

Request for Proposals: Property Assessment Notice Production for Property Valuation Services Corporation

At a minimum, the terms and conditions and supplements contained in this document apply to this Request for Service. By submitting your response to this request, you acknowledge that you have read and complied with this document.

Contents

- Property Valuation Services Corporation..... 4
- Request for Services..... 4
- Service Delivery Modernization..... 5
- Exploring Digital Alternatives 5
- Assessment Notice Development..... 5
- Important Timeframes..... 6
- General Vendor Service Requirements..... 6
 - Notice Production and Mail Dates..... 6
 - Canada Post Specifications and Preferred Rate 6
 - Return Mail System (Undeliverable)..... 6
 - Printing of Notices 7
 - Subcontractors..... 7
 - Pricing..... 7
- Technical Notice Requirements 8
 - Address Accuracy 8
 - Return Mail (Undeliverable) Requirements 9
 - Constraints..... 9
- Data Security and Ownership 9
 - Data Ownership and Control..... 9
 - Compliance with Security Standards..... 10
 - Secure Data Transfer and Storage..... 10
 - Access Controls 10
 - Cyber Incident Notification 10
- PVSC Responsibilities 10
- Vendor Performance and Deliverables 11
 - Reporting Requirements and Procedures 11

Project Management..... 11

Special Conditions 12

Submission Information 12

 Submission Deadline..... 12

 Submission Format and Method..... 12

 PVSC Contacts 12

Evaluation 13

 Mandatory Criteria 13

 Demonstration/Presentation..... 13

 Content and Response Guidelines 13

 Subcontractors..... 14

 Comparable Experience..... 14

 Personnel Profiles 14

 Summary of Estimated Cost for Formal Notices (exclusive of HST)..... 14

Appendix..... 15

 Sample 2025 Assessment Notice - Recto 16

 Attachment: Sample Assessment Notice - Verso 17

Property Valuation Services Corporation

Property Valuation Services Corporation (PVSC) provides property assessment services and information for Nova Scotia's municipalities and property owners in accordance with the *Nova Scotia Assessment Act*.

PVSC was created on April 1, 2007 as an independent, not-for-profit organization under the terms of the *Property Valuation Services Corporation Act*.

Each December, we deliver an Assessment Roll to all 49 Nova Scotia municipalities so local governments can set their property tax rates. Every January, we deliver over 654,000 Property Assessment Notices to property owners so they can review, make inquiries, or appeal their assessments before receiving their municipal property tax bills.

Request for Services

This request is for the physical production and mailing of legislatively required annual notification to each property owner in Nova Scotia of their property assessment. The contract term is three (3) years commencing with the 2026 assessment roll year, with the option to extend the contract on an annual basis for up to two (2) additional years, subject to the same terms and conditions as contained in this request except for price which is to be agreed upon by the parties prior to any renewal agreement.

The mailing date of assessment notices starts a 31-day appeal period. Mailing dates, proof of delivery, and address accuracy is of utmost importance to ensure adherence to legislative requirements.

The assessment notices must display property and assessment information and data and include an appeal form that the property owner can fill in and provide back to PVSC. A template assessment notice is provided by PVSC.

The Vendor should also have the capability to include an insert with the assessment notice, either province-wide or for a defined geographic area.

To support sustainable practices, the Vendor should outline their efforts to minimize their environmental impacts such as recycled or sustainable paper, eco-friendly packaging materials, carbon-neutral operations, or energy-efficient equipment.

Service Delivery Modernization

The current regulatory requirement is that assessment notices are physically mailed to property owners. PVSC requires the Vendor to participate in continuous improvement that would promote the following objectives:

- Improve the delivery rates, e.g., reduce "undeliverable" property assessments due to incorrect mailing addresses
- Save on postage costs
- Save on preparation costs
- Incorporate digital tools, such as QR codes, into the notification

Exploring Digital Alternatives

To modernize service delivery, PVSC is exploring digital and electronic means of delivery. The Vendor must demonstrate how they are set up to offer digital delivery options, such as:

- Solutions for delivering paper information digitally, e.g., email, secure PDFs, email attachments, or digital document delivery platforms while maintaining the look and feel of traditional paper documents
- Secure access to ensure privacy protection, e.g., password-protected files, encrypted platforms, or recipient authentication
- Receipt confirmation solutions, e.g., read receipts, electronic signatures, or digital acknowledgments
- Hybrid delivery models that combine physical and digital delivery, allowing recipients to choose their preferred method

The Vendor should outline potential future innovations they could offer as technologies evolve.

Assessment Notice Development

Assessment notice data and content will be determined by PVSC with suggestions from the Vendor on items such as type and size of notice, type of envelope, color selection, print quality, paper quality, ways to achieve operational benefits, e.g., bar codes, etc.

The Vendor is required to use PVSC's assessment notice template in Microsoft Publisher and recreate it in their required design software, e.g., InDesign, etc. The final template requires PVSC approval before going into production.

Samples of the 2025 assessment notices are included in the appendix. Notice templates are recto/verso and printed on 8 ½ x14 paper.

Important Timeframes

PVSC and the Vendor will work together to create a critical path and project plan with defined deliverables and timeframes.

The assessment notices are delivered in January of each year and must be in the mail by midnight of a specified date. The date will be determined by PVSC and communicated to the Vendor a minimum of six (6) weeks in advance. It is essential that the Vendor meet this date to accommodate the legislated appeal period. Failure to meet the conditions of these time frames will result in a penalty.

Approximately one month prior to the mailing date, PVSC will provide the assessment notice information for a sample of 200 accounts to allow for testing.

General Vendor Service Requirements

Notice Production and Mail Dates

The Vendor will produce and deliver to Canada Post the assessment notices which will be mailed to property owners in January (approximately 675,000 accounts). The number of notices and the date of mailing will be determined by PVSC.

Canada Post Specifications and Preferred Rate

The Vendor must assemble the notices for delivery to Canada Post according to requirements of the Canada Post Corporation. Notices must meet all requirements to be eligible for the Pre-Sort Tie Out Sort rates by Canada Post.

Address Information will be formatted and printed to meet Canada Post's most recent specifications.

Postage costs will be the responsibility of PVSC.

Return Mail System (Undeliverable)

A return mail system must be included in the service. PVSC requires the Vendor to collect the returned mail for a period of six (6) months after the assessment appeal deadline has expired and provide up to four (4) return mail electronic files by municipal unit.

The Vendor will be responsible for managing the return mail and providing PVSC with a return mail report. All returned mail should be shredded after reported to PVSC. This includes the provision of a

mailbox for returned mail. Efforts must be made to ensure any return mail addresses are not confused with PVSC office addresses.

Printing of Notices

All required assessment information must be read and printed off the electronic data file provided by PVSC. For more details on the technical requirements, please see the "Detailed Technical Requirements" section.

Notices have both variable and static data. The Vendor must be able to print variable data on different assessment notices. PVSC may require the variable data to be printed on multiple notice designs. If this is required, PVSC will provide the Vendor with the logic to determine what notice design is to be used.

PDFs of generated notices must be sent from the Vendor to PVSC in order of account number per municipality for each notice type.

The Vendor must have the capability to apply or print a bar code to the assessment notice.

The Vendor must have the ability to test the file from PVSC beforehand and to adapt changes in the template format into the appropriate design software.

Samples of complete notices will be required for approval prior to final printing.

The Vendor must have demonstrated contingencies to complete time sensitive, high-volume projects in the event of production disruptions.

Subcontractors

The Vendor must attach a list of any subcontractors (name, address, services provided) who are proposed for work on this project. The absence of such a list will be understood that only internal Vendor resources will be used.

Pricing

Vendors should provide pricing for formal notices to be mailed in January 2026 (approximately 675,000). Pricing should include fixed costs and a per notice cost where appropriate.

Separate pricing is required for any optional suggestions that the Vendor considers appropriate. Each suggestion should be clearly defined and individually priced.

Technical Notice Requirements

Data must be read from the electronic data file provided. The production file will be given to the Vendor approximately one month prior to the mailing date. The printing of the correct information pertaining to each client is of utmost importance.

A sample of 200 accounts will be provided to the Vendor at the scheduled time, consisting of the following: residential, commercial, farm, and forestry notices.

Vendors must provide PVSC with a "test run" sample of the various types of assessment notices (as listed above) prior to the running of the formal notices. This is to ensure accuracy of the extraction of variable data, print quality, etc. This sample must be exact in size, font, placement of data, indicated colors, and any other characteristics of the notice such as perforations, etc. PVSC will respond with any modifications or changes within three (3) days after delivery.

If applicable, PVSC will provide the Vendor with a list of accounts that are to be excluded from printing due to notification by other means.

Address Accuracy

If an address accuracy test is required from Canada Post, the following applies:

- The Vendor must be able to correct urban mailing addresses to meet a Canada Post approved correction and validation program to get the preferred rate.
- It must be Canada Post approved software and have been updated at least one (1) month before the mailing of the assessment notices.
- A test of up to 5,000 accounts may be run through the verification software in advance (two (2) to three (3) months prior to mailing of notices) and the results provided to PVSC.

If applicable, PVSC will provide the Vendor with a list of accounts that are not to be included in the address accuracy process.

The Vendor must also supply PVSC with a final file of corrected addresses from the accuracy test against the entire assessment notice file supplied by PVSC. This file is to be used to update the assessment database and is to be delivered to PVSC not later than one (1) week before mailing using an agreed upon delivery method, e.g., secure FTP site, etc. The file must contain the mailing address sent by PVSC, the new mailing address returned via the verification software, and the reason why the address was changed. Exact file layouts will be defined by PVSC and provided to the Vendor by the end of December.

Return Mail (Undeliverable) Requirements

The Vendor must collect the returned mail for six (6) months after the appeal period has ended and provide PVSC with a computer file of all undeliverable mail by municipal unit. The Vendor will deliver four (4) files, the first one must be delivered two (2) weeks after the appeal period has ended, and the second file must be delivered four (4) weeks after the appeal period has ended. If required, PVSC may ask for two additional files up to six (6) months after the mail date. The Vendor must provide PVSC with a file of return mail addresses in a format acceptable to PVSC. The file requirements will be provided to the Vendor by the end of December.

Constraints

If applicable, PVSC will provide the Vendor with a list of accounts that are removed from the print file; this list will be provided to the Vendor by the end of December. PVSC may need to have a notice(s) pulled close to mailing date, a scenario for which the vendor should have a process.

Data Security and Ownership

Data Ownership and Control

PVSC remains the sole owner of the information being provided for the purpose of printing and mailing notices. The Vendor is responsible to secure this information and safeguard against data breaches. The Vendor will be responsible to delete this information from its Information Management infrastructure within six (6) months of printing notices except for summary information related to billing or the management of this service. The Vendor is responsible to provide notification to PVSC when the information has been deleted or, at any time, the risk to the security of the information has changed or has been deemed compromised.

Should the Vendor utilize subcontractors or additional supplier services who may have access to the data owned by PVSC, the subcontractors shall be subject to the same data security requirements as the Vendor.

The Vendor shall ensure that all PVSC data transferred to its custody is stored in, and accessed only from, Canada, and in the event that data storage in and access from Canada is not possible, the Vendor will advise and consult with PVSC regarding possible solutions prior to any storage outside, or access from outside, Canada.

Compliance with Security Standards

The Vendor is required to meet or exceed industry standards for data security, such as SOC 2, ISO 27001, GDPR, or HIPAA (as applicable). Proposals must outline specific measures to protect sensitive data during all stages of the project, e.g., development, printing, mailing, etc.

Secure Data Transfer and Storage

Vendors must use encrypted protocols, e.g., TLS 1.3, sFTP, etc., for transferring data and secure servers for storage. Vendors should also outline their disaster recovery and breach response protocols.

Access Controls

Vendors must outline their access management policies, ensuring that only authorized personnel can access the data.

Cyber Incident Notification

Vendors agree to notify PVSC immediately in the event of a cyber incident or data breach that could potentially impact the data, systems, or service delivery. The proposal should include:

- An incident response plan, including timelines for notification, e.g., within 24 hours of discovery
- Steps for mitigating the incident and minimizing damage
- Procedures for conducting post-incident investigations and providing a comprehensive report to PVSC

PVSC Responsibilities

PVSC will provide the Vendor with a contact employee(s) who will:

- Be the contact for all communications within PVSC
- Meet with the Vendor to monitor the progress of the project
- Work with the Vendor to identify potential problems early and possible solutions
- Ensure PVSC meets all identified time frames
- Respond to any problems or concerns raised by the Vendor

Vendor Performance and Deliverables

PVSC requires the production of a high-quality assessment notice. This includes print quality, readability, and accuracy of data. It is crucial that there is adherence to the agreed upon delivery dates. Failure to meet the date deadlines will result in forfeiture of all payments under this contract, unless otherwise agreed to in writing between the parties.

Reporting Requirements and Procedures

The Vendor must provide PVSC with control totals by municipal unit. Production of notices must balance to these totals. Verification and reporting are required for the following:

- Total number of pieces of valid Canadian postal codes (high and low density)
- Total number of pieces of invalid Canadian postal codes
- Total number of pieces of USA mail
- Total number of pieces of foreign mail (non-USA or Canadian)
- Total number of notices
- Total number of notice copies
- Total number of records received

The reporting requirements are to be provided to PVSC for final approval prior to the printing.

Project Management

The Vendor must provide relevant information to clearly identify its capability, skill set, experience and suitability to manage a project of this magnitude and with the special considerations involved.

The Vendor must identify a project manager to be the primary liaison with PVSC. It shall include:

- Relevant experience with projects of similar size and nature
- Ability to meet deadlines and provide quality assurance
- Ability to research new and creative solutions
- Ability to respond to unforeseen difficulties
- The means by which the Vendor's experience would be applied to this project
- Programming and technical support as required to ensure that all details are resolved to the satisfaction of the terms in this document
- Assurances that the security of both physical and electronic information is limited to the Vendor and named subcontractors only

Special Conditions

The contract term is for three (3) years with the option to extend this contract on an annual basis for the following two (2) years, subject to the same terms and conditions as contained in this request with the exception of price which is to be agreed upon by the parties prior to any renewal agreement.

PVSC also reserves the right to approach the Vendor for additional requirements outside of this request as it relates to the assessment notices with the cost of the additional requirements being agreed upon between PVSC and the Vendor.

Submission Information

Submission Deadline

Submissions must be received by March 7, 2025 by 4:30 pm Atlantic Standard Time. Late proposals will not be considered.

Submission Format and Method

Submissions must be received electronically (email or online portal) in a readable format, e.g., PDF, Word, etc. Please include copies of applicable forms, certificates, license, etc. with the submission. A key contact should be identified for further communications.

PVSC Contacts

Inquiries and further information regarding this request for proposal should contact Rebecca Vorstermans and Guy Melanson at the information below. Information obtained from any other source is not official and may be inaccurate. Inquiries and responses may be recorded and may be distributed to all Vendors at the option of PVSC.

Rebecca Vorstermans, VP, Stakeholder Relations and Communications
P: 902-802-8571
Email: RebeccaVorstermans@pvsc.ca

Guy Melanson, Contact Centre Manager
P: 902-430-2167
Email: GuyMelanson@pvsc.ca

Evaluation

Proposals will be evaluated throughout March 2025 with the contract award in April 2025.

Mandatory Criteria

The following are mandatory requirements in order to determine qualification to perform the service to specifications. All mandatory criteria must be met:

- Ability to read, manipulate (search, compare, pull accounts, etc.) and print variable information from large databases
- Ability to deliver notices to the Canada Post Corporation on or before the specified date
- A return mail program that meets the outlined specifications
- Experience producing and delivering notices with large amounts of variable information in quantities of approximately 675,000
- Address accuracy program that meets the outlined specifications
- Ability to safeguard data and information
- All information requested

Demonstration/Presentation

At the discretion of the evaluation team, Vendors may be asked to host a site visit or be invited, at their own expense, to meet with the evaluation team for the purpose of demonstrating their solution.

Content and Response Guidelines

To receive full consideration, you should include the following:

- Breakdown of costs
- Time schedule to meet delivery date, such as timelines for approval of variable and non-variable information, press dates, dates for delivery of sample notices, etc.
- Contingency planning in event of production disruption
- Outline of suggested return mail program
- Sample of notice types
- Information on qualifications of resources working on the project
- Reference for any work of a similar nature done by the firm in the past three (3) years (include contact information)

Subcontractors

Attach a list of any subcontractors (name, address, services provided) who are proposed for work on this project. The absence of such a list will be understood as only internal Vendor resources will be used.

Comparable Experience

Outline the nature of any projects that you have been involved with that you feel would be comparable to this project. Describe any similarities to or differences from this project.

Personnel Profiles

This table will allow evaluation of the personnel proposed versus the skills anticipated for the project. Complete one copy for each person proposed. While it is not required that each person proposed have all the skills listed here, the project team as a whole must meet or exceed this skill and experience profile.

Name:
Position/Title:
Core Skills:
Years total experience:
Years experience with printing large volume of notices:
Years experience with printing using electronic files:

Summary of Estimated Cost for Formal Notices (exclusive of HST)

Item	Cost
Fixed Costs:	
Project Management	\$
Direct Consulting & Study Effort	\$
Report Preparation	\$
Other:(please specify)	\$

Cost of production per notice: If dependent on number of notices, please give range, e.g., \$ per 1000; notices up to 100,000, \$ per 1000 notices over 100,000, etc.	\$
GRAND TOTAL	\$

Appendix

Sample 2025 Assessment Notice - Recto



January 13, 2025

Property Owner Name
Address

Dear Property Owner,

This is your official 2025 Property Assessment Notice for the 2025/2026 municipal tax year.

Your 2025 Assessed Value is determined in accordance with the Nova Scotia Assessment Act using mass appraisal methods and quality standards. It reflects your property's market value as of January 1, 2024 and its physical state as of December 1, 2024.

The Taxable Assessed Value (and/or Acres in the case of exempt farm or partially exempt forest property), is what your municipality will use to determine your property taxes. This Notice is not a tax bill.

Sincerely,


Charlene MacNeil, Director of Assessment

2025 PROPERTY ASSESSMENT NOTICE

Assessment Account Number (AAN):
XXXXXX

*PIN Access Number:
XYZABC

*To safeguard your confidential information, please keep your PIN private.

PROPERTY DETAILS

Address:
SAMPLE ADDRESS,
LOT XX, SAMPLE TOWN
SAMPLE ADDRESS

Dwelling Unit(s): XXX

Municipality:
SAMPLE MUNICIPALITY

2025 PROPERTY ASSESSMENT				
Classification	Assessed Value	*Capped Assessment	Acres (where applicable)	Taxable Assessed Value
2025 TOTAL				

*The provincial government's Capped Assessment Program (CAP) places a 'cap' on the amount the Taxable Assessed Value for eligible residential property can increase year over year. The Taxable Assessed Value reflects the Assessed Value or the Capped Assessment, whichever is lower. If your property's Assessed Value is less than the Capped Assessment, the Capped Assessment field appears blank.



Attachment: Sample Assessment Notice - Verso

ASSESSMENT HISTORY		
Year	Assessed Value	Capped Assessment
2025		
2024		
2023		
2022		
2021		
2020		

PROPERTY ASSESSMENT
RESOURCES

Scan the QR code below for assessment information.



IS YOUR CONTACT INFORMATION
UP TO DATE?

If your property is impacted by an unexpected event or natural disaster, having your phone number and email on file helps us reach you when it matters most.

Fill out the contact information webform by scanning the QR code or by visiting: pvsc.ca/contactupdate.



APPEAL INFORMATION: Assessment staff are available to discuss your property assessment and answer questions. To file an appeal, you must complete and sign the appeal form and return it to PVSC by mail, email or fax by the deadline.



Your signed appeal must be received by midnight, February 13, 2025.

MAIL:

Assessment Appeals
6-15 Arlington Place
Truro, Nova Scotia
B2N 0G9
Canada

EMAIL:

inquiry@pvsc.ca (include a scan or photo of your signed appeal)

FAX:

1-888-339-4555 (within North America)
1-902-893-6101 (outside North America)

HAVE QUESTIONS?

Assessment staff are available to discuss your property assessment and answer questions.

1-800-380-7775
(within North America)

1-902-893-5800
(outside North America)

www.pvsc.ca

inquiry@pvsc.ca

MY PROPERTY
REPORT

Use the AAN and PIN number on the front page of this Notice to see more information about your property on *My Property Report* at DVSC.CA.

2025 APPEAL FORM

I am appealing my property assessment on the following grounds (attach additional pages if required):		Date: MM / DD / 2025
Name (please print):	Contact Information:	Internal use only:
Signature:	Phone: ()	PARID #:
	Email:	OWN1: Jur#:
		OWN2:
Address for appeal correspondence:		Internal Use: Place Stamp Here
Is this a mailing address change? Yes No		