



THE CITY OF NASHUA

Administrative Services

Purchasing Department

"The Gate City"

August 28, 2019

REQUEST FOR PROPOSALS

PROPOSALS FOR FULL MEASURE AND LIST APPRAISAL AND REVALUATION FOR THE CITY OF NASHUA, NH RFP0023-092619

The City of Nashua, NH, herein referred to as "the City", is seeking proposals from qualified, interested parties to submit their Qualifications and a Detailed Cost Proposal for the full measure and list appraisal and revaluation within the corporate limits of the Municipality for the City of Nashua, New Hampshire. This proposal includes revaluation of all taxable and nontaxable properties over time and updating an establishment of the new base year, to arrive at full and true value as of April 1, 2022. Results will be validated by submitting to the City and the Department of Revenue Administration (DRA) Uniform Standards of Professional Appraisal Practice (USPAP) compliant appraisal report.

The Scope of Work may be found on Pages 5 through 15 of this Request for Proposals.

INSTRUCTIONS TO VENDORS:

The City is now accepting submittals electronically via Bid Express. A Digital ID is not required to submit via Bid Express for this RFP. Please review the attachments, Bid Express Vendor Guide and Vendor Set-up Guide for more information. Proposal submission shall consist of two parts; a proposal outlining the Proposer's qualifications and, in a separate sealed envelope or attachment if using Bid Express, a price proposal. If a PROPOSER chooses to submit a paper copy, they must submit in triplicate (one (1) original and two (2) copies) in sealed envelope(s) or package(s) clearly marked "RFP0023-092619 Proposals for Full Measure and List Appraisal and Revaluation for the City of Nashua, NH". Proposals must be submitted in the format provided and address the item(s) specified in the proposal package. Regardless of the method of submission, proposals must be received no later than **3:00 PM on Thursday, September 26, 2019**. Paper proposals must be submitted to the Purchasing Department; City Hall, 229 Main Street, Lower Level, Room 11, Nashua NH 03061.

Postmarks or other timestamps will not be accepted in lieu of actual delivery. The PROPOSER can use whatever delivery mechanism it chooses as long as it remains clear that the PROPOSER is responsible for submissions prior to the date and time. Further details are available on the City's web site, www.nashuanh.gov, under Services; Bid Opportunities; Current Bids and on the Bid Express website; (Refer to Document RFP0023-092619). Proposals will be opened in public on the due date and time. Results of the proposal opening will be posted on the City's website, www.nashuanh.gov, under Services; Bid Opportunities; Bid Results; (Refer to Document RFP0023-092619) within twenty-four (24) hours of the opening.

Delivery of the Proposals shall be at the PROPOSER'S expense. The time of receipt shall be considered when a Proposal has been officially documented by the Department, in accordance with its established policies, as having been received at the location designated above. The City of Nashua accepts no responsibility for mislabeled mail. Any and all damage that may occur due to shipping shall be the Vendor's responsibility. The City of Nashua assumes no liability for the payment of costs and expenses incurred by any PROPOSER in responding to this request for proposals. All proposals become the sole property of the City of Nashua. This request for proposals is not a contract and alone shall not be interpreted as such but rather serves as an instrument through which proposals are solicited.

The final contract related to this RFP is subject to and contingent upon the City of Nashua Board of Aldermen (BOA) approval of bonding or any other method of funding the City chooses to provide for this project.

FULL STATISTICAL REVALUATION PERFORMANCE BOND

Contractor, before starting any full statistical revaluation work, shall deliver an executed bond or irrevocable letter of credit in favor of Municipality, or as otherwise agreed upon, with which it is contracting to assure faithful and satisfactory performance of the contract, and provide a copy to the DRA. The amount of such bond or letter of credit shall be no less than the amount of compensation to be paid by Municipality to Contractor for services to be performed, and shall not expire before final values are submitted to and accepted by the municipal assessing officials.

To be eligible for an award, a PROPOSER must be deemed "responsible". A responsible PROPOSER 1) has the ability, capacity and skill to provide the goods or services required; 2) can provide the goods or services within the time frame specified; 3) has a satisfactory record of integrity, reputation, judgment and experience; 4) has sufficient financial resources to provide the goods or services; 5) has an ability to provide future maintenance and support as required; and 6) has developed a positive track record with the City of Nashua to the extent the PROPOSER has previously provided goods or services.

The City of Nashua also reserves the right to negotiate any change or amendment in any proposal without soliciting further proposals.

The City of Nashua may reject any or all of the proposals on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim or cause of action by any unsuccessful participant against the City of Nashua.

Each proposal shall address the proposed methodology, personnel, and philosophy, including the use of effective year built as opposed to grade, condition and other factors in applying depreciation.

The City of Nashua may conduct discussions with responsible PROPOSERS prior to selection. The successful CHOSEN CONTRACTOR shall begin performance upon receipt of an Executed Contract and a valid Purchase Order issued from the City of Nashua.

Final terms and conditions will be negotiated between the City and the successful CHOSEN CONTRACTOR prior to the Contract Award.

The timeline for this project is as follows:

	Date	Time
Non-Mandatory Pre-Proposal Meeting	Thursday, September 5, 2019	10:00 AM City Hall 229 Main Street Room 208 Nashua, NH 03061
Deadline for Vendor Questions	Monday, September 9, 2019	5:00 PM
Answers/Clarifications Posted	Wednesday, September 11, 2019	5:00 PM
RFP Responses due	Thursday, September 26, 2019	3:00 PM Purchasing Department, City Hall, Lower Level, Room 11

There will be a non-mandatory pre-proposal meeting, Thursday, September 5, 2019, at 10:00 AM at City Hall, 229 Main Street, Room 208, Nashua, NH 03061 with City Staff. Attendance to this meeting is not mandatory but encouraged. Proposers who do not attend the pre-proposal meeting can submit questions in writing per dates specified in this RFP and submit proposals.

Proposers are encouraged to submit questions via email or via Bid Express; however, the City assumes no liability for assuring accurate and complete email transmission/receipt and is not responsible to acknowledge receipt. **Inquiries must be submitted in writing**, citing the RFP title, RFP number, Page, Section, and received no later than **Monday, September 9, 2019 at 5:00PM. Submit questions to the attention of:**

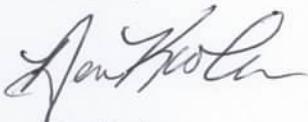
Kim Kleiner
City of Nashua NH – Administrative Services Director
Email: kleinerk@nashuanh.gov

The City will consider all timely-received questions and requests for change and, if reasonable and appropriate, will issue an addendum to clarify or modify this RFP. Answers to vendor submitted questions and other addenda will be posted under document RFP0023-091319 on the City of Nashua website; www.nashuanh.gov, under Services, Bid Opportunities; Current Bids and to Bid Express no later than **Wednesday, September 11, 2019 at 5:00 PM.**

The City of Nashua assumes no liability for assuring accurate/complete email transmission/receipt and is not responsible to acknowledge receipt.

Pursuant to NRO 5-78(F), the purchasing manager shall not solicit a proposal from a contractor who is in default on the payment of taxes, licenses or other monies due the city. Therefore, this proposal request is void as to anyone who is in default on said payments.

Sincerely,



Dan Kooker
Purchasing Manager
City of Nashua
kookend@nashuanh.gov

RFP0023-092619

PROPOSALS FOR FULL MEASURE AND LIST APPRAISAL AND REVALUATION FOR THE CITY OF NASHUA, NH

INTRODUCTION

The City of Nashua, NH, herein referred to as “the City”, is seeking proposals from qualified, interested parties to submit a Scope of Work and Detailed Cost Proposal for a Full Measure and List Appraisal and Revaluation for the “the City”.

- The project includes the valuation as of April 1, 2022 of the following categories of real property within the Municipality:
 - o All taxable real property, including land, buildings and improvements.
 - o All tax-exempt property.
 - o Valuation and application of current use regulations to all current use properties.
 - o The effective assessment date of this revaluation project shall be April 1, 2022 .
 - o Valuations and appraisals of all taxable and exempt real property shall reflect full market value as of April 1, 2022
 - o Approximate number of parcels as of April 1, 2022 , is as follows:
 - o Number of Properties:
24,735 Residential Improved
 - 59 Utilities Note: Utilities are included in this total but are not part of this Scope of Work with the exception of Land Value Tables**
 - 462 Tax Exempt (228 Vacant, 234 Improved)**
 - 1,959 Commercial/Industrial (229 Vacant, 1,730 Improved)**
 - 469 Vacant Parcels**
 - 870 Manufactured Homes**
 - 28,618 Total**

GENERAL REQUIREMENTS

- A. The successful consultant will be required to provide the City of Nashua with certificates of insurance for coverage as listed below and endorsements affecting coverage required by the contract within ten calendar days after the City issues the notice of award. The city requires thirty days written notice of cancellation or material change in coverage. The certificate and endorsements for each insurance policy must be signed by a person authorized by the insurer and who is licensed by the State of New Hampshire. General Liability, Employer’s Liability and Auto Liability policies must name the City of Nashua as an additional insured and reflect on the certificate of insurance:
 - General Liability insurance in the amount of \$1,000,000 per occurrence; \$2,000,000 aggregate; \$1,000,000 Professional Liability;
 - \$1,000,000 Combined Single Limit Automobile Liability; and
 - Workers' Compensation Coverage in compliance with the State of New Hampshire statutes, \$100,000/\$500,000/\$100,000.
- B. The Proposer shall meet all requirements of the Americans with Disabilities Act.
- C. The Proposer should understand that under the New Hampshire Right-to-Know Law, all documents submitted in response to this RFP, including financial information, are considered public information and will be made available to the public upon request, unless specifically exempted under the law.
- D. The City of Nashua may reject any and all proposals on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim, or cause of action by any unsuccessful proposer against the City of Nashua.
- E. After the initial designation of a proposer, City Staff will work with the selected proposer to negotiate a contract that represents the agreement of the parties. The contract is subject to approval in accordance with the City’s Purchasing Policy and is expected to take several weeks.
- F. The City of Nashua assumes no liability for the payment of costs and expenses incurred by any person in responding to this RFP. All proposals become sole property of the City of Nashua. This RFP is not a

contract and shall not be interpreted as such but rather serves as an instrument through which proposals are solicited.

SCOPE OF WORK

2. RESPONSIBILITIES AND SERVICES TO BE PERFORMED BY CONTRACTOR

2.1 Contract Submission

The contract, any revised contract, and the list of personnel assigned to work under the contract, shall be submitted to the DRA for examination and written recommendations of the DRA to be made to Municipality within 10 working days of receipt by the department. No work shall begin without first submitting a copy of the executed contract or agreement to the commissioner along with the names and qualifications of all personnel to be employed under the contract or agreement.

2.2 Assessment of all Property

2.2.1 *This cyclical revaluation shall commence in tax year 2019 and run through tax year 2022 when a full statistical revaluation analysis shall be conducted to bring values to 100% of market value or as close thereto as practicable.*

2.2.2 Contractor shall measure and list all taxable property (RSA 72:6) within Municipality in a good and workmanlike manner in accordance with RSA 75:1.

2.2.3 Contractor shall measure and list all tax exempt and non-taxable property (RSA 74:2) within the taxing jurisdiction of Municipality in the same manner as taxable property.

2.2.4 Contractor shall measure, list and verify all sales used to determine benchmarks for the revaluation.

2.2.5 The contractor shall update the existing assessment information to correct errors or omissions pertaining to:

- (1) Incorrect measurements; and
- (2) Physical changes, which may include, but not be limited to:
 - a. Additions;
 - b. Renovations;
 - c. Finished areas;
 - d. Structural alterations;
 - e. Outbuildings; or
 - f. Other site factors or improvements;

2.2.6 Contractor shall measure and list all new construction brought to their attention by Municipality via building permits, inventories and any other source.

2.2.7 (a) Contractor shall utilize Municipality's AssessPro CAMA System to appraise properties.

2.3 Completion of Work

2.3.1 Contractor shall complete all work and deliver the same in final form to the municipal assessing officials on or before September 1, 2022 to allow for quality control prior to final submission.

2.3.2 Liquidated damages of \$1,100 per day shall be paid by Contractor for each day required beyond the above stated completion date for delays caused by Contractor.

- 2.3.3 Contractor shall provide Municipality a list of all products to be delivered and dates of delivery thereof. The products include:
- (1) Property record cards in hard copy, electronic or both formats;
 - (2) The USPAP Compliant Appraisal Report;
 - (3) The Data Collection Manual;
 - (4) The CAMA System Manual; and,
 - (5) Any other products as deemed necessary by the municipal assessing officials (as described in Section 3).

- 2.3.4 The cyclical revaluation shall be considered satisfied and in its final form only when:
- (1) The informal review of assessments has been completed as described in Section 3.6;
 - (2) Any required value adjustments are made;
 - (3) The final values are submitted to and accepted by the municipal assessing officials;
 - (4) All products required by the contract are delivered to Municipality and the DRA;
 - (5) The DRA has completed its final monitoring report with a successful result;
 - (6) Values established by Contractor have been defended through the municipal abatement process, as described under RSA 76:16, for the year of the full statistical revaluation; and,
 - (7) All other terms of the contract have been satisfied.

2.4 Personnel

- 2.4.1 For grading, classifying, appraising and data collection of all property covered by the contract, Contractor shall only employ personnel who are:
- (1) Certified by the DRA, as defined in the Asb 300 Rules and RSA 21-J:14-f for the level of work they will be performing; and,
 - (2) Approved by the municipal assessing officials.
- 2.4.2 Contractor shall not compensate, in any way, a municipal official, employee or any immediate family member of such official or employee in the performance of any work under the contract unless previously disclosed and a prior full-time employee of the Contractor.
- 2.4.3 Upon approval of the contract and before the cyclical revaluation begins, Contractor shall provide to the DRA and the municipal assessing officials, a list of the DRA-certified personnel assigned to work under the contract.
- 2.4.4 Contractor shall ensure that the DRA-certified assessor supervisor is proficient in the use and calibration of the CAMA system that will be used to assess the property specified in Section 2.2.
- 2.4.5 Contractor shall ensure that the individual(s) assigned to perform data entry are proficient in the use of Municipality's CAMA system.
- 2.4.6 Contractor shall ensure that the DRA-certified assessor supervisor will be present where data is entered and computations are performed 100% of the time for the duration of the contract.

2.5 Public Relations

- 2.5.1 Contractor and the municipal assessing officials, during the progress of the work, shall each use their best efforts to promote full cooperation and amiable relations with taxpayers. All publicity and news releases shall be approved by the municipal assessing officials before being released to the news media. Contractor, upon request of the municipal assessing officials, shall provide assistance in conjunction with the

municipal assessing officials to acquaint the public with the mechanics and purpose of the cyclical revaluation.

2.6 Confidentiality

2.6.1 Contractor, municipal assessing officials or municipal employees shall not disclose any preliminary values to anyone or permit anyone to use or access any data on file during the course of the revaluation project, except the municipal assessing officials and the Commissioner of the DRA, or their respective designees, until the values have been submitted to the municipal assessing officials and made public.

2.7 Compensation and Terms

2.7.1 Municipality, in consideration of the services hereunder to be performed by Contractor, agrees to pay Contractor the sum total of \$ _____ dollars pursuant to the terms of the agreement as defined in Section 3. Payment shall be dispersed as follows:

<u>Year of Work</u>	<u>% or # of Parcels</u>	<u>Type of Work</u>	<u>Annual Payment</u>
2019		Measure/List	\$ xx
2020		Measure/List	\$ xx
2021		Measure/List	\$ xx
2022		Full Statistical Revaluation	\$ xx

Note: The above Compensation and Terms will be confirmed at the time the contract is completed.

2.7.2 The amount or terms of compensation to be paid by Municipality for assessing services to support and defend assessments that are appealed to the BTLA or superior court, if not included in Section 3 of the agreement, quoted on a hourly or daily basis plus expenses is: \$ _____ hourly / \$ _____ daily.

Note: The above Compensation and Terms will be confirmed at the time the contract is completed

2.7.3 The manner and time schedule in which Municipality shall make payments to Contractor shall be included in the contract.

2.7.4 A statement of any amount of retainage that may be withheld from Contractor until all of the terms of the contract have been satisfied.

2.7.5 Except as provided in Sections 2.7.2 and 2.7.3, the stated consideration in 2.7.1 represents the total payment for all contracted services.

3. DETAIL OF SERVICES TO BE PERFORMED BY CONTRACTOR

3.1 Collection of Property Data

3.1.1 All vacant land parcels and any attributes that may affect the market value shall be listed accurately. Such attributes may include, but not be limited to: number of acres; road frontage; neighborhoods; water frontage; water access; views; topography; easements; deeded restrictions and other factors that might affect the market value.

3.1.2 Every principal building(s), and any appurtenant building(s), or other improvements, shall be accurately measured and listed to account for the specific elements and details of construction as described in the data collection manual. Such elements and details may include, but not be limited to: quality of construction; age of structure; depreciation factors; basement area; roofing; exterior cover; flooring; fireplaces; heating & cooling systems; plumbing; story height; number of bathrooms; number of bedrooms; and, other features, attributes, or factors that might affect market value.

- 3.1.3 Contractor shall make an attempt to inspect the property, and if the attempt is unsuccessful, Contractor shall:
- (a) Leave a notification card at the property requesting that the property owner call the Contractor's designee, within a stated time frame as agreed upon by the municipal assessing officials and Contractor, to arrange for an interior inspection; or,
 - (b) Send a letter to the property owner requesting that the property owner call the Contractor's designee, within a stated time frame as agreed upon by the municipal assessing officials and Contractor, to arrange for an interior inspection at the contractor's expense;
 - (c) Contractor will provide opportunity for evening and weekend inspections.
- 3.1.4 If the contractor is not able to arrange for an interior inspection, or entrance to a building or parcel of land cannot be obtained as detailed in Section 3.1.5 below, Contractor shall:
- (a) Estimate the value of the improvements using the best evidence available; and,
 - (b) Annotate the property record card accordingly.
- 3.1.5 Contractor shall complete interior inspection of all properties except:
- (a) Where multiple attempts for inspection have been made without success and the owner or occupant has not responded to Contractor or the municipal assessing officials' notifications;
 - (b) Where postings prevent access;
 - (c) Unsafe structures;
 - (d) When the owner has refused access to Contractor or its designee;
 - (e) When inhabitants appear impaired, dangerous or threatening; and,
 - (f) Any other reason for which the municipal assessing officials agree that the property is inaccessible.
- 3.1.6 Contractor shall provide to Municipality a complete copy of the: field data collection card(s); worksheet(s); and, other document(s) used in the valuation process.
- 3.1.7 Contractor shall provide bi-weekly progress reports indicating the percentage of completion of the cyclical revaluation to the municipal assessing officials and the DRA.

3.2 Property Record Cards

- 3.2.1 Contractor shall prepare an individual property record card, for each separate parcel of property in Municipality arranged to show:
- (1) The owner's name, street number, map and lot number or other designation of the property;
 - (2) The owner's mailing address;
 - (3) Information necessary to derive and understand:
 - (a) The land value;
 - (b) The number of acres of the parcel;
 - (c) The land classification;
 - (d) The adjustments made to land values;
 - (e) The value of the improvements on the land;
 - (f) The accurate description of all improvements whether affecting market value or not;
 - (g) The improvement pricing details; and,
 - (h) The allowances made for physical, functional and economic depreciation factors;
 - (4) The outline sketch of all principal improvements with dimensions with the street side or waterfront toward the bottom of the diagram;
 - (5) The base valuation year;
 - (6) The print date of property record card;

- (7) Photograph of the principal building;
- (8) History of the property transfer to include:
 - (a) Date of sale;
 - (b) Consideration amount;
 - (c) Qualification code; and,
 - (d) Property type noted as either vacant or improved;
- (9) A notation area to record any comments pertaining to the property; and,
- (10) A notation area to record the history of the property, which shall include, but not be limited to:
 - (a) Property inspection date;
 - (b) Individual's identification number or initials associated with the inspection;
 - (c) The extent of the inspection;
 - (d) Reason for the inspection; and,
 - (e) Any value adjustment(s),

3.3 Full Statistical Revaluation Market Analysis

- 3.3.1 A DRA-certified property assessor supervisor shall conduct the market analysis.
- 3.3.2 A DRA-certified property assessor assistant, under the guidance of a DRA-certified property assessor or a DRA-certified property assessor supervisor, may validate or invalidate sales for the market analysis.
- 3.3.3 The municipal assessing officials shall provide to Contractor a copy of all property transfers for a minimum of two (2) years immediately preceding the effective date of the revaluation.
- 3.3.4 The market analysis shall be conducted by Contractor using accepted mass appraisal methods in order to determine land, improvements and any other contributory values or factors including:
 - (1) A review of all property transfers provided by the municipal assessing officials to Contractor;
 - (2) A compilation of all unqualified property transfers into a sales list with appropriate notations for those sales not used in the analysis accompanied by:
 - (a) The parcel map and lot number;
 - (b) The disqualification code;
 - (c) The date of sale; and,
 - (d) The sale price.
 - (3) A compilation of all qualified property transfers into a sales list with appropriate notations for those sales used in the analysis accompanied by:
 - (a) The parcel map and lot number;
 - (b) The date of sale;
 - (c) The sale price;
 - (d) The newly established value;
 - (e) A photocopy or printout of the property record card for each property transferred; and,
 - (f) A photograph of the principal improvements attached thereto;
 - (4) Estimated land values with the documented results, as follows:
 - (a) Utilizing vacant land sales whenever possible; and,
 - (b) In the absence of an adequate number of vacant land sales, the land residual method or other recognized land valuation methodologies shall be used to assist in the determination of land unit values;
 - (5) The Indicated land values shall be documented as:
 - (a) Site;
 - (b) Front or square foot;
 - (c) Front acre;

- (d) Rear acre units; and/or,
- (e) Other appropriate units of comparison;
- (6) An analysis section to include:
 - (a) The sale price; and,
 - (b) Supporting adjustments made in sufficient detail to be understood by the municipal assessing officials and taxpayers;
- (7) The market analysis used to indicate unit values with the documentation of the method(s) employed and any special adjustment factors; and,
- (8) Tax Maps showing the locations of all qualified sales and the delineation of neighborhoods.

3.3.5 The preliminary market analysis shall:

- (1) Be provided to the municipal assessing officials and the DRA prior to the acceptance of the new values by the municipal assessing officials;
- (2) Be printed in its final form, and provided to the municipal assessing officials and the DRA at the completion of the revaluation as part of the USPAP compliant report; and,
- (3) Become property of Municipality and the DRA.

3.3.6 Contractor shall ensure that a final comprehensive review of the newly established values shall be performed by a DRA-certified property assessor supervisor utilizing a parcel-by-parcel field review of the entire Municipality to:

- (1) Ensure that all properties are valued at their highest and best use; and,
- (2) Identify and correct: any mechanical errors; inconsistencies; unusual features or value influencing factors.

3.3.7 Any supporting documentation supplied, provided or utilized by Contractor in the process of compiling the market analysis, such as but not limited to: sales verification sheets; rental/expense statements and questionnaires; Contractor cost estimates; sales listing sheets; final review notes; etc., shall be relinquished to and become property of Municipality.

3.4 Full Statistical Revaluation Approaches to Value

3.4.1 The valuation of property for the revaluation shall be completed by utilizing recognized approaches to value, which may include, but not be limited to:

3.4.2 Cost Approach:

- (1) The cost approach, when utilized, shall be implemented by calibrating and applying land valuation tables, building valuation tables and unit costs as follows:
 - (a) Investigate, with documented analysis, land values for residential, commercial, industrial and any other special use properties in the area;
 - (b) Document the land valuation tables and unit costs by including statistical testing to compare the calculated preliminary land value to the sale properties to ensure accuracy before the land valuation tables and unit costs are implemented;
 - (c) Document the development of the units of comparison that shall be used for the base land prices, which may include, but not limited to: site; front foot; square foot; front acre; rear acre; and, other appropriate units of comparison;
 - (d) Document site specific characteristic land adjustments, which may include, but not be limited to: topography; view; size; location; and, access; and,
 - (e) Document the calibration of land tables and models.

- (2) In developing building cost tables, Contractor shall provide the following:
 - (a) Investigate, with documented analysis, the building costs of residential, commercial, industrial and any other special use properties in the area;
 - (b) Document the testing of Contractor's building valuation tables and unit costs by comparing the calculated preliminary building value to the sale properties, for which the building costs are known, to ensure accuracy before the building valuation tables and unit costs are implemented;
 - (c) The building cost tables shall consist of unit prices based upon relevant factors, which may include, but not be limited to: specifications for various types of improvements; the quality of construction; the building customs and practices in Municipality; various story heights and square foot areas adequate for the valuation of all types of buildings and other improvements to the land; tables for additions and deductions for variations cost improvement from the base specifications; and, tables for depreciation based upon age and condition of improvements.
 - (d) Document the calibration of all building cost tables and models.

3.4.3 Income Approach:

- (1) The income approach, when utilized, shall be implemented by calibrating and applying valuation models as follows:
 - (a) Investigate and qualify, with documented analysis, market data, which may include but not be limited to: rental income; expenses; vacancy; and, capitalization rates for: residential, commercial, industrial and any other special use property;
 - (b) Describe property specific characteristics;
 - (c) Document statistical testing for the income valuation models to known sales of similar properties;
 - (d) Create valuation models consisting of market data based upon:
 - (i) Defined descriptions and specifications based upon property type; and,
 - (ii) Quality and size of the improvements; and,
 - (e) Document the calibration of all income approach valuation tables and models.

3.4.4 Market-Sales Comparison Approach:

- (1) The market-sales comparison approach, when utilized, shall be implemented by calibrating and applying valuation models as follows:
 - (a) Contractor shall qualify, analyze, and use sales as direct units of comparison in the valuation of residential, commercial, industrial and any other special us properties;
 - (b) Investigate with documented analysis comparable sales;
 - (c) Document the adjustments for specifics, which may include, but not be limited to: location; time; size; features; and, condition;
 - (d) Document how the adjustments were derived;
 - (e) Document final value reconciliation; and,
 - (f) Document calibration of all sales comparison tables and models.

3.4.5 In the utilization of the appraisal approaches to valuation, Contractor shall make and document adjustments made to properties for depreciation factors, which may include, but not be limited to: physical; functional; and, economic conditions.

3.5 Full Statistical Revaluation Value Notification and Informal Reviews

3.5.1 Contractor shall provide to the municipal assessing officials:

- (1) A list of the newly established values for review;
- (2) A preliminary value analysis with a copy delivered to the DRA for review; and,
- (3) The informal review schedule in advance.

- 3.5.2 Contractor shall mail, first class, to all property owners, the notification of the newly established value of their property by sending to the property owner either of the following:
- (1) A list of all property owners containing the newly established valuations of all properties within Municipality; or,
 - (2) A letter to the owner stating the newly established value of their property and whether Contractor has either:
 - (a) Published a list of all property owners containing the newly established valuations for all properties within Municipality in an identified newspaper of general circulation for the entire Municipality; or,
 - (b) Posted in two (2) identified public places within Municipality a list of all property owners and the newly established values of the entire Municipality.
- 3.5.3 The notification of newly established values shall contain the details of the informal review process, instructions on scheduling an informal review; and the time frame in which informal reviews shall be scheduled.
- 3.5.4 The notification of newly established values shall contain instructions in regard to the appeal process for abatements pursuant to RSA 76:16, RSA 76:16-a and RSA 76:17.
- 3.5.5 After mailing or posting of the notification of newly established values, Contractor shall ensure that an informal review of the newly established property values is provided to all property owners who may, within the time prescribed by the contract, request such a review.
- 3.5.6 Notwithstanding Section 2.6 of this contract (Confidentiality), Contractor shall make available to all property owners the property record card related to their newly established property value(s).
- 3.5.7 Contractor shall notify, by first class mail, all property owners addressed during the informal reviews and indicate whether or not a change in value resulted and the amount thereof.
- 3.5.8 All documentation utilized or obtained during the informal review process and a list of final values shall be delivered to the municipal assessing officials.

3.6 Appraisal Manuals and Full Statistical Revaluation Appraisal Reporting

- 3.6.1 Contractor shall provide a data collection manual, to be included within the USPAP report, or as a separate document, which shall include but not be limited to:
- (1) A description of building characteristics; extra features; outbuildings; site improvements; site characteristics; road frontage; water frontage; water access; topography; and view;
 - (2) A glossary and description of all codes used within the data collection and on property record cards;
 - (3) A description of all grading factors utilized, which may include, but may not be limited to: condition factors; quality; depreciation; amenity values; and other factors or conditions; and,
 - (4) A glossary and description of the coding used for visitation history.
- 3.6.2 Contractor shall ensure that the municipal assessing officials have:
- (1) A technical CAMA manual detailing the CAMA system utilized; and,
 - (2) Been provided training in the proper use of the CAMA system.
- 3.6.3 Contractor shall provide a USPAP compliant appraisal report pursuant to RSA 21-J:14-

b,1,(c): The report shall comply with the most recent edition of the USPAP Standard 6. The report shall contain, at a minimum, the following:

- (1) A letter of transmittal to include a signed and dated certification statement;
- (2) Sections detailing:
 - (a) The scope of work;
 - (b) The development of values;
 - (c) Time trending analysis;
 - (d) Land and neighborhood data;
 - (e) Improved property data;
 - (f) Statistical testing, analysis, and quality control; and,
 - (g) The development of approaches to value used in the revaluation of properties.
- (3) Appendices which may include, but not be limited to:
 - (a) Work plan;
 - (b) Neighborhood maps;
 - (c) Names and levels of DRA-certified individuals authoring or assisting with the development of the USPAP compliant report;
 - (d) CAMA system codes;
 - (e) Identification and description of zoning districts;
 - (f) Qualified and unqualified sale codes; and,
 - (g) Other useful definitions or information.
- (4) Instructions, or as a separate document, adequate instructions for the municipal assessing officials to:
 - (a) Understand the valuation methodologies employed;
 - (b) Understand the market and neighborhood adjustments; and,
 - (c) Understand the conclusions of the appraisal report.

3.6.4 Contractor shall provide a USPAP compliant report to the municipal assessing officials, to be retained by the municipal assessing officials until the next revaluation and a copy to the DRA.

3.7 Full Statistical Revaluation Defense of Values

3.8.1 Contractor shall, after the final property tax bills have been mailed by Municipality, support and defend the values that were established by Contractor for the year of the revaluation as follows:

- (1) At no additional cost to Municipality, property tax abatement requests that are timely filed with Municipality pursuant to RSA 76:16 shall have:
 - (a) A review, by either a DRA-certified property assessor or a DRA-certified property assessor supervisor; and,
 - (b) The Contractor's written recommendation provided to the municipal assessing officials which an abatement request had been received.

3.7.2 Contractor shall provide a qualified representative for the defense of property tax abatement appeals that are timely filed with the Board of Tax and Land Appeals (BTLA) or Superior Court pursuant to RSA 76:16-a and RSA 76:17, whose compensation has been agreed upon by the parties to the contract as stipulated in Section 2.7; and,

3.7.3 Appeals to the BTLA or Superior Court:

- (1) Contractor will support and defend values established by Contractor that may have been lowered by municipal assessing officials but shall not be required to support or defend values that have been increased by the municipal assessing officials.

3.7.4 All documentation utilized or obtained during the defense of assessed value process shall be relinquished to Municipality.

ADDITIONAL SCOPE OF WORK

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1. Participate in a start-up meeting with the City and DRA.
2. Complete callbacks to maximize the entry rate.
3. Update images for each property.
4. Complete data entry at every stage of the project.
5. Analyze all Residential qualified sales for a period of one year prior to the assessment date of April 1, 2022.
6. Analyze all Commercial/Industrial/Apartment qualified sales for a period of one year prior to the assessment date of April 1, 2022.
7. Complete an analysis of all returned Income and Expense Statements and input data to create market rents, expenses and vacancies.
8. Update all land, building and depreciation tables as required by sales analysis, Income and Expense Surveys and the Marshall & Swift cost manuals.
9. Generate cap rates using the latest publication of investor surveys and those extracted directly from the market.
10. Reconcile cost and income values to within 10% of each other.
11. Field review all properties in the field.
12. Update the use of the effective year built consistently throughout the City.
13. Submit all final values to the City for review.
14. Post all values on Company website, on the City of Nashua website and on one additional public place to be determined by the City.
15. Mail notices and conduct informal hearings for City taxpayers to discuss their assessment.
16. Work closely with the City at all stages of the update to ensure a successful project.
17. The Company that executes a Contract with the Municipality will furnish all labor, materials, supplies and equipment, and should perform all work for the project in strict accordance with the contract specifications and should be in compliance with the State of New Hampshire Department of Revenue Administration Administrative Rules governing revaluations and any relevant applicable rules and standards as adopted by the Assessing Standards Board.
18. All Company field personnel should carry suitable ID cards, which should include an up-to-date photograph, supplied by the Company and signed by the Governing body.
19. Each proposal shall address the proposed methodology, personnel, and philosophy, including the use of effective year built as opposed to grade, condition and other factors in applying depreciation.
20. Progress meetings shall be held bi-weekly throughout the duration of this contract.

PROPOSAL

The Proposal response should be fully self-contained, **concise**, and display clearly and accurately the capabilities, knowledge, experience, and capacity of the Proposer to meet the requirements of the project and the RFP. Proposers are encouraged to utilize methods they consider appropriate in communicating the required information. At a minimum, this will include submission of the information requested below:

- A. Firm description and project team
 - a. Firm name, business, address, website address and contact information
 - b. Year established, number of employees, office locations, etc
 - c. Consultant specialties: list your firms area(s) of expertise
 - d. Identify a project manager and provide their direct contact information
 - e. List lead professional staff by area of expertise and provide resumes for key project personnel
 - f. Identify subcontractors or partners.
- B. Relevant experience
 - a. Give examples of at least 3 current or recently completed similar projects.
- C. Approach to completing Scope of Services
 - a. Describe, in detail, how your firm would approach this project, and why you are particularly well suited to complete the scope of work.
- D. Proposed fee
Please provide a detailed proposed fee for the project and a description of services provided for this cost.
- E. References
 - a. Please provide 3 references (name of contact person, phone number, and email) for persons for whom you recently completed similar services.

EVALUATION PROCESS

- A. Proposals shall be evaluated by specific criteria set forth in this RFP. All Proposals considered responsive shall be evaluated for completeness of data provided, support for all claims made, and the overall approach taken. The objective is to select a Proposer, through the outlined evaluation process, whose Proposal is judged to be in the best interest of the City of Nashua.
- B. Selection Criteria:
The Proposer selected for a contract will be the Proposer who's Proposal, as presented in response to this RFP, is the most advantageous to the City of Nashua. The City of Nashua is not bound to accept the lowest priced Proposal if that Proposal is not in the best interest of the City of Nashua as determined by the City of Nashua. The City of Nashua reserves the right to accept or reject any and/or all offers, to waive any and/or all formalities, to clarify any discrepancies in the Proposal and to award a contract in the best interest of the City of Nashua.

The following criteria will be used to evaluate, rate, and rank the proposals received. The City may choose to interview the top firms following ranking or immediately select a firm from the proposals submitted.

1. Qualifications and experience of project team
2. Past performance and service on similar projects
3. Proposed approach to scope of work
4. Overall quality of proposal
5. Cost