Memo

March 2, 2015

To: John Klimm, Town Administrator

From: Jim Lathrop, Dir of Personnel & Finance

Re: RFP Town Hall

Attached is a copy of draft RFP for review of operations of Departments located at the Town Hall. Once this is reviewed I expect the council may make changes for departments that are to be included as part of this RFP.

Due to the diverse nature of the departments proposals may include some departments and not others.

Issue of timeliness as well as cost may be factors in the extent of services finally selected.
TOWN OF PORTSMOUTH, RHODE ISLAND

REQUEST FOR PROPOSAL

Operational & Staffing Town Hall
Finance/Personnel/Town Clerk/Tax & Assessment/Canvassing/Planning/Building Inspection

Solicitation Date: ?? 2015

Response Date: ?? 2015 (3:00pm EST)

Finance Department
Town of Portsmouth, Rhode Island
2200 East Main Road
Portsmouth, RI 02871
General Information

The Town of Portsmouth is a coastal town on the northern end of Aquidneck Island in the State of Rhode Island, and was founded in 1638. Portsmouth is bordered by the towns of Middletown, Tiverton and Bristol. It is approximately 8 miles north of Newport which is also on Aquidneck Island and approximately 20 miles southeast of Providence, Rhode Island. The population as of the 2010 census was 17,389. The annual budget for the Town of Portsmouth is $58 million of which $35 million is school related.

Portsmouth continuously looks to improve operations and has performed operational reviews on other Town Departments. Portsmouth is looking of review of operations in the Town Hall that have significant interaction with the public. This review is to access staffing, training, use of technology, customer satisfaction and adherence to State and Local laws and ordinances. The purpose is this review is to improve services, reducing cost, and planning for the future.

*Bidder must be familiar with operations and responsibilities of Municipalities or other Government Organizations.*

The review will consist at a minimum to:

1. Identify methods that may be used to discover errors, inefficiencies, and other anomalies.
2. Access and evaluate the administration and management structures and responsibilities to increase effectiveness and efficiency.
3. Recommend cost effective ways to deliver high quality of services.
4. Recommendation for increased use of technology.
5. Recommend organizational structure that will efficiently deploy resources to successfully carry out the Departments' missions and provide staffing comparison to other similar communities.
6. Recommend organizational changes that improve accountability.
7. Develop both short and long term strategies to achieve savings and efficiencies.

The firm selected will be expected to perform the following:

1. Meet with Town Administration and other departments with significant interaction with departments under review (IT, Town Administrator, Town Solicitor, etc.)
2. Conduct data gathering through interviews/surveys as appropriate
3. Include the public served by department as part of data gathering.
4. Attending meetings in person to present report to Town Administrator and Town Council
5. Develop a schedule and time line for review, analysis and final report.
Review will include the following departments:

Town Clerk’s Office: The Town Clerk is an elected position. Portsmouth is one of nine (9) Rhode Island municipalities that have retained this as such. Other staff includes a deputy town clerk, that is appointed by the Town Clerk and two (2) clerks, both of which are union positions.

Tax Assessment/Collection Office: The Tax Collector and Assessor position is merged and held by one individual. In addition there are four (4) clerks, all union positions.

Canvassing Office: The canvassing office consists of the Canvasser, who is governed by a three (3) member Town Council appointed board and one (1) part time clerk. There are additional temporary hires to work elections.

Finance/Human Resources/Purchasing: Finance, Human Resources and Purchasing are consolidated into one office. The office consists of five (5) individuals that includes the Director. Three (3) positions are unionized the Director and Deputy/Accountant are not. Payroll is processed though outside vendor (ADP)

Planning Office: This office consists of the Town Planner and one (1) part time employee, both are union employees.

Building Inspections and Zoning Enforcement: This office consist of two (2) full time employees and one (1) part time employee. All staff in this department are unionized.

Proposal Content & Format

The proposal should include the following:

☐ Proposer information
  ☐ History of the company and its partner(s)/management.
  ☐ Resume(s)/statement of qualification of the individual(s) to be working on the project.
  ☐ References to evaluate proposer’s quality of experience and past performance of similar projects. Please list name, address, and phone number of each reference.

☐ Proposed fee to charge the Town of Portsmouth.

The proposal package must be sealed and clearly marked on the outside of the envelope with “Review of Town Hall Operations”.

Submit an original plus four (4) copies of the proposal in 8.5” x 11” envelopes or binder. All material should be presented in an 8.5” x 11” portrait format with 1 inch margin and 12 pt. font at a minimum. Larger paper stock is acceptable if folded to fit with the 8.5” x 11” envelope or binder.
Proposal Evaluation

Town Staff will review the qualified bids and qualifications as submitted in the RFP process, determine the highest qualified applicants, conduct interviews as necessary, and make a final recommendation to the Portsmouth Town Council regarding the award.

RFP Questions
Any questions regarding this RFP must be submitted in writing and received no later than 3:30 PM on ?? 2015. To ensure fair competition, all proposers will receive the same information and materials. Questions should be delivered to James Lathrop, Director of Finance at jlathrop@portsmouthri.com.

The RFP Process
Solicitation of Proposal ?? 2015
Questions must be submitted in writing by ?? 2015
Answers (Date of responses to written questions) ?? 2015
Proposal Submission Deadline ?? 2015

Other Information:

The Town of Portsmouth reserves the right to reject any or all bids and to waive any informality in the bidding process.

No bidder may withdraw their bid within sixty (60) days after the actual date of the opening thereof.

Documents incorrectly addressed or misdirected to locations other than the Finance Office at the Town Hall will not be considered. Postmarks or other carrier stamps will not be considered proof of timely submission. Actual receipt in the Director of Finance office by the due date is required. The Director of Finance/Purchasing Agent will be the final judge of a timely receipt. Proposals received after the due date and time will not be considered.

The Town of Portsmouth does not discriminate on the basis of age, religion, national origin, color, disability or any other legally protected status in accordance with applicable laws and regulations.

Contact: James Lathrop, Finance Director jlathrop@portsmouthri.com
Office: 401-683-9118