SUBJECT: WEB-BASED SYSTEM TO REGISTER FORECLOSED PROPERTIES, COLLECT PROPERTY REGISTRATION FEES, AND TRACK ENFORCEMENT

BID #: ESC-0258-24 **OPEN DATE:** 11/29/2023

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – TWO (2) YEARS FROM DATE OF CONTRACT EXECUTION WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: HOUSING AND COMMUNITY DEVELOPMENT DIVISION

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 2 **NUMBER RECEIVED:** 5 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Subject RFP closed on November 29, 2023 with five (5) responses received. The Evaluation Committee has completed their review of the proposals. The ranking of first through fifth below designates the order of qualification of these firms.

Supplier	Average	Rank
Hera Property Registry, LLC	95.00	1
Avenu Insights & Analytics, LLC	90.78	2
Opportunity Space, Inc. dba Tolemi	89.34	3
Aclarian, LLC	71.47	4
Porfirio Mateus Sperandio	28.33	5

Recommend approval of award to the highest-ranking responsive, responsible firm, Hera Property Registry, LLC. This is a revenue generating project. Hera Property Registry, LLC's fee to the City will be $100.00 per registration fee collected. Period of service will be two (2) years from the date of contract execution with three (3) one (1) year renewal options.

This award will be executed by formal contract agreement through the Office of General Counsel.

ATTACHMENTS: Recommendation Memo, Price Sheet, Attachment B, Evaluation Scoring Matrix, Sections 1.3 and 4

ANALYST: _____
DAVID KLAGES

RESPECTFULLY SUBMITTED: _____
FOR: DUSTIN FREEMAN, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: TRAVIS JEFFREY, CHIEF, HOUSING AND COMMUNITY DEVELOPMENT DIVISION

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Donna Deegan, Mayor

Neighborhoods Department
Neighborhood Property Administration
214 N. Hogan St. 7th FL
Jacksonville, FL 32202
(904) 255-8200

A New Day

MEMORANDUM

December 8, 2023

TO: Dustin Freeman, Chief of Procurement
Finance and Administration Department

THRU: Travis Jeffrey
Interim Chief, Housing & Community Development Division

FROM: Robert Ownby, Housing Property Administrator
Neighborhoods Department

SUBJECT: **Recommendation for ESC-0258-23 Web-Based System to Register Foreclosed Properties**

The Housing & Community Development Division (HCDD) was approved to utilize the Competitive Sealed Proposal Evaluation Process. This process was used to formally solicit bids to acquire the services of the creation and maintenance of a web-based system to register foreclosed properties and collect property registration fees in accordance with Ch. 179 of the City of Jacksonville Ordinance Code. The Procurement Division received five (5) proposals on November 29, 2023 which were evaluated by the Housing & Community Development Division.

The proposals were evaluated in accordance with the ESC-0258-23 Request for Proposals (RFP) as documented on the attached scoring sheet. Based on the average score, the top scoring agency is **Hera Property Registry, LLC.**

We are requesting approval to award a service contract to **Hera Property Registry, LLC.** This is a revenue generating contract with no indebtedness to the City of Jacksonville. The fee to the City of Jacksonville as stated in the submitted price sheet will be $100.00 per registration fee collected with the remaining registration fee being remitted to the City of Jacksonville. Period of service will be two (2) years from the date of contract execution with three (3) one (1) year renewal options.

Please do not hesitate to contact me at 255-8283 or rownby@coj.net if you have any questions.

CC: David Klages, Purchase Analyst – Procurement Division

Klages, David

From: Ownby, Robert
Sent: Wednesday, December 6, 2023 9:01 AM
To: Klages, David
Subject: ESC-0258-24 - Determining the quotation of rates with Late Fees calculated
Attachments: Determining the quote of rates with Late fees added.xlsx

Dave,
Per our conversation, please see attached the breakdown of what each organization would change the COJ for one registration assuming one year of noncompliance with the foreclosure registry. This is how we can determine the quotation of rates and have all the proposals be an apples to apples comparison.
I completed the assignment in excel because it is a bit easier for me to manage.
Let me know what you think and if we can move forward in this manner.
Thanks,

Robert Ownby
Housing Property Administrator
City of Jacksonville | Neighborhoods Department
214 N. Hogan Street, 7th Floor
Jacksonville, FL 32202
Direct (904) 255-8283
www.Jacksonville.Gov

A NEW DAY.

Please note that under Florida's very broad public records law, communications to and from City of Jacksonville officials are subject to public disclosure.

Factoring in Late Fees to determine the Quotation of Rates

Per Ch. 179 - Mortgage Foreclosure Registration
Late Fees are assessed at $50 a month for every month the annual registration is in Noncompliance
Assuming one year of Noncompliance to allow for the maximum amount owed per registration.

$	250.00	Annual Registration Fee
$	550.00	11 months of $50 late fee
$	800.00	

Amount charged to the COJ per RFP responses

1. Hera Property Registry - $100 per registration, no additional cost for late fees
2. Avenu Insights - $100 per registration, $35 for late fees
3. Aclarian LLC - $100 per registration, 20% of late fees
4. Tolemi - $90 per registration, 10% of late fees
5. Porfirio Mateus - NA

Amount each organization would change for one registration assuming one year of noncompliance

1. Hera - $100
2. Avenu - $135
3. Aclarian - $210
4. Tolemi - $145
5. Porfirio Mateus - NA

Points awarded based upon the RFP equation

1. Hera - 15
2. Avenu - 11.11
3. Aclarian - 7.14
4. Tolemi - 10.34
5. Porfirio Mateus - NA

Klages, David

From: Spradley, Nicole
Sent: Wednesday, December 6, 2023 11:30 AM
To: Klages, David
Subject: RE: ESC-0258-24 - Determining the quotation of rates with Late Fees calculated

I'm ok with this.

Nicole Spradley
Neighborhoods Administrative Manager
Housing and Community Development
214 N. Hogan St. Ed Ball Bldg. 7th Fl, Jacksonville, FL 32202
City of Jacksonville / Neighborhoods Department
T: (904) 255-8197 / F: (904) 255-8209
Jacksonville.gov

A NEW DAY.

Please note that under Florida's very broad public records law, communications to and from City of Jacksonville officials are subject to public disclosure.

From: Klages, David <DKlages@coj.net>
Sent: Wednesday, December 6, 2023 10:36 AM
To: Spradley, Nicole <SpradleyN@coj.net>
Subject: FW: ESC-0258-24 - Determining the quotation of rates with Late Fees calculated

Nicole,
Please see below and attached... Would you please let me know if you are okay with Robert's breakdown of the cost criterion?

Thank you,

David R. Klages
Purchasing Analyst
City of Jacksonville | Procurement Division
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: (904) 255 – 8813
Email: dklages@coj.net

Klages, David

From: Jeffrey, Travis
Sent: Friday, December 8, 2023 12:22 PM
To: Klages, David
Subject: RE: ESC-0258-24

Yes, thanks.

Travis Jeffrey
Chief, Housing & Community Development Division
City of Jacksonville
214 N. Hogan Street, 7th Floor
Jacksonville, Florida 32202
T: (904) 255-8227 / F: (904) 255-8209

A NEW DAY.

From: Klages, David <DKlages@coj.net>
Sent: Friday, December 08, 2023 12:10 PM
To: Jeffrey, Travis <TJeffrey@coj.net>
Subject: RE: ESC-0258-24

Thanks, Travis. Based on Robert's cost analysis, I have adjusted your scores for that criterion to be consistent with Robert and Nicole. Are you okay with that?

David R. Klages
Purchasing Analyst
City of Jacksonville | Procurement Division
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: (904) 255 – 8813
Email: dklages@coj.net

Form 1
Price Sheet

NAME OF CONSULTANT: Hera Property Registry, LLC

SCHEDULE OF PROPOSED PRICES/RATES

1. Flat Fee (payable upon completion of project or upon completion of listed deliverables):

   $100 per registration fee collected

2. If charges are based on hours worked, the hourly direct labor rates (without Fringe Benefits) are:

   Principal (Partner or Senior Officer): $_____hr.

   Project Manager (Responsible Professional): $_____hr.

3. Other Direct Project Costs per Unit (please specify):

   N/A

4. Estimated percentage of total fee to be performed by sub-contractors: 0 %

5. Please provide any other relevant rates that may apply to this project including average direct hourly labor rates for other categories of proposed personnel:

   N/A

6. Please provide a breakdown of any and all project fees or costs retained as a result of the collection of property registrations fees collected under the guidelines of Chapter - 179 Mortgage Foreclosure Registration:

   HERA retains $100 per registration fee collected to cover its costs associated with the Program.

Attachment B
Evaluation Matrix

The evaluations will be based upon the following criteria, and Proposers are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criteria will be evaluated relative to the other responses received and the contract will be awarded to the highest scoring, responsive, responsible bidder for the Evaluation Criteria.

Proposers shall arrange their responses in a format that will offer ready review and evaluation of each criterion. Please note that **100** points is the maximum total of the criteria.

EVALUATION CRITERIA:

1. **COMPETENCE:**

   15 Points Maximum Score

   Including professional and/or technical education and training; experience in the kind of projects to be undertaken; availability of adequate personnel, equipment and facilities and the extent of repeat business of the persons. Provide names and resumes of all individuals to be assigned to this project. List previous projects similar to the one in the RFP, which have been satisfactorily completed. Provide resumes of principal staff/project manager showing years of experience in the field to which they are assigned for this project.

2. **CURRENT WORKLOAD:**

   5 Points Maximum Score

   Provide the number and size of the projects currently being performed. Discuss past ability to deliver projects on a timely basis under similar current workload conditions.

3. **FINANCIAL RESPONSIBILITY:**

   15 Points Maximum Score

   Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Consultant may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in score less than maximum for this criterion.

4. **ABILITY TO OBSERVE AND ADVISE WHETHER PLANS AND SPECIFICATIONS ARE BEING COMPLIED WITH, WHERE APPLICABLE:**

   5 Points Maximum Score

   Describe experience, ability, and understanding of Consultant and assigned personnel in observing and monitoring instruction or direction to similarly related tasks.

5. **PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPLISHMENTS WITH CITY AGENCIES AND OTHERS:**

   10 Points Maximum Score

   Provide a list of completed projects that are similar in nature and scope to the project under consideration with references to include owner's contact person and telephone number. Describe any outstanding accomplishments that relate to specific services being sought. Responding to this evaluation criterion necessitates that Consultants include statements of their past and present record of professional accomplishments or performance with the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and an independent agency required by law or voluntarily requesting to utilize for services of the (Procurement) Department"; and with any of Buyer's "Independent Authorities"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein.

6. **PROXIMITY TO THE PROJECT:**

5 Points Maximum Score

Document the location of Consultant's corporate headquarters, which, if located in Jacksonville, Florida, no further information is required under this criterion and maximum points will be awarded. If Consultant's corporate headquarters are not located in Jacksonville, Florida, please document the location and the nature of business of Consultant's branch office(s), if any, that are located in and/or that are closest to Jacksonville, Florida, the number of employee assigned thereto and the period of continuous existence thereof. Additionally, Consultants are requested to demonstrate, define and provide examples of their ability to provide the services contemplated herein in a manner comparable to having a local office in Jacksonville, Florida or to show that a local office is not necessary to satisfactorily perform the services required for this project, in which event maximum points may be awarded.

7. **PAST AND PRESENT DEMONSTRATED COMMITMENT TO SMALL AND MINORITY BUSINESSES AND CONTRIBUTIONS TOWARD A DIVERSE MARKET PLACE:**

10 Points Maximum Score

Responding to this evaluation criterion necessitates that Contractors indicate their past and present commitment to minority, women-owned, small and emerging businesses. More specifically, responses to this evaluation criterion should include, without limitation, statements that document the Contractor's: (i) commitment to diversity among the directors, officers, members and/or employees that make up its firm; (ii) commitment to diversity within its community and beyond; (iii) commitment to and/or utilization of minority, women-owned, small and emerging businesses on past projects; and (iv) commitment to and/or utilization of minority, women-owned, small and emerging businesses, certified JSEBs in particular, for the project solicitation in question.

8. **ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS:**

15 Points Maximum Score

Describe the Contractor's understanding of the requirements of this solicitation, and its ability, approach and/or plan to satisfy the same in complete compliance with all applicable federal, state and local laws, statutes, ordinances, rules and regulations.

9. **QUOTATION OF RATES, FEES OR CHARGES AND OTHER DETAILED COST PROPOSAL OR COST BREAKDOWN INFORMATION:**

15 Points Maximum Score

Describe the Contractor's overall willingness to meet both time and budget requirements for the project, and subject to Chapter 126, Part 3 of Jacksonville Ordinance Code, Section 126.302(e) in particular, proposed total compensation or unit price quotations, including, without limitation, hourly rates, fees, or other charges that will ultimately be used during, contract negotiations to calculate or determine total compensation.

The proposal with the lowest flat fee (Form 1 - Price Sheet, Item 1) will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest cost is divided by the proposer's cost. That number will then be multiplied by the maximum number of points for the Cost criterion (15). The proposer will receive the number of points as determined by the formula.

Example: The City receives three proposals: Firm #1 with a price of $100,000.00; Firm #2 with a price of $150,000.00; and Firm #3 with a price of $200,000.00.

- Firm #1 would receive the maximum number of points (**15 points**).
- Firm #2 would receive **10 points** ($100,000.00 divided by $150,000.00 multiplied by the maximum number of points (15)).
- Firm #3 would receive **7.5 points** ($100,000.00 divided by $200,000.00 multiplied by the maximum number of points (15)).

10. THE VOLUME OF CURRENT AND PRIOR WORK PERFORMED FOR USING AGENCIES SHALL BE CONSIDERED A MINUS FACTOR:

5 Points Maximum Score

Provide a list of all local government projects including the fees awarded for each on which Contractor has been awarded during the past five (5) years. Include only those projects on which Contractor was the Prime Contractor (do not delete fees paid to subcontractors or others). Such list shall include all work for the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and independent agency required by law or voluntarily requesting to utilize the services of the [Procurement] Division"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein. If the Contractor has not performed work for any of these agencies during the past five (5) years, the response should so clearly state. **Former JSEBs should not include work awarded while in the JSEB Program.** The minus factor methodology for this criterion will be based on the fees awarded. The higher the volume of fees the lower the score, less volume of fees the higher the score.

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RFP RESPONSIVENESS REVIEW

Title: Web-Based System to Register Foreclosed Properties, Collect Property Registration Fees, and Track Enforcement **RFP No.:** ESC-0258-24 **Close Date:** November 29, 2023 **Analyst:** David Klages **No.: Invited:** (2) **No. Received:** (5) **Other:** (0) **Announcer:** Renata Barnett **Recorded By:** Melissa Pierce	**Aclarian, LLC**	**Avenue Insights & Analytics, LLC**	**Hera Property Registry, LLC**	**Opportunity Space, Inc. dba Tolemi**	**Porfirio Mateus Sperandio**
Title Page & Cover Letter	Yes	Yes	Yes	Yes	No
Addenda 1 and 2	Yes	Yes	Yes	Yes	Yes
Form 1 - Price Sheet	Yes	Yes	Yes	Yes	Yes
Form 2 - Conflict of Interest Certificate	Yes	Yes	Yes	Yes	Yes
Form 3 - Volume of Work	Yes	Yes	Yes	Yes	Yes
Proof of Business Licenses	Yes	Yes	Yes	No	No

EVALUATION SCORING MATRIX

Title: Web-Based System to Register Foreclosed Properties, Collect Property Registration Fees, and Track Enforcement
RFP No.: ESC-0258-24
Close Date: November 29, 2023
Analyst: David Klages
No. Invited: (2) **Received:** (5) **Other:** (0)
Announcer: Renata Barnett
Recorded By: Melissa Pierce

COJ Sub-Committee	Competence (15 Pts. Max)	Current Workload (5 Pts. Max)	Financial Responsibility (15 Pts. Max)	Ability to Observe and Advise Whether Plans and Specifications are Being Complied With, Where Applicable (5 Pts. Max)	Past and Present Record of Professional Accomplish-ments with City Agencies and Others (10 Pts. Max)	Proximity to the Project (5 Pts. Max)	Past and Present Demonstrated Commitment to Small and Minority Businesses and Contributions Toward a Diverse Market Place (10 Pts. Max)	Ability to Design an Approach and Work Plan to Meet the Project Requirements (15 Pts. Max)	Quotation of Rates, Fees or Charges, and Other Detailed Cost Proposal or Cost Breakdown Information (15 Pts. Max)	The Volume of Current and Prior Work Performed for Using Agencies Shall Be Considered a Minus Factor (5 Pts. Max)	Total	Rank
Aclarian, LLC												
Travis Jeffrey	15.00	5.00	15.00	5.00	0.00	3.00	0.00	15.00	7.14	5.00	70.14	4
Robert Ownby	15.00	3.00	15.00	5.00	8.00	3.00	8.00	15.00	7.14	5.00	84.14	
Nicole Spradley	10.00	0.00	10.00	3.00	8.00	5.00	0.00	15.00	7.14	2.00	60.14	
Average	**13.33**	**2.67**	**13.33**	**4.33**	**5.33**	**3.67**	**2.67**	**15.00**	**7.14**	**4.00**	**71.47**	
Avenu Insights & Analytics, LLC												
Travis Jeffrey	15.00	5.00	15.00	5.00	10.00	6.00	3.00	15.00	11.11	5.00	90.11	2
Robert Ownby	15.00	5.00	15.00	5.00	10.00	1.00	7.00	15.00	11.11	5.00	89.11	
Nicole Spradley	15.00	5.00	15.00	4.00	8.00	5.00	10.00	15.00	11.11	5.00	93.11	
Average	**15.00**	**5.00**	**15.00**	**4.67**	**9.33**	**4.00**	**6.67**	**15.00**	**11.11**	**5.00**	**90.78**	
Hera Property Registry, LLC												
Travis Jeffrey	15.00	5.00	15.00	5.00	10.00	4.00	5.00	15.00	15.00	5.00	94.00	1
Robert Ownby	15.00	5.00	12.00	5.00	10.00	3.00	8.00	15.00	15.00	4.00	92.00	
Nicole Spradley	15.00	5.00	14.00	5.00	10.00	5.00	10.00	15.00	15.00	5.00	99.00	
Average	**15.00**	**5.00**	**13.67**	**5.00**	**10.00**	**4.00**	**7.67**	**15.00**	**15.00**	**4.67**	**95.00**	
Opportunity Space, Inc. dba Tolemi												
Travis Jeffrey	15.00	5.00	15.00	5.00	5.00	1.00	10.00	15.00	10.34	5.00	86.34	3
Robert Ownby	15.00	5.00	15.00	5.00	5.00	1.00	10.00	15.00	10.34	5.00	86.34	
Nicole Spradley	15.00	5.00	15.00	5.00	10.00	5.00	10.00	15.00	10.34	5.00	95.34	
Average	**15.00**	**5.00**	**15.00**	**5.00**	**6.67**	**2.33**	**10.00**	**15.00**	**10.34**	**5.00**	**89.34**	
Porfirio Mateus Sperandio												
Travis Jeffrey	5.00	0.00	5.00	0.00	5.00	5.00	0.00	5.00	0.00	5.00	30.00	5
Robert Ownby	5.00	0.00	0.00	0.00	0.00	5.00	10.00	5.00	0.00	5.00	30.00	
Nicole Spradley	5.00	0.00	0.00	2.00	3.00	5.00	0.00	5.00	0.00	5.00	25.00	
Average	**5.00**	**0.00**	**1.67**	**0.67**	**2.67**	**5.00**	**3.33**	**5.00**	**0.00**	**5.00**	**28.33**	

1.3 Term of Agreement.
The initial term of agreement will commence upon execution of the Contract and will continue for a two (2) year period. Buyer will have the option to renew such agreement for up to three (3) additional one-year renewal options upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Requirements for Contractors.
Contractors must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

1. Contractor shall provide current proof of all business licenses required by local, state, and federal law as applicable.
2. Contractor must have completed similar services for a local municipality or regional government entity.
3. Contractor can demonstrate that it has sufficient personnel and financial resources to handle the proposed project workload in a timely and cost-effective manner.

1.5 Equal Business Opportunity Program.
It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the "Encouragement Plan," which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at (904) 255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.
N/A.

1.7 Federal Funds.
N/A.

1.8 Mandatory Pre-Bid Meeting.
Wednesday, November 15, 2023 at 10:00 a.m. in the Ed Ball Building, 214 N. Hogan Street, Room 825 (8th Floor), Jacksonville, FL 32202. Only attendees of this meeting will be permitted to submit a proposal.

1.9 Response Due Date.
The deadline for submitting responses to this RFP is **Wednesday, November 29, 2023 at 2:00 p.m. EST.** Please see Sections 2.3 and 2.4 for more details.

1.10 Response Delivery Location.
Responses must be delivered to the following location:

City of Jacksonville
Procurement Division
214 N. Hogan Street, Room 105
Jacksonville, Florida 32202

1.11 Response Opening.
Responses received shall be publicly announced and recorded at 2:00 PM on the Response Due Date in Room #825, 8th Floor, Ed Ball Building, 214 N. Hogan Street, Jacksonville, FL 32202.

Section 4
Description of Services and Deliverables

Scope of Work

This is a Request for Proposals (RFP) for a consultant/firm to provide qualified expertise and experience in developing, implementing, and maintaining a secure web-based system for the registration, collection of registration fees, and tracking of properties falling under the requirements for registration according to the provisions of the City of Jacksonville Code of Ordinances, Chapter 179 Mortgage Foreclosure Registration. Services shall include, but not be limited to:

1) The Consultant will develop or acquire and maintain a web-based electronic database of searchable property records. Provide all required services necessary to implement the real property registry which allows all mortgage holders the opportunity to go on-line and register fee collection requirements. Requirements of the web-based electronic database include:
    a. Password and data protection
    b. Generate reports
    c. Supported by all web browsers
    d. Any other functionality to support their business.

2) Identify real properties within the city of Jacksonville, as well as mortgagees that hold a mortgage on real property and has declared its mortgage to be in default. Additionally, provide tracking of occupancy status for properties required to register. Identify the kind of real property (e.g., mobile home, residential, commercial, investment, etc.) being registered.

3) Notify mortgage holder of its requirement to register properties, identify information required to complete registry, access to the registry system, select and identify the local property manager and any other information necessary by the mortgage holder to complete the registry of the property.

4) Provide mortgage holder of its requirement to register properties, within ten (10) days of the date that the mortgagee declares its mortgage to be in default, pursuant to City Ordinance 2018-104-E.

5) Train with and provide support to the responsible person for the mortgagee to electronically register the information.

6) Provide Buyer free access to, and training on, the web-based electronic registry system and reporting tools.

7) Provide any necessary reporting of registry data to the Buyer as well as provide system access for the Buyer to create and generate reports via the internet.

8) Provide the financial accounting of property registrations, identifying those that are in compliance with the ordinance, as well as those that have not or are not meeting their financial obligations.

9) Provide Buyer annual audit financials and other requested materials upon request.

10) Track and report all changes of information in status, and update information on a monthly basis at a minimum. Maintain and ensure accurate, up-to-date data at all times.

11) Work with Buyer to include an enforcement module to the web-based database to track registrations enforced through a Special Magistrate process. The specifics of the kind of data that will be tracked will be provided by the Buyer during the development of this module.

12) Provide a batch of registrations that meet the eligibility requirements for enforcement through the Special Magistrate process of the Buyer when and as requested by the Buyer. Ensure all data for such registrations are current and accurate.

13) Contractor can demonstrate that it has sufficient personnel and financial resources to handle the proposed project workload in a timely and cost-effective manner.