of protection afforded to the City of Norwich.
  - b. The Firm's insurance coverage shall be the primary insurance as regards the City of Norwich. Any insurance or self-insurance maintained by the City of Norwich shall be in excess of the Firm's insurance and shall not contribute with it.

- c. Any failure to comply with the reporting provisions of the policies shall not affect coverages provided to the City of Norwich.
  - d. Coverage shall state that the Firm's insurance shall apply separately to each insured against whom a claim is made or a suit is brought, except with respect to the limits of the insurer's liability.
2. Workers' Compensation and Employer's Liability Coverage
- a. The insurer shall agree to waive all rights of subrogation against the City of Norwich for losses arising from the work performed by the Firm for the City of Norwich.
  - b. If State statute does not require the Firm to obtain Workers' Compensation insurance, then the Firm shall furnish the City of Norwich with adequate proof of the self-employment status/ The Firm agrees to waive all rights of claims against the City of Norwich for losses arising from the work performed by the Firm. In the event that during the contract this self employment status should change, the Firm shall immediately furnish proper notice to the City of Norwich and a certificate of insurance indicating that Workers' Compensation insurance and Employer's Liability coverage has been obtained by the Firm as required by this Exhibit.

F. Acceptability of Insurers

- 1. Insurance is to be placed with insurers which have a Best's rating of at least A.
- 2. Insurance companies must either be licensed to do business in the State of Connecticut or be deemed to be acceptable by the City of Norwich's Comptroller.

G. Verification of Coverage - The Firm shall furnish the City of Norwich with certificates of insurance effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Comptroller before work commences. Renewal of expiring certificates shall be filed thirty (30) days prior to expiration. The City of Norwich reserves the right to require complete, certified copies of all required policies, at any time.

All insurance documents required by this Exhibit shall be mailed to the Comptroller.

Signed:

\_\_\_\_\_  
Firm      Date

\_\_\_\_\_  
City of Norwich      Date

**APPENDIX D**

To be submitted on your firm's letterhead in a **separate envelope**. To be considered, please submit your proposal to: Joseph Ruffo, City of Norwich, 100 Broadway, Norwich, CT 06360.

Firm's Name:  
 Location of office staffing the engagement:  
 Number of professional staff in this office:  
 Number of professional staff to be assigned to this engagement:

**1. All-inclusive Initial Price**

License fees	
Training fees	
Installation	
Conversion/ customization	
Training fees	
Documentation	
Other _____	

\_\_\_\_\_  
 -  
 \_\_\_\_\_

<b>2. Schedule of Fees and Expenses</b>	7/1/08-6/30/09	7/1/09-6/30/10	7/1/10-6/30/11	7/1/11-6/30/12	7/1/12-6/30/13	7/1/13-6/30/14	7/1/14-6/30/15	Six-year total
Initial costs paid over 5 years								-
Initial installation, conversion, training, documentation services								-
Estimated Hardware costs								-
Software maintenance, support and updates								-
Other _____								-
_____								-

Fiscal year totals                      -                      -                      -                      -                      -                      -                      -                      -

**3. Please list your rates for additional services:**


**4. Printing/ mailing services:**

We **have / have not** (circle one) included a pricing list for printing/ mailing services.

**APPENDIX E**  
SAMPLE PROPOSAL LETTER (To be submitted on your firm's letterhead)

Joseph Ruffo  
Comptroller  
City of Norwich  
100 Broadway  
Norwich, CT 06360

Dear Joseph:

We have read the Request for Proposal and fully understand its intent and contents. We certify that we have adequate personnel, insurance, equipment, and facilities to fulfill the specified requirements. We understand that our ability to meet the criteria and provide the required services shall be judged solely by the Selection Committee.

We have attached the following:

1. Proposal as outlined in Section IV
2. Appendix B: Proposer Guarantees and Warranties
3. Appendix C: Insurance
4. Appendix D: Fees (separate envelope).

It is further understood and agreed that all information included in, attached to, or required by the Request for Proposal shall be public record upon delivery to the City of Norwich.

Submitted by  
Date  
Signature  
Title  
Telephone  
Fax  
E-mail