

TOWN OF MANSFIELD, CONNECTICUT

REQUEST FOR QUALIFICATIONS (RFQ)

Software Programs Related to Collection of Revenue and Assessment Information

SUBMISSION DEADLINE: JUNE 30, 2011

SUBMISSION CONTACT AND ADDRESS:

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Proposals will be accepted in electronic or print format

Purpose

The Town's Tax Collector municipal government operations currently provide Real Estate, Personal Property, Motor Vehicle and Supplemental Motor Vehicle billing and collections information to serve both resident and non-residents. The Town is now searching for an END-TO-END solution to support all the Tax Collector's operations, including the introduction of web-based information and subscription/paid services. It is expected that the implementation of a new system(s) for the Tax Collector's operations will solve many of the current workflow and systems problems and ultimately result in better quality services for all customers (External and Internal).

The Town's Assessor municipal government operations currently provide Real Estate, Personal Property, Motor Vehicle and Supplemental Motor Vehicle billing and assessments information to serve both resident and non-residents. The town is now searching for an END-TO-END solution to support all the assessor's operations. It is expected that the implementation will include an integrative workflow between the Collector's system as described above and the Assessor's system.

Project Description

The Town wishes to install a new Tax Collector System(s) to improve current workflow; and fully integrate the delivery of the Tax Collector services. This system must include a Point-of-Sale/Cash Receipts System that will be interoperable with the Town's Admins Financial System on the back-end via the exchange of Journal Entries. The Town's Assessor's office wishes to install a new Assessor's administration system to improve workflow and fully integrate the delivery of assessment services. The software will need to integrate with the two offices seamlessly. Eventually, the Town would like to provide all these services on-line as fee-based (when appropriate), web-based services. An END-TO-END solution would be preferred, but individual systems which provide interoperability would be acceptable.

The desired system(s) will help the Tax Collector's and the Assessor's Office to achieve these primary goals:

- Provide better service to the public by improving the quality and quantity of information available and by providing easier access to the information.
- Interface for automated transfer of data to and from the assessor's system.
- Conversion of existing records from the existing Right Angles and Admins systems.
- Provide a high level of accountability for all financial transactions; generate fee collection reports.
- Increase staff productivity and efficiency via the reduction of paper handling.
- Have the ability to accept information via the computer.
- Provide the customer with a "self-serve" Internet/Intranet/Extranet Option.
- Provide easy extract of information to standard open source applications.
- Ensure information integrity.
- Conform to the State of Connecticut's state statutes and the ability to conform to new legislation as it is approved.

Background

The Town of Mansfield, Connecticut occupies 45.5 square miles, has a population of 13,000 year-round and is located in the northeastern corner of the state, approximately 25 miles east of Hartford. The town operates under the council-manager form of government, with a nine-member elected town council functioning as the legislative and policymaking body, and an appointed town manager serving as the chief executive officer of the municipal corporation.

The hours of operation for the Mansfield offices are 8:15 AM through 4:30 PM Monday through Wednesday, 8:15 AM – 6:30 PM Thursday and 8:00 AM – 12:00 Noon Friday. The average number of personnel in the Collector's office is 2 ½ and the average number of personnel in the Assessor's office is 3.

The Town provides a full range of services including public education, public safety, highways and streets, landfill management, culture and recreational programs, community development and general administrative services.

As departments of the Municipal Government, the offices of the Tax Collector and Assessors perform the service of listing, billing and collection of the Town's taxable property revenue. This includes the listing, processing of Real Estate, Personal Property, Motor Vehicle and Supplemental Motor Vehicle billing and the collection of same along with the collection of parking ticket fines, sewer usage fees, refuse fees and miscellaneous charges throughout the year and maintaining various public municipal records.

The 2009 Grand List number of accounts was as follows:

Real Estate – 5,129

Personal Property – 732

Motor Vehicle – 11,427

Motor Vehicle Supplement – 1,761

The 2010 Grand List number of accounts is as follows:

Real Estate – 5,125

Personal Property – 742

Motor Vehicle – 11,298

In this capacity the Tax Assessor is responsible for the discovery, listing and valuing of the town's taxable property. In this capacity the Tax Collector is responsible for the creation, collection, maintenance, storage and access of public tax records for the Town. The Town Assessor's Office currently consists of three (3) full time employees. The Town Tax Collector's Office currently consists of two (2) full time employees and one (1) part-time employee.

Tax Assessor Present Hardware:

The Tax Assessor's office presently has four computers. Three of these computers are Microsoft Windows computers that are members of the municipal Windows domain-based local area network with full Internet access. The aforementioned three computers are used by the three staff members in the Assessor's Office. The fourth computer is a public-access machine that is also Windows-based, but has a more restricted offering appropriate to members of the general public. The office makes use of a shared network high volume printer copier as well as a second more limited function older printer

Tax Collector Present Hardware:

The Tax Collector's office presently has five computers. Four of these computers are Microsoft Windows computers that are members of the municipal Windows domain-based local area network with full Internet access. The fifth computer is a VMS terminal with more limited functionality. The computers are used by the two full-time and one part-time staff in the Tax Office. The office makes use of a shared network high volume printer copier as well as a second more limited function local printer.

Summary

The applicant should submit by email or hard copy a letter of interest containing general information on the company, resumes for key personnel and the companies experience with similar projects/systems to Mr. Jaime L Russell, Director of Information Technology, not later than Thursday June 30, 2011. (Please submit five copies if utilizing traditional mail.)

The town intends to "short-list" applicants responding to this RFQ and to interview one or more consultants to accurately assess their qualifications. The town will negotiate a scope of services and a fee proposal with the selected applicant. The town will evaluate and select the applicant based on qualifications, experience and performance with similar projects, references, ability to provide timely services, awareness of project issues, opportunities and constraints, and estimated fees and expenses. The selected firm must be able to meet all town, state and federal affirmative action and equal opportunity practices and guidelines.

The town does not expressly state or imply any obligation to reimburse responding applicants for any expenses incurred in preparing submissions in response to this request. The town reserves the right to reject any or all submissions, to select an applicant in a manner that is advantageous to the town and to waive all formalities in the bidding.

The Town of Mansfield is proud to be an equal employment opportunity employer. Please address any questions related to the RFQ to Jaime L. Russell, Director of Information Technology, at (860) 429-3383 or via e-mail at RussellJL@mansfieldct.org.