



City of Providence

Providence Redevelopment  
Agency

400 Westminster Street  
Providence, Rhode Island 02903

401 351 4300 OFFICE  
401 351 9533 FAX

Thomas E. Deller AICP  
Executive Director

[www.providenceri.com](http://www.providenceri.com)

## **Request for Proposals ▪ Website Update April 6, 2009**

### **Project Description**

The Providence Economic Development Partnership (PEDP) and Providence Redevelopment Agency (PRA) are seeking proposals from qualified vendors to assist in the updating of our websites, as well as the creation of a new site. The key objectives of this project include:

- Improving web-based communications through:
  - User-friendly navigation
  - Web-friendly content
  - Bi-lingual content capability
  - Regular content updates
- Expanding e-government functions such as:
  - Submission of loan applications
  - Technical assistance requests
  - Submission of development review applications
  - Submission of grant applications
  - Submission of quarterly/annual reports
  - Submission of loan payments
  - Registration for First Source List<sup>1</sup>
  - Registration for job training programs
  - Job database maintained by businesses participating in First Source program
  - Commercial/industrial property database maintained by local brokers
  - Interactive mapping (function will be provided by another vendor tbd, not part of this RFP)
  - Listing of PRA properties available for purchase
  - Ordering of documents/maps for sale
  - Improved downloading of documents/data
  - Email contact list
- Developing compatible design schemes that:
  - Reflect the unique needs of each website component
  - Maintain and promote the new city brand
- Improving staff ability to maintain and regularly update the websites

### *Project Components*

Due to the wide range of services provided by the Department, as well as some new initiatives to encourage investment in Providence, this project has three separate component sites that will need to be integrated. For example, the general website will include economic development and housing as part of its main navigation, with the user being redirected as needed to the appropriate site. The intent is for the two agencies to own a variety of web addresses that will point to the three sites:

- **General website** ([www.providenceplanning.org](http://www.providenceplanning.org))  
Both the PEDP and PRA are staffed by the Department of Planning and Development (DPD). As such the DPD website needs to provide basic information on all of the services provided by the Department (see *Background* for more information), including the activities and services provided by

---

<sup>1</sup> A listing of Providence residents looking for employment. Businesses that receive any type of financial assistance from the city are required to use this list as their first resource in filling vacant positions.

the PEDP and PRA. This site currently exists, but in a limited fashion due to an unexpected need to switch content management systems on short notice. Specific assistance needed in completing the re-launch of this website includes:

- Refinement and implementation of the new city webpage design to address navigational needs
- Site navigation
- Construction of website using open source CMS
- Content (reorganizing and rewriting content provided by DPD to be “web-friendly”)
- Functional components including calendar of events, easy downloads, and news feature that allows the Department to call attention specific items, such as public comment period, press release, etc.; egovernment functions as outlined above

■ **Economic Development “Dashboard” Website**

This website is a complete re-launch of the Providence Economic Development Partnership (PEDP) site ([www.providenceri.biz](http://www.providenceri.biz)). The existing site contains very limited information on the services offered by the PEDP. The intent of this re-launch is to focus efforts on business attraction and retention, with greatly expanded content and egovernment functions. Specific assistance needed in completing the re-launch of this website includes:

- Refinement and implementation of new design scheme and navigation as needed to improve site usability and maintenance (See Attachment A for the design scheme and site map that has been created for the new site)
- Construction of website using open source CMS
- Content (reorganizing and rewriting content provided by DPD to be “web-friendly”)
- Functional components including: calendar of events; easy downloads; news feature that allows the Department to call attention specific items, such as public comment period, press release, etc.; on-line submission of loan applications, loan payments for processing and technical assistance requests; and a commercial/industrial property database that can be accessed and maintained by local brokers

■ **“Come Home to Providence” Website**

This is the working title for a new website to encourage people to move to Providence. The site will contain detailed information on all of the housing programs offered by the PRA through the Housing Trust, as well as links and information on programs offered by partner agencies. Specific assistance needed in completing the launch of this website includes:

- Create design scheme consistent with city brand and other two sites
- Site navigation
- Construction of website using open source CMS
- Content (reorganizing and rewriting content provided by DPD to be “web-friendly”)
- Functional components including: calendar of events, news feature, on-line submission of loan applications, etc.

**Background**

*Agency Overview*

The PEDP and PRA are responsible for providing a wide range of services to Providence residents and businesses through the staff of the Department of Planning and Development (DPD). As a result, the people we are trying to reach with our site include residents and businesses with varying degrees of familiarity with the internet. Many of our services involve a high degree of public involvement, through meetings and public hearings, and opportunities for public comment on various plans and proposals. Key services include:

- Planning
  - Staff support/administration of various boards and commissions
    - Capital Center Commission
    - City Plan Commission
    - Downcity Design Review Committee
    - Historic District Commission
  - Preparation and updates to:
    - Comprehensive Plan
    - Zoning Ordinance
    - Specific plans (neighborhood, topic related, etc.)
    - Redevelopment plans (PRA)
  - Special Projects
- Business/Economic Development
  - Staff support and administration of the Providence Economic Development Partnership (PEDP)
  - Business retention and attraction efforts (marketing, etc.)
  - Loans
  - Technical assistance
  - Job training
  - Ombudsman/Business Liaison
- Housing
  - Homeowners: home repair loans, rehabilitation loans, lead abatement loans
  - Homebuyers: down payment and closing cost assistance
  - Developers: loans/grants to assist in the development of affordable housing units
- Community Development (Administration of federal entitlement programs)
  - Annual grant application process
  - Monitoring of organizations that receive funding from the city
  - Administration of the First Source List
- Real Estate Services, including acquisition, sales and management of property by the Providence Redevelopment Agency (PRA)

#### *Who we serve*

Due to the variety of services provided by the two agencies, our “customers” are very diverse in terms of background and familiarity with computers/web services. For certain programs such as housing loans and First Source, primary users may not be familiar with the internet or speak English. The audience for our website(s) includes:

- Developers/Professional Consultants (planners, architects, engineers, etc.)
- Businesses (small, large and everything in between)
- Non-profit organizations
- Residents looking for information on:
  - Upcoming meetings/public hearings
  - Draft/final versions of plans to download and comment on
  - Mapping
  - Jobs
  - Housing assistance
- State agencies

#### *Past Web Efforts*

The PEDP and PRA have been gradually expanding their web presence over the last decade. Originally, information on services provided by the two agencies through the Department of Planning and Development were hosted as part of the City of Providence website ([www.providenceri.com](http://www.providenceri.com)). Due to the volume of information we needed to post on-line, in 2006 the DPD began hosting its own website ([www.providenceplanning.org](http://www.providenceplanning.org)). A project to redesign this site was started in early 2008; however, a security breach in the Content Management System forced a shut down and early launch of the new site before content was completed. Unfortunately, due to internal workload and loss of a key staff person, this site remains very much a work in progress with many pages under construction. One of the key objectives of this project is the completion of this site from both a navigation and content perspective.

The current economic development website ([www.providenceri.biz](http://www.providenceri.biz)) is very basic in terms of the information provided. A significant re-launch of this site is planned as the city expands efforts to retain and attract businesses. A design scheme and site map for this new site have already been created (See Attachment A). The new site is intended to include interactive features such as a searchable database of commercial and industrial properties as well as greatly enriched content focused on showcasing Providence.

One of the major challenges encountered by the Department in past web efforts has been maintaining and regularly updating content. An essential element of this project will be ensuring that the sites are easy to update by multiple employees, with style guidelines and instructions. Currently, changes to the site fall on two to three employees who have the ability to quickly learn software without detailed instruction manuals. Preferably, the content management system platform will allow different levels of access, such as writing, editing, and publishing to ensure that new content is consistent in style, writing, placement, etc.

#### **Design Requirements**

The City of Providence is in the midst of a re-branding effort. The Providence “P” logo and tag line (Providence-The Creative Capital), as well as the orange/grey color scheme used in this letterhead represent the new brand for the city.

As noted under project description, this project has three different components. As the staff for the PEDP and PRA have been attempting to undertake these projects in-house, each component is in varying stages of design. While each of these components may have a slightly different design scheme/page template, they must graphically relate to one another. Design requirements that apply to all three sites include use of universal fonts and guidance on appropriate use of images and graphics to showcase the uniqueness of Providence related to the subject matter.

#### *DPD Website*

The City Communications Office is in the process of redesigning the city’s webpage ([www.providenceri.com](http://www.providenceri.com)) as part of the new branding effort. (See Attachment B) for While the Department maintains its own website, the design scheme must be compatible with the overall city template.

#### *Economic Development Website*

The design scheme and site map (See Attachment A) for the economic development “dashboard” website have been created. The flash element of this page is under construction. Construction of a template using Joomla! (v.1.5) is partially complete, but has been put on hold based on the decision to issue this RFP. The draft template will be provided to the selected vendor.

#### *Come Home to Providence Website*

The design scheme for this site must build off the schemes for the general city/DPD and economic development websites using the new city brand.

### **Technical Requirements**

#### *Site Hosting*

The DPD currently hosts its own website, using a Pentium dual core web server (250 GB hard drive, 4GB RAM, Windows Server 2003).

#### *Browser Requirements*

The site should be easily viewed by all major browsers, including Internet Explorer 7, Firefox 2 and 3 and Safari 3.

#### *Coding Language Preference*

No preference

#### *Content Management System (CMS)*

The DPD is currently using Joomla! 1.5 as the CMS for [www.providenceplanning.org](http://www.providenceplanning.org). Our preference is to continue using an off-the-shelf, open source CMS that can be customized to meet our functional needs through the addition of various modules.

#### *ADA Compliance*

All website components must be compliant with Title II of the Americans with Disabilities Act. For more information on local government compliance requirements, please see <http://www.ada.gov/pcatoolkit/chap5toolkit.htm>.

#### *Security*

Security currently consists of a firewall; no encryption software is in use. Additional security will be required based on the addition of egovernment/ecommerce functions such as on-line submission of loan applications containing Social Security Numbers and other personal identification information and loan payments containing bank account/credit card information.

#### *Integration of Third Party Systems*

On-line submission of loan applications needs to integrate with PG Govern software – the intent is for the on-line application to populate the Govern database

#### *Language Support*

Capacity to offer pages in both English and Spanish is needed.

### **Staff Resources**

#### *Project Management*

This primary point of contact and project manager for the PEDP and PRA will be Linda Painter, AICP, Deputy Director. The project manager will be responsible for coordinating staff support for the project, including meetings of key staff with the consultant team and provision of website content.

#### *Technology*

The point of contact on technical issues (server, platform, etc.) will be Robert Enright, Information Systems Coordinator for the DPD.

### **Budget**

Given the current economy, the PRA and PEDP are looking for the most economical way to accomplish this project. While the DPD staff does not have the time to complete this project internally due to other responsibilities, various staff members do have knowledge and talents can be used to support the efforts of the selected vendor. As such, interested respondents should include specific strategies as to how DPD staff can be used to help complete the project, thereby controlling costs.

### **Proposed Timeline**

April 6, 2009 ■ RFP Released  
April 13, 2009 ■ Deadline for notification of intent to bid and questions/clarification of RFP  
April 15, 2009 ■ Answers to questions emailed to all firms indicating intent to bid  
April 22, 2009 ■ Proposals Due  
April 27-29, 2009 ■ Finalist Interviews  
May 4, 2009 ■ Contract Award and Negotiation  
May 4-8, 2009 ■ Initial Meetings  
May 29, 2009 ■ Finalize navigation/sitemap(s) and identify content needs  
June 11, 2009 ■ Launch economic development website with basic content  
August 1, 2009 ■ Launch general and housing websites with basic content  
August 30, 2009 ■ Egovernment requirements/strategy finalized  
September 30, 2009 ■ All static content completed/published  
December 30, 2009 ■ Launch egovernment functions

### **Submission Information**

#### *General Submission Requirements*

- Notice of Intent to Bid must be submitted via email to Linda Painter ([lpainter@providenceri.com](mailto:lpainter@providenceri.com)) by April 13, 2009. (Please use *Web Development Services RFP* as your subject line to ensure that your response is not lost in our spam filter)
- Proposals must be submitted via email to Linda Painter ([lpainter@providenceri.com](mailto:lpainter@providenceri.com)) by 4:00 p.m. on Wednesday, April 22, 2009. (Please use *Web Development Services RFP* as your subject line to ensure that your response is not lost in our spam filter)
- All proposals must use the format outlined below
- Bidders must disclose any relevant conflicts of interest and/or pending lawsuits
- The PEDP and PRA reserve the right to reject any and all bids, and to modify the scope as needed to meet budgetary constraints

#### *Proposal Format*

- Executive Summary
- Proposed Scope of Work  
For each project component (general site, economic development site, housing site), identify the following:
  - Process you will use to develop the website, including major milestones
  - Usability standards and testing
  - Proposed technology specifications
  - Project management
  - Schedule of deliverables, including major milestones
- Budget
  - Break down cost by website, production hours by major task, tools and functionality, including the hourly rate for personnel involved.

- Content editing/production costs should be provided at a price per page/block of pages
- Egovernment function budget should be based on planning/assessment phase to identify detailed requirements; with detailed implementation budget to be submitted at the completion of the assessment
- o Maintenance and support: Identify any costs that should be assumed as part of the site and ongoing costs for maintenance and support
- o License fees: Identify any costs we will need to pay to develop the site
- o Hosting fees: Identify pricing options should we decide to host off-site
- o Training & Style Guide: Identify costs to train our staff to use site tools and provide a style guide
- o Other expenses: Identify other expenses such as consulting fees, future work, etc. to complete the project

- **Qualifications & Experience**
  - Detailed information on firm's qualifications and capabilities, including firm history and experience in designing/building websites for local government and non-profit agencies
  - Portfolio of comparable sites with links to on-line demos and examples
  - Resumes for each person that will work on the project and their role
  - Professional References

**For Additional Information or Clarification**

All questions regarding this RFP should be directed to Linda Painter ([lpainter@providenceri.com](mailto:lpainter@providenceri.com)) using the following subject line to ensure your questions are not lost in the City's spam filter: *PEDP/PRA Website RFP*

**Contract Award**

Proposals will be reviewed by a selection team comprised of DPD staff. A limited number of respondents may be invited to make oral presentations and product demonstrations to the selection team. The PEDP and PRA reserve the right to award the contract based solely on the written proposals submitted.

# PROVIDENCE ECONOMIC DEVELOPMENT

An initiative of the Department of Planning and Development and the Providence Economic Development Partnership

RE/LOCATE IN PROVIDENCE   BUSINESS ASSISTANCE   GETTING STARTED   TALENT POOL   LIFE IN PROVIDENCE   PARTNERS

Epivax - Searching for a cure

Providence Pictures - next wave stories

Ecolect - homegrown innovation

Lorem ipsum dolor sit amet, consectetur adipi scing elit. Etiam nec erat. Vestib erat ulum nec dui. Duis ut pede a eros ebul asagittis cursus.

Lorem ipsum dolor sit amet, consectetur adit scing elit. Etiam nec erat. Vestibulum nec dui. Duis ut pede a eros sagittis et al ursi cursus.

**FULL PROFILE**

P

PROFILES IN ENTREPRENEURSHIP

PROVIDENCE THE CREATIVE CAPITAL

Welcome to ProvidenceRI.biz, the online home of the Providence Economic Development Partnership (PEDP). The PEDP is a City-affiliated not-for-profit corporation and the prime economic development organization for the City of Providence.

The PEDP advises Mayor Cicilline on economic development strategy and provides technical assistance and commercial financial programs for businesses and development projects in Providence.

The PEDP offers a wide variety of economic development solutions for your business by working in close cooperation with the Department of Planning and Development, the Rhode Island Economic Development Corporation and other partners. By enhancing commercial and industrial development it also promotes job growth, economic opportunities, and quality of life in the City of Providence.

QUICK LINKS

- ⇒ Licensing Information
- ⇒ Permits
- ⇒ Workforce Statistics

Providence Economic Development  
David N. Cicilline, Mayor  
Chair

Providence Planning Department  
Thomas E. Deller, AICP  
Director

400 Westminster Street,  
6th floor  
Providence, RI 02903  
Tel: 401-351-4300  
Fax: 401-351-9533

RECENT NEWS AND PRESS

- NOVEMBER 11, 2008

**United Natural Foods Announces Providence Headquarters**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin at lectus sit amet quam accumsan vestibulum. Curabitur venenatis dictum eros.
- NOVEMBER 11, 2008

**Mayor Cicilline Unveils Strategy to Position Providence as a Leader in the Green Economy**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin at lectus sit amet quam accumsan vestibulum. Curabitur venenatis dictum eros.
- NOVEMBER 11, 2008

**Mayor Invites Residents to Help Shape the Future of Downtown Providence**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin at lectus sit amet quam accumsan vestibulum. Curabitur venenatis dictum eros.

# PROVIDENCE ECONOMIC DEVELOPMENT

An initiative of the Department of Planning and Development and the Providence Economic Development Partnership

RE/LOCATE IN PROVIDENCE

**BUSINESS ASSISTANCE**

GETTING STARTED

TALENT POOL

LIFE IN PROVIDENCE

PARTNERS

## BUSINESS ASSISTANCE

⇒ Loans

⇒ Tax Incentives

⇒ Technical Assistance

Providence Economic Development  
David N. Cicilline, Mayor  
Chair

Providence Planning Department  
Thomas E. Deller, AICP  
Director

400 Westminster Street,  
6th floor  
Providence, RI 02903  
Tel: 401-351-4300  
Fax: 401-351-9533

## BUSINESS ASSISTANCE: LOANS

*Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus. Donec suscipit molestie mauris.*

### Revolving Fund Loan

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus. Donec suscipit molestie mauris. Mauris a ante. Aenean faucibus magna non dolor.

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus.

### Micro-Loan Program

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus. Donec suscipit molestie mauris. Mauris a ante. Aenean faucibus magna non dolor.

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus.

### Storefront Improvement

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus. Donec suscipit molestie mauris. Mauris a ante. Aenean faucibus magna non dolor.

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus.

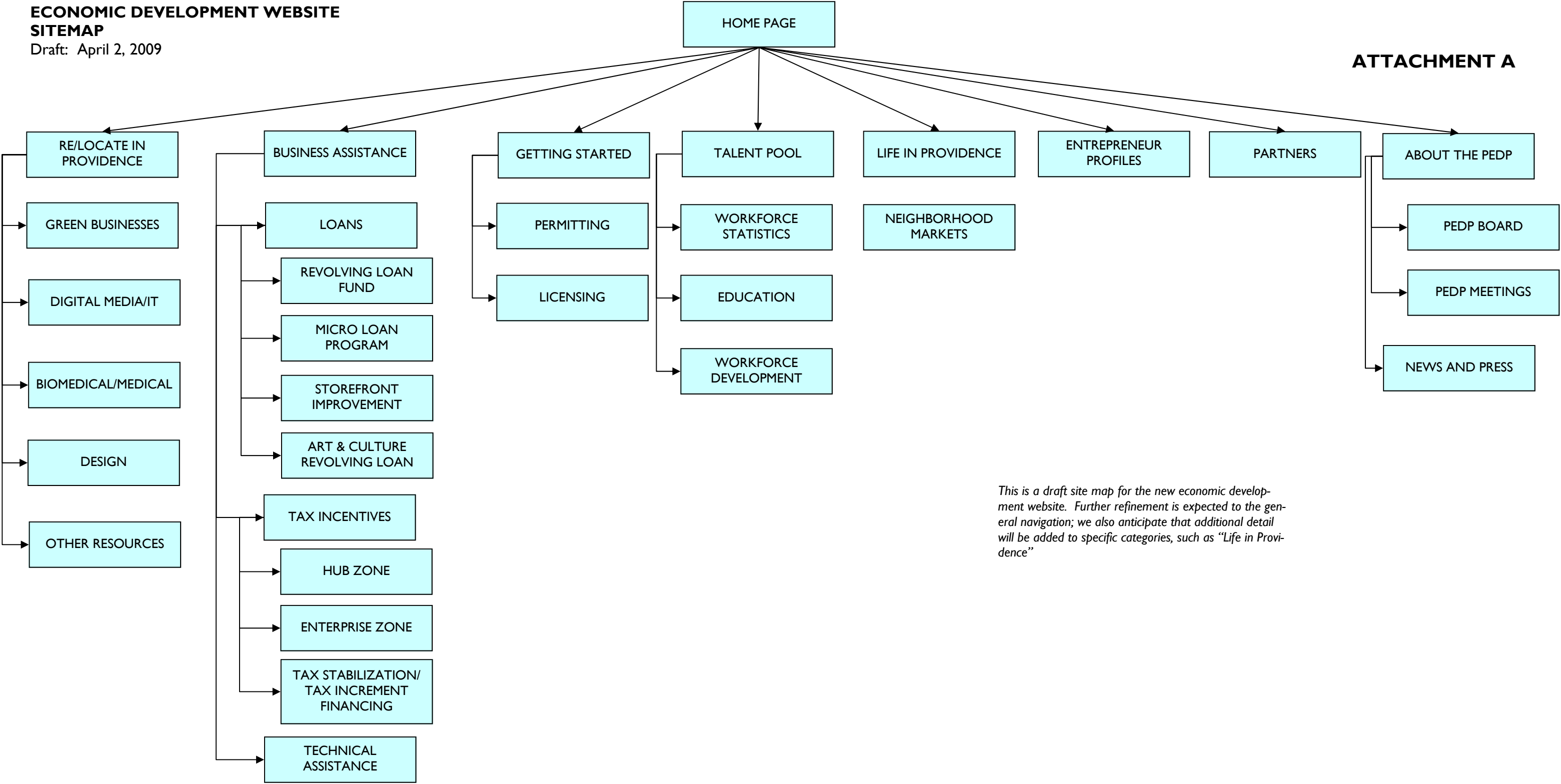
### Arts and Culture Revolving Loan

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus. Donec suscipit molestie mauris. Mauris a ante. Aenean faucibus magna non dolor.

orem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel est. Aliquam hendrerit sem et pede. Praesent dolor ante, ultrices ut, euismod et, tempus vel, dolor. Sed egestas, leo sed dignissim aliquet, ipsum diam lacinia lorem, quis tristique libero dolor at risus.



**PROVIDENCE**  
THE CREATIVE CAPITAL



*This is a draft site map for the new economic development website. Further refinement is expected to the general navigation; we also anticipate that additional detail will be added to specific categories, such as “Life in Providence”*



MAYOR DAVID N. CICILLINE

CITY COUNCIL

SCHOOLS

DO BUSINESS IN  
PROVIDENCE

EXPLORE PROVIDENCE

Arts + Entertainment  
Neighborhoods  
Roger Williams Park  
Zoo  
Botanical Center  
Casino  
Transportation  
Accommodations  
History + Preservation  
Photo Collection

STATE GOVERNMENT



FIND OUT MORE ABOUT  
THE CREATIVE CAPITAL

PROVIDENCE CITY HALL

25 Dorrance Street  
Providence, Rhode Island 02903  
401 421 7740  
401 421 2489

GET DIRECTIONS



< 1 2 3 4 5 6 >

**Generation Ready!** Mayor Cicilline Joins Providence Students, School Officials, and Construction Workers to Top Off State-of-the Art Career + Tech Academy

## NEWS

### Home Inspections for Year-Long Property Revaluation Process Begin Monday in Providence

Ispum lorem diem subheader leads to news section here ipsum lorem >>>

### Mayor Cicilline Headed to Washington for President-elect Obama's Inauguration and UCSM Meeting

Ispum lorem diem subheader leads to news section here ipsum lorem >>>

### Mayor Cicilline To Host Annual MLK Hall of Fame at RI Convention Center

Ispum lorem diem subheader leads to news section here ipsum lorem >>>

MORE >>>

VIDEO

GALLERY

## MOST REQUESTED SERVICES

Pay a ticket  
Pay taxes online  
Tax assessor's office  
Get help from a customer or neighborhood services officer  
Get help from a senior services officer  
Find job opportunities

## CITY DEPARTMENTS

Archives  
Art Culture + Tourism  
Board of Canvassers  
Board of Licenses  
City Clerk  
City Forester  
Collector's Office  
Emergency Management Agency + Office of Homeland Security  
Finance Department  
Fire Department  
Housing Court  
Human Relations Commission  
Human Resources  
Inspections + Standards  
Law Department  
Municipal Court  
NetworkRI/Providence Connects  
Parks + Recreation  
Planning + Development  
Police Department  
Probate Court  
Providence External Review Authority  
ProvStat  
Public Property  
Public Works  
Recorder of Deeds  
Recycling Office  
Tax Assessor  
Traffic Engineering  
Vital Statistics/Registrar  
Water Supply Board

## WHAT CAN WE DO FOR YOU?

## MY PROVIDENCE



ART CULTURE +  
TOURISM



PARKS + RECREATION



EDUCATION



SHOPPING + TRAVEL



BUSINESS

## SPECIAL ONLINE FEATURES



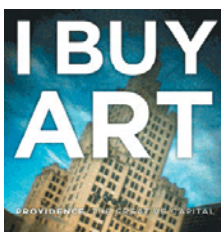
### PROVIDENCESUNSHINE

Timely and meaningful public access to accurate information regarding property tax abatements and related adjustments made by the Office of the Tax Collector on behalf of any individual or corporate taxpayer



### READYPROVIDENCE

Prepare for and respond to emergencies, including natural disasters and potential terrorist attacks. The "Ready Providence" Campaign asks individuals to do three key things to prepare for the unexpected: get an emergency supply kit, make a family emergency plan, and be informed about the different types of emergencies that could occur and their appropriate responses.



### BUYPROVIDENCE + BUY ART

Providence is home to some of the best restaurants, artists, retail and service establishments worldwide. Whether it is designer shoes and clothing, one-of-a-kind artwork, fine jewelry, outstanding delicacies and personal amenities, we urge you to Buy Providence! when you do your gift giving.

## CITY-WIDE INITIATIVES



### CELEBRATE PROVIDENCE

The Mayor's Award-Winning Neighborhood Performing Arts Initiative bringing high-quality arts to our neighborhoods and attracting people to Providence from all over the region. The Neighborhood Performing Arts Initiative awards funds to non-profit organizations to create and perform high quality programs designed to respond to the unique characteristics of neighborhoods and foster a sense of community pride.



### PROVIDENCE AFTER SCHOOL ALLIANCE

The Providence After School Alliance is a public/private venture that is working to expand and improve the quality of after school opportunities for the youth of Providence by building a system of after school supports. PASA provides access for all youth in the City to high quality after school programs and learning opportunities.

I AM A ...

RESIDENT

VISITOR

BUSINESSPERSON

STUDENT

HOME PAGE

P

CITY OF PROVIDENCE  
OFFICE OF THE MAYOR

HOME

ABOUT THE MAYOR

POLICY + INITIATIVES

PRESS ROOM

CALENDAR

CONTACT THE MAYOR



# Welcome to The Creative Capital

DAVID N. CICILLINE

TOP STORIES

January 22nd, 2009:  
THREE COMMUNITY LEADERS INDUCTED INTO THE 2009 MLK HALL OF FAME

January 22nd, 2009:  
MAYOR, JOB SEEKERS CALL ON CONGRESS TO ACT NOW ON PRESIDENT OBAMA'S ECONOMIC RECOVERY & INVESTMENT PLAN

January 16th, 2009:  
HOME INSPECTIONS FOR YEAR-LONG PROPERTY REVALUATION PROCESS BEGIN MONDAY IN PROVIDENCE

January 16th, 2009:  
MAYOR CICILLINE HEADED TO WASHINGTON FOR PRESIDENT-ELECT OBAMA'S INAUGURATION & USCM MEETING

January 14th, 2009:  
RESIDENTS URGED TO TAKE PRECAUTIONS DURING SEVERE COLD WEATHER

More >>>

VIDEO

GALLERY



< 1 2 3 4 5 6 >

## Mayor Cicilline Announces Green Plan for Providence

Greenprint Report Details Citywide Efforts to Reduce Carbon Footprint

I AM A ...

RESIDENT

VISITOR

BUSINESSPERSON

STUDENT

HOME PAGE

P

CITY OF PROVIDENCE  
OFFICE OF THE MAYOR

HOME

ABOUT THE MAYOR

POLICY + INITIATIVES

PRESS ROOM

CALENDAR

CONTACT THE MAYOR



# About the Mayor

DAVID N. CICILLINE

POLITICAL HISTORY

January 2007  
Sworn in to second term as Mayor of Providence

November 2006  
Re-elected as Mayor of the City of Providence with 83% of the vote

January 2003  
Sworn in as \_\_\_\_ Mayor of Providence

November 2002:  
Elected as Mayor of Providence with \_\_\_\_% of the vote

Date  
State Rep

Date  
State Rep

Mayor David N. Cicilline was born in the South Side of Providence and then moved with his family to Narragansett, Rhode Island. He graduated Brown University magna cum laude and went on to earn a J.D. from the Georgetown University Law Center. He served as a public defender in Washington, D.C. before returning home to open a practice in criminal defense and civil rights law.

Cicilline began his political life serving four terms as state representative from Providence's East Side. He earned a reputation as a fierce champion of political reform and gun safety, and his dedication to ethics in government won him Common Cause's #1 ranking.

In 2002, when the City of Providence was buckling under a \$59 million deficit, an archaic administrative infrastructure, and the legacy of decades of corruption, David Cicilline announced his candidacy for Mayor. He pledged to restore public confidence in City Hall and to revitalize the city's neighborhoods. The message resounded. Cicilline swept a four-way primary election and went on to easily win the general election.

Since taking office, Mayor Cicilline has produced unprecedented results. "Something remarkable is happening here. A city long renowned for the rackets and graft is being cleaned up by a reform-minded mayor.

(more ...)



CITY OF PROVIDENCE  
OFFICE OF THE MAYOR

HOME

ABOUT THE MAYOR

POLICY + INITIATIVES

PRESS ROOM

CALENDAR

CONTACT THE MAYOR



# Press Room

DAVID N. CICILLINE

PRESS RELEASES

ADDRESSES + SPEECHES

MEDIA KIT

CITY NEWS

PHOTO GALLERY

VIDEOS

January 22nd, 2009:  
**THREE COMMUNITY LEADERS INDUCTED INTO THE 2009 MLK HALL OF FAME**

January 22nd, 2009:  
**MAYOR, JOB SEEKERS CALL ON CONGRESS TO ACT NOW ON PRESIDENT OBAMA’S ECONOMIC RECOVERY & INVESTMENT PLAN**

January 16th, 2009:  
**HOME INSPECTIONS FOR YEAR-LONG PROPERTY REVALUATION PROCESS BEGIN MONDAY IN PROVIDENCE**

January 16th, 2009:  
**MAYOR CICILLINE HEADED TO WASHINGTON FOR PRESIDENT-ELECT OBAMA’S INAUGURATION & USCM MEETING**

January 14th, 2009:  
**RESIDENTS URGED TO TAKE PRECAUTIONS DURING SEVERE COLD WEATHER**



# About the Office of Neighborhood Services

**PHONE:** 401 421 2489

**FAX:** 401 455 8823

**LOCATION:** City Hall, Room 201

**HOURS OF OPERATION:** Monday - Friday, 8:30 - 4:30 p.m.

**DEPARTMENT HEAD:** Pleshette Mitchell, Director

**DESCRIPTION OF SERVICES:**

The Office of Neighborhood Services is your link to the City of Providence and its services and programs. This Office will help you obtain access to programs and services, voice concern and resolve complaints. Our services break down into four fundamental categories: Administration, Basic Delivery, Neighborhood Services and Community Initiatives.

As with all of City Government, it will be ethical, accessible, and transparent. And those who serve our residents will be guided by respect, patience, understanding and integrity.

We guarantee all the people of Providence a strong voice in their government, and fair and equal access to quality public service.

We Can Help:

- Resolve Complaints
- Refer requests to appropriate City or other Agencies
- Act on your behalf and will monitor your request until it is completed



# ONS Online

List of Online Services or Forms Here - as live links to whatever page they need to go to to fill out a form, or access online service.

I want to ...

- REPORT GRAFFITI
- REPORT A POTHOLE
- FILE A COMPLAINT



CITY OF PROVIDENCE  
OFFICE OF THE TAX COLLECTOR

HOME

ABOUT

KEY INFO

ONLINE SERVICES



# About the Office of the Tax Collector

**PHONE:** 401 331 5252 office; 866 290 8105 tax payment hotline

**FAX:** -

**LOCATION:** City Hall, Room 203

**HOURS OF OPERATION:** Monday - Friday, 8:30 - 4:30 p.m.

**DEPARTMENT HEAD:** Matt Clarkin, Acting Director

**DESCRIPTION OF SERVICES:**

The City Tax Collector is responsible for the collection of Real Estate, Personal Property/Tangible, and Motor Vehicle taxes as well as being a depository for all city receipts.



CITY OF PROVIDENCE  
OFFICE OF THE TAX COLLECTOR

HOME

ABOUT

KEY INFO

ONLINE SERVICES



# Tax Collector Online

List of Online Services or Forms Here - as live links to whatever page they need to go to to fill out a form, or access online service.

I want to ...

- PAY MY TAXES ONLINE



I WANT TO ...

PAY

My Property Tax  
My Parking Ticket  
My Water Bill

REPORT

Graffiti  
Suspicious Activity  
Street Light Out  
Potholes

VIEW

Overnight Parking Schedule  
Traffic Restrictions + Street  
Closures  
Parking Bans

FIND

My City Councilor  
My District Police Commander  
A City Ordinance

REGISTER

To Vote  
For the City's Newsletters  
For FLASHBRIEF Alerts  
For a Tree Planting in My  
Neighborhood  
For REVERSE 9-1-1 on My  
Cell Phone

READ

The Landlord-Tenant Handbook  
The Transit 2020 Report  
The Pathways to Opportunity  
Report  
Greenprint: Providence