City of Central Falls

Tax Administration & Collection Software
Bid 2023-0007

Issue Date: February 24, 2023
The submission deadline for proposals is March 17, 2023 at 12:00pm

City of Central Falls
Invitation to Bid

The City of Central Falls is requesting bids for the following goods and services:

1) Tax Administration & Collection Software - Bid Number 2023-0007

Specifications and Instructions to bidders available on our website at www.centralfallsri.us or at the Office of the City Clerk/Purchasing Agent 580 Broad St. Central Falls, Monday - Thursday between the hours of 8:30 A.M- 4:30 P.M. and Friday between the hours of 8:30 A.M. – 1:30 P.M.

It is the responsibility of bidder to check the website for any addendums. It is the responsibility of the bidder to ensure compliance with all federal, state and local laws and regulations.

The City of Central Falls reserves the right to accept or reject any and all bids/proposals in the best interests of the City. The City also reserves the right to waive any formalities.

All bids shall be sealed in envelopes with the project name and number clearly marked in the lower left-hand corner of the envelope and must be received by 12:00 P.M. in the Office of the Purchasing Agent on March 17, 2023. NO BIDS WILL BE ACCEPTED AFTER 12:00 P.M.

Ad to Appear: City of Central Falls website and The Pawtucket Times

Jahaira Rodriguez
Purchasing Agent/City Clerk

Dated February 22, 2023

City of Central Falls
Tax Administration & Collection Software- Bid Number 2023-0007

GENERAL INSTRUCTIONS

1. Receipt and Opening of Proposals
Sealed bids (proposals) will be accepted in the office of the Purchasing Agent, City Hall, Central Falls, Rhode Island, until the time indicated on the attached advertisement for bids, for the commodities, equipment or services listed in the specifications, and will be then publicly opened and read at the prescribed time in the City Hall Council Chambers.

2. Form of Bid
Proposals shall be submitted in duplicate, with supplemental information, drawings, warranties and other required documentation, literature and material to be provided, with the bid.

3. Submission of Bids
   a. Envelopes containing bids must be sealed and addressed to the Purchasing Agent, City Hall, 580 Broad Street, Central Falls, RI 02863 and must be marked with the name and address of the bidder, date and hour of opening, and name of bid item.
   b. The Purchasing Agent will indicate in the advertisement when the bids will be opened and no bid received thereafter will be considered.
   c. Any bidder may withdraw his bid by written request at any time prior to the advertised time for opening. Telephone bids, amendments, or withdrawals will not be accepted.
   d. Unless otherwise specified, no bid may be withdrawn for a period of thirty (30) days from time of bid opening.
   e. Negligence on the part of the bidder in preparing the bid confers no rights for the withdrawal of the bid after it has been opened.
   f. Proposals received prior to the time opening will be securely kept, unopened. No responsibility will be attached to an officer or person for the premature opening of a proposal not properly addressed and identified.
   g. Any deviation from the specifications must be noted in writing and attached as a part of the bid proposal. The bidder shall indicate the item or part with the deviation and indicate how the bid will deviate from specifications.

4. Rhode Island Sales Tax
The City is exempt from the payment of the Rhode Island Sales Tax under the 1956 General Laws of the State of Rhode Island, 44-18-30, Paragraph 1, as amended.

5. Federal Excise Taxes
The City is exempt from the payment of any excise tax or federal transportation taxes. The price bid must be exclusive of taxes and will be so construed.

6. Qualifications of Bidders

The City may make such investigations as it deems necessary to determine the ability of the bidder to perform the work. The bidder shall furnish the City with all such information and date for the purpose as may be requested.

7. Addenda and Interpretations

No interpretation on the meaning of the plans, specifications or other contract document will be made to any bidder orally. Every request for such interpretations should be in writing addressed to the City of Central Falls, Office of the Purchasing Agent, 580 Broad Street, Central Falls, RI 02863 and to be given consideration must be received at least seven (7) days prior to the date fixed for the opening of the bids.

8. Delivery

All bids are to be FOB to the City Clerk's Office, delivery to be supplied with the Purchase Order. No extra charges for delivery, handling or other services will be honored. Only inside delivery and set-up, where required, will be accepted. TAILGATE DELIVERIES WILL BE REFUSED. The vendor must notify the City of Central Falls 24 hours prior to delivery. All claims for damage in transit shall be the responsibility of the successful bidder. The City will not make payment on damaged goods, they must be replaced or adjustments made at the option of the city. The City of Central Falls is only represented by the Purchasing Agent in these matters and that division, or its appointed representative or agent, shall be the only entity to negotiate any settlements. Deliveries must be made during normal working hours.

Bid price, where applicable, is to include the cost of uncrating and setting in place. Bid price, where applicable, is to include installation.

BACKGROUND

The City of Central Falls is seeking proposals for the Purchase of Tax Administration and Tax Collection Software, in accordance with the following specifications:

I. PROPOSAL SPECIFICATIONS

Submitters must respond in the format delineated below. The following information shall be tabbed to identify the required information. Failure to submit this information will render your proposal non-responsive.

II. TECHNICAL SPECIFICATIONS - Purchase of TAX ADMINISTRATION AND TAX COLLECTION SOFTWARE:

1. **Purpose** - The intent of this Request for Proposal (RFP) is to obtain proposals from qualified bidders for software and implementation services for a proven and robust TAX ADMINISTRATION AND TAX COLLECTION SOFTWARE system to be provided in accordance with terms, conditions and specifications established herein. The City of Central Falls, Rhode Island manages, operates, and provides a wide variety and array of services to its citizens and closely partners and interacts with federal, state, local municipalities, boards and commissions in the State. The City's goal is to purchase and implement one system that can meet all of the listed requirements.

2. **The Project** - This project is designed to upgrade the City's existing Tax Administration and Tax Collection systems to a more robust and fully integrated package. Through this upgrade, the City seeks to provide an increased level of services to the citizens of Central Falls. The implementation will involve several integral City departments: Finance, Tax Assessor, and Tax Collection Departments.

3. **The Scope** - This project will replace the following systems and provide the following services:
   a. Tax Administration
   b. Tax Collection
   c. Data Conversion
   d. Implementation
   e. Training

4. **About Central Falls** - The City of Central Falls has approximately 3,000 Real Property Parcels and 600 Personal Property accounts. The City of Central Falls Tax Year runs from January 1st to December 31st. The Town's Fiscal Year runs from July 1st to June 30th.

   The City's current application environment related to this project are as follows:
   a. Financial System: Tyler Technologies
   b. Computer Aided Mass Appraisal (CAMA): AssessPro v5
   c. Assessment Administration: VGSI Opal
   d. Tax Collection/Billing: VGSI Opal

   The City requires proposed systems to integrate with the current applications (Tyler Technologies and AssessPro v5 CAMA), as well as any other municipal finance and CAMA applications.

5. **Train the Trainer** - Expressly forbidden. All training shall be done by qualified staff of the bidder, on-site or via Zoom. Implementation time will not be considered training.

6. **Modules and Minimum Requirements**

   a. **TAX COLLECTION - Must Haves:**
      1) Yearly billing by quarters
      2) Interest on past due amounts back to July 1st on unpaid balance; interest rates may vary from year to year
      3) Option to print and mail annual tax bills, with option to print/not print various bank bills
      4) E-Mail any bill, receipt, account payment summary, or other report
      5) Escrow accounts - ability to download and import payment information from various banks and mortgage companies
      6) Ability to export files to our general ledger system or any other municipal finance application for daily deposits by batch
      7) Ability to export a file for refunds to our general ledger system or any other municipal finance application accounts payable
      8) Reporting to include batch and trial balance (weekly, daily, monthly, and yearly)
      9) Must be able to create State File Transfers - RIMS and DMV lock file
      10) Ability to manage a Tax Sale Process for Real Estate bills
      11) Ability to administer and manage payment plans with different payment schedules
      12) Ability to create a Delinquent List by various criteria

13) Ability to create a Delinquent Report for Rossi Law, or any other collection firm
14) Ability to write off past due amounts
15) Ability to create an MLC (Municipal Lien Certificate) for any property
16) Ability to see all accounts due for a property in one window and process payments on those accounts
17) The system will allow for the storage of ownership history by plat and lot.
18) Ability to add quick receivable - interest, NSF, and tax sale fees.
19) Ability to send E-Mail reminders for any receivable (auto or manual, quarterly or annually depending on account)
20) Ability to support an integrated ACH/EFT (electronic funds transfer) for customers that want payments automatically deducted from their checking/savings accounts.
21) Ability to view all bills being received
22) Ability to have multiple users in the same module concurrently
23) Ability to add notes to an account, both for use internally and externally on bill
24) Ability to transfer payments from one account to another in the event of a processing error
25) Ability to transfer payments from one receivable to another in the event of a processing error
26) The wizards included in the system aid the process of transferring balances from one account to another and a powerful wizard shall be included to transfer credit balances
27) Ability to process preformatted letters by type
28) Ability to place flags on accounts for various reasons
29) Ability to process delinquent notices quarterly for real estate
30) Ability to interface with Certified Payments / Govolution / Velocity credit card or other credit card processing system used by the City, both in office and online

b. TAX ADMINISTRATION - Must Haves:

1) Ability to import CAMA data from AssessPro v5 or any other CAMA software
2) Ability to support multiple tax rates
3) Ability to support split rates on mixed use properties
4) Ability to support Rhode Island State Codes
5) Ability to have the account number stay with the parcel
6) Ability to handle account types, such as real estate, motor vehicle, tangible
7) Ability to handle frozen assessments and rates by parcel
8) Ability to freeze tax rates on all exemptions
9) Ability to create and export abatements
10) Ability to create multiple test tax rolls
11) Ability to identify the current and final tax roll
12) Ability to create ALL State of Rhode Island required reports
13) Ability to create custom reports using any and all database fields
14) Ability to process exemptions by percent, assessment, and tax amount
15) Ability to create addendum/supplemental rolls
16) Ability to attach documents to an account
17) Ability to enter notes on an account for quick reading
18) Ability to print for binding all tax roll types
19) Ability to import data from State of Rhode Island for MV
20) Ability to import or export MV data from or to other Towns regardless of source
21) Ability to create custom imports

c. **PUBLIC INTERFACING - Must Haves:**

The system must include a public facing user friendly website/portal hosted by the vendor with the following items:
1) Ability to pay all accounts online
2) Payment methods must include credit cards and debit cards
3) All payment fees shall be borne by the taxpayer
4) Access payment history by account - at least 10 years
5) Ability to view and print bills
6) Online inquiry for escrow account companies
7) Ability to search by account number, parcel ID (plat/lot), address, or owner name
8) Ability to view payment history - date, amount paid, method, and balance
9) Ability to print an IRS report for taxes paid in a calendar year
10) Ability to process exemption applications online and view status
11) Ability to process an online declaration for tangible accounts
12) Ability to process an address change request
13) Ability to self-register for taxpayers
14) Ability to allow taxpayers to manage their own accounts for username and password

7. **Training** - The Vendor shall provide detailed plans for training City staff so they are able to answer inquiries, enter data, and handle day-to-day management of the system.

8. **Implementation** - The Vendor shall provide a realistic plan, pricing and schedule to implement the proposed system, and to provide training and on-going support. The schedule must illustrate milestones for deliverables, critical path items, and with blocks of time for tasks for both the supplier and city resources.

9. **System Security** - Include a detailed description of the proposed system's security features. It is imperative that security be assigned to the individual employee - not to the employee's workstation - and that security controls prevent employees from accessing and/or updating the data of another department. Please include a listing of all compliance/regulatory requirements that are satisfied by the system being proposed. Example: Payment Card Industry Data Security Standard (PCI DSS)

10. **Data** - The City maintains ownership of all data. Vendor shall not mine or otherwise process or analyze data for any purpose not explicitly authorized by the City. Vendor shall make the City's data available upon request, within one business day or within the time frame specified, and that data shall not be used for any other purpose. The Vendor shall provide the requested data at no additional cost. The City shall have full access to its data through ODBC or directly through the SQL server.

11. **Data Conversion** - All data from our current systems being replaced (see section II. 4.) will undergo data conversion to the new software system. The Vendor must be able to convert the existing Opal files of all systems being replaced (see section II. 4.) for current and all prior years to their software. The Vendor must verify all totals for each year converted and submit proof to the City before the City shall accept the new software.

12. **Demo** - At the City's discretion, the vendor must be willing to provide a demonstration on-site and/or virtual (the City's choice) with a question-and-answer period and the ability for multiple users to view the software at one time.

13. **Vendor Questions** - Any technical questions must be submitted in writing to Mary Signer msigner@centralfallsri.us no later than March 8, 2023.

14. **Response** - Each response shall include the following items
    a. Executive Summary - A brief narrative highlighting the company's proposal.
    b. Company profile
    c. Qualifications and References - Please provide a comprehensive list of current Rhode Island customers and a list of out of State customers for each application module proposed. The City reserves the right to contact any and all customers, including any customers which the vendor has failed to provide information about. The reference list must include the information listed below:
       1) Customer name
       2) Contact name
       3) Phone Number
       4) All applications installed and their version numbers
       5) Date of installation
    d. Years Providing Municipal Software Services - Please provide the total number of years your firm has been in the business of providing and supporting municipal systems. You may also provide any additional information regarding the origin and background of your company, which may be relevant.
    e. Staff Details - Please provide detailed information about the composition of your technical staff, including R & D personnel, project managers, implementation and training personnel, support personnel, programmers/analysts, and documentation specialists
    f. Third Party Software Requirements
    g. Completed IT Security Questionnaire (Appendix A)
    h. Proposed Subcontractors, if any
    i. Sample Documents - Example: Required Rhode Island State reports, batch reports
    j. Current RI or New England clients of similar size
    k. DRP - Disaster Recovery Plan for Cloud Hosted Solution
    l. Completed VISA form
    m. Proposed project management and implementation plans
    n. Proposed change management plan
    o. Proposed Software System, Proposed Modules, Hardware Requirements
    p. Software Requirements, Application security controls, Database Platform, Networking Requirements, Cloud/on prem, Backup, Training Plan
    q. Support Response Time
    r. Pricing - Must be filled out on attached form Pricing by Module, Implementation, Training, Maintenance and Support costs for 5 years, by year Hosting costs (if cloud/SaaS), Data Conversion.

15. **Evaluation/Selection Criteria**

An evaluation committee will review and evaluate each submitted proposal in accordance with the requirements of this RFP. The evaluation will include weighted criteria detailed below. If further information is desired, vendors may be requested to make additional written submissions or oral presentations to the City. The following weighted criteria will be utilized to select the consultant awarded this contract:

Criterion	Points
Firm Scope and Capacity	20
Firm Qualifications and References	20
Support Staff Qualifications & Experience. Customer Service guidelines/response time.	20
Project Understanding and Approach	20
Cost Proposal	20
TOTAL	100

16. Final Selection

The City of Central Fall's Purchasing Board will select a firm based upon the recommendation submitted by the evaluation committee. Following the notification of the firm selected, it is expected a contract will be executed between the parties.

A firm's submission of a proposal indicates acceptance of the conditions contained in this Proposal Specification unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of Central Falls and the firm selected.

ATTACHMENT A

COST PROPOSAL FORM

Agrees to respond on: **Tax Administration/Collection Software**
Date and time to be opened: **t/b/d**

VENDOR NAME:	
VENDOR ADDRESS:	
CITY, STATE, ZIP:	
Soc. Sec. # or Fed. ID #	

I. PROPOSAL:

   WHEREAS, the CITY OF CENTRAL FALLS has duly asked for proposals for performance of services and/or supply of goods in accordance with the above-indicated specifications.

   The person or entity does irrevocably offer to perform the services and/or furnish the goods in accordance with the specifications, which are hereby incorporated by reference in exchange for the proposal price below.

   This offer will remain open and irrevocable until the CITY OF CENTRAL FALLS has accepted this proposal or another proposal on the specifications or abandoned the project.

   The bidder agrees that acceptance by the CITY OF CENTRAL FALLS will transform the proposal into a contract. This proposal and contract will be secured by Bonds, if required by the specifications.

PRICING PAGE

BIDDER MUST FILL IN PRICES IN EACH COLUMN

Item	Tax Administration	Tax Collection	Public Interfacing
Implementation			
Training			
Data Conversion			
Maintenance & Support - Yr 1			
Maintenance & Support - Yr 2			
Maintenance & Support - Yr 3			
Maintenance & Support - Yr 4			
Maintenance & Support - Yr 5			
Hosting fees (Saas or Cloud) annual - Yr 1			
Hosting fees, annual - Yr 2			
Hosting fees, annual - Yr 3			
Hosting fees, annual - Yr 4			
Hosting fees, annual - Yr 5			

PHONE_____FAX_____

EMAIL_____

_____
CONTACT PERSON NAME   TITLE

_____
AUTHORIZED SIGNATURE

CITY OF CENTRAL FALLS
INFORMATION TECHNOLOGY

Vendor Information Security Assessment

A. Application Server
   1. Microsoft Windows Server Version Support?
   2. Does the Application support SMB version 3 or higher?
   3. Is the application Capable of Operating in a virtualized environment?
   4. Can the application run as a service and the account running the service does not need admin privileges?
   5. Do you maintain formal security policies and procedures to comply with statutory or industry requirement or standards? Please submit supporting documentation.
   6. Please explain your integration with sending email.
   7. Please provide specific exceptions needed on host and network firewalls to allow incoming/outgoing connections, if any.
   8. Will application services resume automatically after reboot?

B. Database
   1. What database platform are you using? And the required version.
   2. Do service accounts require admin rights?
   3. Can permission be delegated via Active Directory?
   4. Do you assume full responsibility and liability in the event of a data breach? (SaaS or Cloud systems)

C. Web Server and Browser
   1. What web servers are supported?
   2. What web browsers are supported?
   3. Does the client only need access to port 443? (https)
   4. Do clients need access to anything other than the web server via a browser? Example DB direct or a file share

D. Workstation and Device Support
    1   Does the application support Windows 10 pro 20H2?
    2   Does the application run without local administrative privileges?
    3   Does the application run without turning off User Access Control (UAC)
    4   Does installation require admin privileges?

E. Printing
    1   Does the application print to local and network printers?

F. Authentication
    1   Does the application use LDAPs or MS Active Directory for login?
    2   Does the application use Active Directory Groups to provide role based access control?

G. General
    1   Does the system have redundancy that will guarantee data availability 24/7/365?
    2   Do you have a Disaster Recovery Plan? Please submit.
    3   Does the application have the ability to restrict access to City IPs?
    4   What is the vendors hosting platform? Please provide details.
    5   How are users authenticated? And with what protocol?

H. Data
    1   For a cloud or SaaS application, where is the data stored?
    2   For a cloud or SaaS application, please explain your database backup strategy? Do you have offsite backups? Are they encrypted?
    3   What application level protections are in place to prevent the Vendor's or a subcontractor/third party's staff member from viewing unauthorized confidential information?
    4   In the event that the Vendor is required to store Private Information (PI), Personally Identifiable Information (PII), Sensitive Information (SI) or Health Insurance Portability and Accountability Act (HIPAA) data, how does the Vendor maintain the confidentiality of the information in accordance with applicable federal, state and local data and information privacy laws, rules and regulations?
    5   Does the application support encryption in transit? REQUIRED
    6   Does the application/data support encryption at rest?