



# TOWN OF CONWAY

23 MAIN STREET+ P.O. Box 2680 + CONWAY, NEW HAMPSHIRE 03818

(603) 447-3811  
WWW.CONWAYNH.ORG

## **REQUEST FOR PROPOSALS (RFP) MUNICIPAL ASSESSING SERVICES TOWN OF CONWAY, NEW HAMPSHIRE**

### **A. INTRODUCTION**

The Town of Conway, NH is soliciting proposals from professional assessing contractors to serve as the Assessing Agent by performing municipal assessing services on behalf of the Board of Selectmen for a two-year period commencing April 1, 2025 and ending March 31, 2027.

Conway understands the capacity of contract assessors is limited throughout the State. While preference may be given to firms able to accommodate all of the Towns assessing needs, it is encouraged for those able to complete a certain function or set of services to also apply, such as addressing commercial assessing needs.

### **B. GENERAL INFORMATION**

The Town of Conway has a population of 9,822 with 8,685 taxable non-utility parcels, 526 current use parcels with 25,954 acres of non-taxable land in current use or conservation, and 648 commercial properties. (For additional valuation information, see attached 2024 MS-1 Form.)

The Town utilizes UNIVERS assessing software and Avitar tax collection software. The most recent town-wide revaluation was completed in 2023 by the Town's previous Assessing Agent – Corcoran Associates as a statistical update Prior to that, the last complete revaluation took place in 2019. During 2024, the Town has compiled cyclical data updates on approximately 1600 parcels as part of an annual review of 20% of the total number of assessed units.

The Town's Assessing Office staff consists of one full-time Assistant Assessor and one part-time assessing clerk who processes most applications for exemptions and tax credits while handling customer service inquiries. They will also do most of the data entry into the Town's computer systems as directed by the Assessing Agent, as well as scheduling appointments and assisting as needed. The town also employs one part-time measure and lister who will conduct the residential cycle program with help from the assessing agent.

One of the goals of this solicitation is to develop a long-term relationship with the successful assessing contractor whereby multiple future contract extensions including a

reevaluation contract will be done in two-year increments by mutual agreement without the need for further solicitation; (assuming each party is satisfied with the business arrangements).

It shall be understood by both parties that contracted assessing services will be done according to NHDRA Rev. 600 rules, unless deviation is otherwise approved in writing by the Town. It is understood that property assessment is by its nature an intrusive activity. The Contractor shall always treat citizens with courtesy and respect. Duties shall be performed in a manner that reflects the sensitive nature of the intrusion the process presents to the typical taxpayer. Contractors are representatives of the Town of Conway; as such they shall provide proper identification on their person and vehicles, in addition to performing all duties in a professional manner.

All correspondence prepared by the Contractor for distribution to taxpayers shall be reviewed by the Town prior to mailing.

### **C. PROPOSAL FILING AND REVIEW PROCESS**

Sealed proposals shall be mailed or delivered to the Town Administrator's Office at the address listed above on or before April 7, 2025, at 4:00pm. Proposals shall be opened publicly in the Conway Town Hall Conference Room at that time. Understanding that spring can be a busy time in assessing, the Town asks that an intent to submit an RFP response be sent as soon as known.

Proposals must be submitted in a sealed envelope and clearly labeled "SEALED Proposal for Assessing Services." Proposals will become part of the Town's public files without any further obligation on the Town's part.

Awards shall be made based on the proposal that in the opinion of the Board of Selectmen is in the best interest of the Town. The Town reserves the right to reject any and all proposals. The Town reserves the right to request additional information for clarification from Proposers during the evaluation process, and/or to allow corrections of errors or omissions.

The Town encourages all qualified applicants to apply regardless if the RFP can be addressed in full or if only a portion of the specified work could be accomplished. To be able to accommodate the assessing needs of Conway, applicants are encouraged to offer creative solutions and multiple contracts may be awarded to fill the need.

## **D. REVIEW CRITERIA**

Review of all proposals will include, but not be limited to an assessment of the following criteria:

- I. Experience in the field of municipal assessing;
- II. Qualifications of staff;
- III. The ability of the firm to perform assessing services in a timely and professional manner;
- IV. The degree to which staff are available to answer questions from citizens and Town officials;
- V. Communication and public relations skills;
- VI. References;
- VII. Cost.

## **E. PROPOSAL REQUIREMENTS**

The Proposal should address all the points outlined in this RFP. It should provide a simple, concise, and straightforward description of the firm's capabilities to satisfy the Town's requirements. At a minimum, the Proposal should:

1. Identify the size of the Proposer's firm and its experience with NH municipal government agencies in matters pertaining to assessing services.
2. Include the location of the office from which services will be provided.
3. Name a minimum of three (3) references of comparable NH municipalities previously served.
4. Address the firm's (and/or staff's) capabilities and experience in performing the services listed in Section F below.
5. Identify and list the experience and qualifications of staff to be assigned to Conway.
6. Identify the experience and qualifications of staff qualified to assess commercial properties.
7. Include price proposals for years one and two with costs itemized for each of the categories listed below in Section F – Scope of Services. (Specify if costs are to be billed on a lump sum or time and materials basis, with estimates for total costs over the course of each contract year.)
8. Be signed by an official authorized to bind the firm.
9. Specifically note any exceptions to the RFP of the service to be provided by the firm, and/or any service to be provided by the firm not mentioned in the RFP.

10. Provide documentation of insurance coverage (in sample format as part of a proposal and a certificate format upon selection by the Town) in the following amounts:

- a. General Liability with a minimum limit of \$2,000,000
- b. Automobile Bodily Injury with minimum limit of \$1,000,000
- c. Property Damage with minimum limit of \$500,000
- d. Worker's Compensation as required by NH law

**Please Note:** The limits of insurance may either be met as stated above, or in combination with an umbrella or excess liability policy. Also, the Town of Conway is to appear as an additional insured on the contractor's general liability and automobile liability Certificates of Insurance. All insurance may not be canceled or modified without thirty (30) days written notice by registered U.S. Mail to the Conway Town Manager.

## **F. SCOPE OF SERVICES**

### **1. The primary functions of the Contractor will include:**

- a. Provide oversight, as needed in the processing of exemptions and credits, current use, land use change tax, timber and gravel yield taxes, and other related statutory assessing obligations. Town Staff manages the majority of processing these requests.
- b. Generate current fair market values (to be equalized as may be necessary) for subdivisions, lot mergers, and lot un-mergers, with the assistance of Town Staff.
- c. Investigate and verify the circumstances surrounding all sales during the contract period. Field inspections to be primarily completed by Town Staff.
- d. Make written recommendations to the Board of Selectmen on the disposition of abatement applications. Field inspections to be primarily completed by Town Staff.
- e. Update assessment records in a manner consistent with RSA 75:8 through 75:8-b and consistent with the Assessing Standards Board of Assessing Equalization Standards Board requirements for equitable assessments.
- f. In coordination with Town Staff, prepare assessing-related data for documents including, but not limited to: Semi-Annual Tax Warrant; MS-1 Summary Inventory Valuation; PA-45 Residential Monitoring Report; Parcel Count Request; in accordance with NH-DRA timeframes, otherwise file for extensions as may be needed upon approval of the Town.

- g. During a typical cycle, ensure 20% of commercial properties and utility assets are measured and listed annually. The Town currently seeks to perform a revaluation in the 2027 to 2028 timeframe. Please address capabilities of completing a revaluation to include all commercial properties and approximately 80% of residential properties
- h. Investigate and verify the circumstances of all sales, correct any inaccurate data elements, and reassess the updated parcels accordingly.
- i. Assist the Town as needed in response to appeals to the New Hampshire Board of Tax and Land Appeals and/or Superior Court. Represent the Town in abatement appeal hearings and court proceedings, including discovery periods as needed.
- j. Meet with State Monitors to ensure the Municipality is in compliance with certification requirements of DRA.
- k. Perform annual assessment to sales ratio studies for the purpose of informing the Selectmen of the need for a full revaluation, partial revaluation, or statistical update to be compliant with RSA 75:8 Revised Inventory.
- l. Provide annual updates as needed on the recommended values for public utility and special use property as of April 1 of each year of the contract for ad valorem tax purposes.

**2. Management functions of the Contractor:**

- a. Assessing software management. The Town is working to update applicable software prior to revaluation in 2028. The Contractor must assist in management the software update.
- b. The Town of Conway has two current staff members working toward their Assessor certifications. The firm is expected to train and assist with the progression of certifying Town Staff to include signing-off, when appropriate, for completion of certification goals.
- c. Maintain regular (and consistent) office hours to meet with citizens and address applicable Town staff needs, to include training; for a minimum of four to six days per month, according to a schedule developed by the Town and the Contractor at the beginning of the contract period. It is expected that all taxpayer inquiries will be addressed professionally, promptly, and with great courtesy.
- d. Hold periodic meetings with Town staff to review the status of assessing issues and meet with the Board of Selectmen upon request.

- e. Perform annual ratio studies of all stratum and interpret to the Administration and Board of Selectmen.
  - f. Oversee all individuals utilized for data collection and review related work for quality and accuracy. Assistance from the Contractor for data entry may be negotiated as necessary.
  - g. The DRA has issued an Interim Order of Notice (Docket No. 30979-24RA) for the Town to develop a reassessment plan and file a ration study by May of 2025. The Contractor should specify their willingness and capacity to address this and future DRA determinations.
3. With Contractor oversight, **the primary responsibilities of Town Staff include:**
- a. Perform field inspections to collect data for all new residential construction and properties based upon building permits.
  - b. Perform field inspections, measuring, and other studies as may be necessary to review all abatement applications.
  - c. Check inspection data against existing records. Reconcile any differences between the inspection data and the existing database. Correct any incorrect data elements in the existing database, reassess corrected parcels and update digital images as needed.
  - d. Identify specific the Town's annual assessment review targets to equate to no less than twenty percent (20%) of the land parcels within the municipality for field verification of property conditions and the calculation of equalized valuation updates. The Town will play the primary role in measuring and listing of residential properties, assistance from the Contractor may be negotiated as necessary.
  - e. Perform measuring and listing on all properties that have transferred during the period and investigate and verify the circumstances surrounding all sales. Correct any incorrect data elements and reassess corrected parcels.
  - f. Gather and forward to the Town's tax map contractor (AXIS GIS Technologies) all information needed to update town tax maps on an annual basis, according to the schedule established by the Town.
  - g. Update digital images as needed and manage tax bill mailings.

## **G. ADDITIONAL INFORMATION**

1. The Town had intended to do a statistical revaluation in 2026 on commercial properties due to real estate market conditions resulting in assessed value inequities and a preliminary sales study that indicates the average value has increased by more than 10% since 2023, with a range of 12% for vacant land, 11% for Residential properties. Interested assessing firms should make note in their proposal of their recommendations for dealing with this issue and the estimated fees involved in either years 1 or 2.
2. Questions or clarifications about this RFP should be addressed in writing to Corie Hilton, Assistant Assessor, at [chilton@conwaynh.org](mailto:chilton@conwaynh.org).



## Conway Summary Inventory of Valuation

**Reports Required:** RSA 21-J:34 as amended, provides for certification of valuations, appropriations, estimated revenues and such other information as the Department of Revenue Administration may require upon reports prescribed for that purpose.

**Note:** The values and figures provided represent the detailed values that are used in the city/towns tax assessments and sworn to uphold under Oath per RSA 75:7.

**For assistance please contact:**  
NH DRA Municipal and Property Division  
(603) 230-5090  
<http://www.revenue.nh.gov/mun-prop/>

Assessor
MARYBETH WALKER (CORCORAN CONSULTING ASSOCIATES)

Municipal Officials		
Name	Position	Signature
MARY CAREY SEAVEY	CHAIR	<i>Mary Carey Seavey</i>
CARL J THIBODEAU	V. CHAIR	<i>Carl J Thibodeau</i>
JOHN D COLBATH		<i>John D Colbath</i>
STEVEN PORTER		<i>Steven Porter</i>
RYAN SHEPARD		

Preparer		
Name	Phone	Email
MARYBETH WALKER	603-396-3268	marybeth_walker2000@yahoo.com

Preparer's Signature





**New Hampshire**  
 Department of  
 Revenue Administration

**2024**  
**MS-1**

<b>Land Value Only</b>		<b>Acres</b>	<b>Valuation</b>	
1A	Current Use RSA 79-A	25,853.23	\$2,223,030	
1B	Conservation Restriction Assessment RSA 79-B	100.60	\$5,760	
1C	Discretionary Easements RSA 79-C	0.00	\$0	
1D	Discretionary Preservation Easements RSA 79-D	0.00	\$0	
1E	Taxation of Land Under Farm Structures RSA 79-F	0.00	\$0	
1F	Residential Land	7,557.00	\$532,104,316	
1G	Commercial/Industrial Land	2,421.00	\$238,435,300	
1H	<b>Total of Taxable Land</b>	<b>35,931.83</b>	<b>\$772,768,406</b>	
1I	Tax Exempt and Non-Taxable Land	7,537.38	\$94,801,600	
<b>Buildings Value Only</b>		<b>Structures</b>	<b>Valuation</b>	
2A	Residential	0	\$1,896,987,700	
2B	Manufactured Housing RSA 674:31	0	\$53,991,100	
2C	Commercial/Industrial	0	\$436,903,000	
2D	Discretionary Preservation Easements RSA 79-D	0	\$0	
2E	Taxation of Farm Structures RSA 79-F	0	\$0	
2F	<b>Total of Taxable Buildings</b>	<b>0</b>	<b>\$2,387,881,800</b>	
2G	Tax Exempt and Non-Taxable Buildings	0	\$134,224,800	
<b>Utilities &amp; Timber</b>			<b>Valuation</b>	
3A	Utilities		\$83,540,394	
3B	Other Utilities		\$0	
4	Mature Wood and Timber RSA 79:5		\$0	
<b>5</b>	<b>Valuation before Exemption</b>		<b>\$3,244,190,600</b>	
<b>Exemptions</b>		<b>Total Granted</b>	<b>Valuation</b>	
6	Certain Disabled Veterans RSA 72:36-a	0	\$0	
7	Improvements to Assist the Deaf RSA 72:38-b V	0	\$0	
8	Improvements to Assist Persons with Disabilities RSA 72:37-a	0	\$0	
9	School Dining/Dormitory/Kitchen Exemption RSA 72:23-IV	0	\$0	
10A	Non-Utility Water & Air Pollution Control Exemption RSA 72:12	0	\$0	
10B	Utility Water & Air Pollution Control Exemption RSA 72:12-a	0	\$0	
<b>11</b>	<b>Modified Assessed Value of All Properties</b>		<b>\$3,244,190,600</b>	
<b>Optional Exemptions</b>		<b>Amount Per</b>	<b>Total</b>	<b>Valuation</b>
12	Blind Exemption RSA 72:37	\$25,000	1	\$25,000
13	Elderly Exemption RSA 72:39-a,b	\$0	70	\$6,390,200
14	Deaf Exemption RSA 72:38-b	\$0	0	\$0
15	Disabled Exemption RSA 72:37-b	\$85,000	16	\$1,293,300
16	Wood Heating Energy Systems Exemption RSA 72:70	\$0	0	\$0
17	Solar Energy Systems Exemption RSA 72:62	\$0	0	\$0
18	Wind Powered Energy Systems Exemption RSA 72:66	\$0	0	\$0
19	Additional School Dining/Dorm/Kitchen Exemptions RSA 72:23	\$0	0	\$0
19A	Electric Energy Storage Systems RSA 72:85	\$0	0	\$0
19B	Renewable Generation Facilities & Electric Energy Systems	\$0	0	\$0
<b>20</b>	<b>Total Dollar Amount of Exemptions</b>			<b>\$7,708,500</b>
21A	<b>Net Valuation</b>			<b>\$3,236,482,100</b>
21B	<b>Less TIF Retained Value</b>			<b>\$0</b>
21C	<b>Net Valuation Adjusted to Remove TIF Retained Value</b>			<b>\$3,236,482,100</b>
21D	<b>Less Commercial/Industrial Construction Exemption</b>			<b>\$0</b>
21E	<b>Net Valuation Adjusted to Remove TIF Retained Value and Comm/Ind Construction</b>			<b>\$3,236,482,100</b>
22	<b>Less Utilities</b>			<b>\$83,540,394</b>
23A	<b>Net Valuation without Utilities</b>			<b>\$3,152,941,706</b>
23B	<b>Net Valuation without Utilities, Adjusted to Remove TIF Retained Value</b>			<b>\$3,152,941,706</b>



**Utility Value Appraiser**

**CORCORAN CONSULTING ASSOCIATES INC**

The municipality **DOES NOT** use DRA utility values. The municipality **IS NOT** equalized by the ratio.

<b>Electric Company Name</b>	<b>Distr.</b>	<b>Distr. (Other)</b>	<b>Gen.</b>	<b>Trans.</b>	<b>Valuation</b>
NEW HAMPSHIRE ELECTRIC COOP	\$11,873,900	\$438,100			\$12,312,000
PSNH DBA EVERSOURCE ENERGY	\$17,831,100	\$2,203,000		\$49,240,100	\$69,274,200
	<b>\$29,705,000</b>	<b>\$2,641,100</b>		<b>\$49,240,100</b>	<b>\$81,586,200</b>

<b>Water Company Name</b>	<b>Distr.</b>	<b>Distr. (Other)</b>	<b>Gen.</b>	<b>Trans.</b>	<b>Valuation</b>
FOREST EDGE WATER COMPANY	\$22,194				\$22,194
FRYEBURG WATER COMPANY	\$41,000				\$41,000
LAKES REGION WATER COMPANY	\$199,800				\$199,800
PENNICHUCK EAST UTILITY INC	\$1,605,700	\$83,700			\$1,691,200
	<b>\$1,868,694</b>	<b>\$83,700</b>			<b>\$1,954,194</b>



Veteran's Tax Credits	Limits	Number	Est. Tax Credits
Veterans' Tax Credit RSA 72:28	\$750	384	\$288,000
Surviving Spouse RSA 72:29-a			
Tax Credit for Service-Connected Total Disability RSA 72:35	\$4,000	23	\$92,000
All Veterans Tax Credit RSA 72:28-b	\$750	58	\$43,500
Combat Service Tax Credit RSA 72:28-c			
		<b>465</b>	<b>\$423,500</b>

**Deaf & Disabled Exemption Report**

Deaf Income Limits		Deaf Asset Limits	
Single		Single	
Married		Married	
Disabled Income Limits		Disabled Asset Limits	
Single	\$24,000	Single	\$50,000
Married	\$30,000	Married	\$50,000

**Elderly Exemption Report**

First-time Filers Granted Elderly Exemption for the Current Tax Year

Age	Number
65-74	13
75-79	4
80+	5

Total Number of Individuals Granted Elderly Exemptions for the Current Tax Year and Total Number of Exemptions Granted

Age	Number	Amount	Maximum	Total
65-74	30	\$85,000	\$2,550,000	\$2,343,200
75-79	19	\$100,000	\$1,900,000	\$1,783,800
80+	21	\$115,000	\$2,415,000	\$2,263,200
	70		<b>\$6,865,000</b>	<b>\$6,390,200</b>

Income Limits		Asset Limits	
Single	\$30,000	Single	\$85,000
Married	\$40,000	Married	\$85,000

**Has the municipality adopted an exemption for Electric Energy Systems? (RSA 72:85)**

Granted/Adopted? No Properties:

**Has the municipality adopted an exemption for Renewable Gen. Facility & Electric Energy Storage? (RSA 72:87)**

Granted/Adopted? No Properties:

**Has the municipality adopted Community Tax Relief Incentive? (RSA 79-E)**

Granted/Adopted? Yes Structures: 0

**Has the municipality adopted Taxation of Certain Chartered Public School Facilities? (RSA 79-H)**

Granted/Adopted? No Properties:

**Has the municipality adopted Taxation of Qualifying Historic Buildings? (RSA 79-G)**

Granted/Adopted? No Properties:

**Has the municipality adopted the optional commercial and industrial construction exemption? (RSA 72:76-78 or RSA 72:80-83)**

Granted/Adopted? No Properties:

Percent of assessed value attributable to new construction to be exempted:

Total Exemption Granted:

**Has the municipality granted any credits under the low-income housing tax credit tax program? (RSA 75:1-a)**

Granted/Adopted? Yes Properties: 2

Assessed value prior to effective date of RSA 75:1-a: 6,800,920

Current Assessed Value: \$5,706,600



<b>Current Use RSA 79-A</b>	<b>Total Acres</b>	<b>Valuation</b>
Farm Land	2,674.33	\$845,380
Forest Land	16,781.94	\$1,205,004
Forest Land with Documented Stewardship	5,495.96	\$150,586
Unproductive Land	815.50	\$17,210
Wet Land	85.50	\$4,850
	<b>25,853.23</b>	<b>\$2,223,030</b>

**Other Current Use Statistics**

Total Number of Acres Receiving 20% Rec. Adjustment	<b>Acres:</b>	17,394.00
Total Number of Acres Removed from Current Use During Current Tax Year	<b>Acres:</b>	11.59
Total Number of Owners in Current Use	<b>Owners:</b>	307
Total Number of Parcels in Current Use	<b>Parcels:</b>	516

**Land Use Change Tax**

Gross Monies Received for Calendar Year		\$65,195
Conservation Allocation	<b>Percentage: 50.00%</b>	<b>Dollar Amount:</b>
Monies to Conservation Fund		\$32,598
Monies to General Fund		\$32,597

**Conservation Restriction Assessment Report RSA 79-B**

	<b>Acres</b>	<b>Valuation</b>
Farm Land	2.00	\$680
Forest Land	19.60	\$1,250
Forest Land with Documented Stewardship		
Unproductive Land	79.00	\$3,830
Wet Land		
	<b>100.60</b>	<b>\$5,760</b>

**Other Conservation Restriction Assessment Statistics**

Total Number of Acres Receiving 20% Rec. Adjustment	<b>Acres:</b>	
Total Number of Acres Removed from Conservation Restriction During Current Tax Year	<b>Acres:</b>	0.00
Owners in Conservation Restriction	<b>Owners:</b>	3
Parcels in Conservation Restriction	<b>Parcels:</b>	10



**Discretionary Easements RSA 79-C** **Acres**      **Owners**      **Assessed Valuation**

**Taxation of Farm Structures and Land Under Farm Structures RSA 79-F**

Number Granted	Structures	Acres	Land Valuation	Structure Valuation
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**Discretionary Preservation Easements RSA 79-D**

Owners	Structures	Acres	Land Valuation	Structure Valuation
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Map	Lot	Block	%	Description
<i>This municipality has no Discretionary Preservation Easements.</i>				

Tax Increment Financing District	Date	Original	Unretained	Retained	Current
<i>This municipality has no TIF districts.</i>					

Revenues Received from Payments in Lieu of Tax	Revenue	Acres
State and Federal Forest Land, Recreational and/or land from MS-434, account 3356 and 3357	\$1,198.00	6,013.00
White Mountain National Forest only, account 3186	\$0.00	358.00

Payments in Lieu of Tax from Renewable Generation Facilities (RSA 72:74)	Amount
<i>This municipality has not adopted RSA 72:74 or has no applicable PILT sources.</i>	

Other Sources of Payments in Lieu of Taxes (MS-434 Account 3186)	Amount
UPPER SACO VALLEY LAND TRUST	\$1,944
SONATA HOUSING	\$1,777
SHALLOW RIVER PROPERTIES INC	\$3,750
VICKI FADDEN/SOLAR AGREEMENT 1	\$4,000
CONWAY LAKE SOLAR AGREEMENT	\$4,000
	<b>\$15,471</b>

**Notes**

THE VET CREDIT HAS CHANGED FROM \$500 TO \$750. THE ELDERLY EXEMPTION HAS CHANGED 65-74 \$85,000, 75-79 \$100,000, 80+ \$115,000. ASSETS TO \$85,000. INCOME LIMITS CHANGED TO \$30K SINGLE, 40K MARRIED. THE DISABLED HAS CHANGED TO BE AN EXEMPTION OF \$85,000. DISABLED INCOME LIMITS SINGLE 24K MARRIED 30K. POTENTIAL VALUE CHANGES FROM CYCLE INSPECTION PROCESS-ABATES FROM REVAL, SALES ETC/ALL UTILITIES WERE UPDATED.