

**TOWN OF NEWPORT, NEW YORK  
ONLINE TAX AND SERVICES PAYMENT SYSTEM  
REQUEST FOR PROPOSALS**

**I. PURPOSE**

This RFP is issued by the Town of Newport (“Town”) for the purpose of obtaining the services of an experienced firm to enable the Town to have an online collection and payment system for tax billing and revenue collections and other Town services.

It is the intent of the Town to review and assess the RFP responses to determine if the response from providers can meet the needs of the Town.

Service providers are expected to provide their best and most competitive proposal.

**II. GENERAL INFORMATION**

<b>Item</b>	<b>Date/Time</b>
RFP Release	December 4, 2024
Questions Due by	December 6, 2024 by 6:00 p.m.
RFP Due to the Town by	December 9, 2024 by 2:00 p.m.
Announcement of Award	December 10, 2024

One (1) hard copy of the proposal and one (1) electronic copy should be mailed or delivered to the address below by 2:00 p.m. on Monday, December 9, 2024.

Send the completed hard copy of the RFP response to:

Town of Newport  
Attn: Newport Town Clerk  
Newport Town Barn  
2788 Newport Road  
P.O. Box 519  
Newport, New York 13416

The electronic copy shall be submitted as a single .pdf file via email to [townsupervisor@townofnewportny.org](mailto:townsupervisor@townofnewportny.org).

### **III. BACKGROUND**

The Town does not currently have an online payment or credit card payment system for residents. All payments must be made via check or cash by mail or in-person at the Town offices.

### **IV. SCOPE OF WORK**

The Town seeks a firm to assist in the creation and implementation of an online collection and payment portal for Town tax payments and other services.

The primary goal of this project is to provide an accessible option for residents to pay taxes and other fees online by digitizing collection and payment practices in a way that is secure and compliant with industry standards for payment security, encryption, fraud detection, and tokenization.

### **V. PROPOSAL CONTENTS & REQUIREMENTS**

Proposals should contain the following information:

1. Title Page: Provide the name of your company, mailing and email addresses, website, telephone number, and name of a primary contact on a title page.
2. Letter of Transmittal: Provide a complete statement regarding your understanding of the project and your interest in working with the Town. A duly authorized officer shall sign the transmittal letter with the right to bind the applicant submitting a Proposal for consideration.
3. Firm Background: Provide information on the size, location, available resources of your firm, and a list of references for the Town's review.
4. Cost Proposal: Provide a total all-inclusive maximum bid price which accounts for all anticipated costs, both direct and indirect.
5. Insurance: Include either a description of the firm's insurance or a certificate of insurance outlining the firm's insurance policies.

### **VI. QUESTIONS**

Questions regarding the Request for Proposal contents may be sent via email to Town Supervisor Nathaniel Lowell at [townsupervisor@townofnewportny.org](mailto:townsupervisor@townofnewportny.org) or shared by phone at (315) 845-8340 until 6:00 p.m. on December 9, 2024. The Town will make every effort to provide an email response to emails received within five (5) business days. Whenever responses to inquiries constitute a modification or addition to the original RFP, the reply will be made in the form of an addendum to the Request for Proposal, a copy of which will be

forwarded via email.