



Request for Quote – Computer Assisted Mass Appraisal System

April 2021

The St. Johns County Property Appraiser is seeking quotations from qualified and experienced vendors that can provide a Florida compliant Computer Assisted Mass Appraisal (CAMA) system to replace its current software, CustomCAMA. The system must support all major functions of the Property Appraiser's Office, as well as the following additional specifications. Please note that this list is not exhaustive of all system requirements. Further definition of these specifications will occur prior to any contract with the winning vendor.

- Complete Tax Roll processing including all Department of Revenue edit checks, roll creation, reporting as described in F.S. 193.1142, custom reporting to support taxing districts and roll correction processing.
- Creation and maintenance of all state reports and forms with automated population from CAMA data whenever possible.
- Customizable Property Record Card and Truth In Millage Notice (TRIM).
- Scalable, customizable, and secure online portal with a real-time connection to CAMA data to include the following services at a minimum:
 - Online filing for all property related exemptions, portability and classifications. Configuration must include:
 - Full integration with the Residency Web Services provided by Florida Highway Safety & Motor Vehicles.
 - Configurable receipt and hold notice generation upon application submission.
 - Creation of all state forms associated with the application process and the ability to email forms directly from the CAMA system.
 - Application interface must be responsive and fully functional on major browser and mobile device platforms.
 - Configurable and automated email to all applicants triggered by application submission, hold status, and approval of any exemptions.
 - Tangible Personal Property Return filing with ability to view and modify existing assets assigned in CAMA.
 - Tangible Personal Property extension requests.
 - Income and Expense data collection.
 - Collection of sale data to support qualification process of all new sales.
- Integration with the following vendors in existing or full capacity, if not currently integrated:
 - Compliance software supplied by TrueRoll.
 - Marshall & Swift valuation service to support residential and commercial appraisal.
 - Pictometry
 - Pushpin
 - Cyclomedia
 - qPublic
 - County permitting application (currently converting to Tyler Technologies).
- Ability to link to external vendors via URL such as the St. Johns County Tax Collector, St. Johns County Clerk of Courts images, multiple listing service, CoStar, and ESRI mapping services.
- Mass notification capabilities to allow customized emails to be sent from CAMA system to all or a subset of homeowners.
- Customizable Value Adjustment Board (VAB) module with automation to generate maps, worksheets, property images, comparable sales, and representation of different valuation methodologies (Income, Cost, Sales/Market) that may be exported into PDF or Excel format.
- Desktop appraisal solution with management tools to assign work and track progress.
- Configurable and robust workflows with management tools to monitor progress.
- Support for the valuation of condominium properties.

EDDIE CREAMER, Property Appraiser

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ST. JOHNS COUNTY
PROPERTY APPRAISER
Eddie Creamer

- Support for the valuation of agricultural properties, including application tracking and processing.
- Statistical analysis and modeling capability, to include:
 - Sales Ratio Analysis tools to include mirroring Florida Department of Revenue's statistical analysis and data checks.
 - Multiple Regression Analysis tool(s).
 - Market analysis of annual income and expense data.
 - Data forecasting to predict taxes and impact on tax roll of various adjustments over time.
- Ability to create accounts/parcels, new subdivisions, update characteristics and apply sales in mass.
- Ability to create multiple income models by property type.
- Ability to develop templates for building models, including structural elements.
- Ability to sketch building traverse over the image of a building plan or generate a traverse based on an image file of the building plan.
- Calamity/damage adjustment capabilities with system-generated restoration of capped values once the adjustment is removed.
- System-generated capping allocation for values based on the nature of an edit (new construction, demolition or maintenance).
- Ability to work future year parcels, exemptions, buildings and extra features with automation to apply capping correctly once future year becomes current.
- User-friendly query and/or filter capabilities.
- Tangible Personal Property system with the following features, at a minimum:
 - Personal Property asset inventory with the ability to specify a custom description field for each item.
 - Ability to submit Personal Property tax returns via an online portal (see previous specifications) and paper documentation.
 - Real property integration with Tangible Personal Property to adjust values for linked accounts.
- OCR capabilities to translate deed data from an image with ability to edit and commit to CAMA tables once verified by staff.
- Management and security tools to include, at a minimum:
 - Complete user audit trails.
 - Reports or dashboard to track user-defined metrics by staff member.
 - Field validation to prevent users from saving an edit when a logical check against their edits results in a failure.
 - Scalable security.
- SQL-based back end is preferred.
- Document management system.
- Customizable imports to include, at a minimum:
 - Permit and/or Plan data and images.
 - Creation of new Tangible Personal Property accounts from Business Tax Receipts data.
 - Tangible Personal Property asset lists.
 - Department of Revenue roll submission feedback (as a workflow process).
 - Vital Statistics data (as a workflow process).
- Customizable data extraction to Microsoft Excel and Microsoft Access to include, at a minimum:
 - Parcel and ownership information to support mass mailings.
 - Account/ownership information.
 - Query results.

Quotes should be inclusive of all required costs including professional services, data migration, gap analysis and development, third-party integration, implementation, training and support and maintenance fees. It is the desire of this office to fully implement the new CAMA system with the rollout of the 2023 tax year. The 2022 Preliminary and Final tax rolls must be successfully submitted from the new CAMA system as a test parallel to our live data submissions to the Department of Revenue. Please submit quotes no later than May 31, 2021 to Eddie Creamer, Property Appraiser, at Eddie@sjcpa.us or by mail to the address listed below.

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