Department of Finance

New York City Department of Finance
Property Division

Request for Information

EPIN: 83627Y0147

New Computer-Assisted Mass Appraisal (CAMA) Modern Solution

Contents

I. RFI Purpose and Objectives

The New York City Department of Finance (DOF) has issued this Request for Information (RFI) to gather information and obtain marketplace insights regarding available Computer Aided Mass Appraisal (CAMA) technologies and capabilities.

This solicitation is not a request for proposals (RFP) or any other type of procurement solicitation and will not result in a contract. Non-response to this RFI will not disqualify vendors from participating in any future solicitation, should one be issued.

The agency intends to modernize and optimize its current appraisal operations through the adoption of a next-generation Computer-Assisted Mass Appraisal (CAMA) solution and is seeking potential alternatives to its current CAMA system built on CAMAvision software. DOF anticipates the potential for significant reforms of the New York State law that governs New York City property valuation and taxation. These reforms may alter the methodology used to determine assessed values, including a possible transition toward a sales-based or hybrid valuation framework for Class 2 properties, including condominiums and cooperatives. Though this fundamental shift could be potentially achieved in the current CAMA system, DOF believes that this is an opportune time to consider alternative technology which automates all facets of its property assessment to boost its operational efficiency and effectiveness.

A key objective of this RFI is to identify cost effective and sustainable solutions that are inherently flexible and configurable, enabling the Department to adapt rapidly to legislative, policy, and regulatory changes without requiring extensive system redevelopment or vendor-dependent customization. At the same time, DOF is seeking a solution that, in conjunction with legislative changes, is designed to ensure fair, accurate, and equitable assessments for all property owners.

Proposals may include alternative approaches, architecture, and technologies that may better achieve the stated objectives and that may differ from the concepts outlined in this document.

All responses to this RFI shall include available pricing models, typical build timelines, and estimated long-term total cost of ownership.

II. Background

DOF's Property Division maintains the city's official tax maps, including the approval of lot subdivisions and mergers, and manages property valuation for over one million properties annually, representing more than $1 trillion in taxable market value. It also administers over $3 billion in property tax exemptions each year. Its primary goal is to ensure these valuations are conducted in a fair and equitable manner to facilitate the effective collection of property tax revenue. Key responsibilities of the DOF Property Division include:

A.	Property Assessment	The annual determination of market value for properties in all tax classes, covering residential, commercial, and industrial properties.
B.	Tax Map Maintenance	Ongoing updates to official tax maps, including lot-mergers, subdivisions, and changes in borough-block-lot (BBL) numbers.
C.	Exemptions & Data	Administer property tax exemption programs and integrate exemption data into the annual assessment cycle. The division processes exemption-related activities for over one million parcels annually. These programs collectively provide over $3 billion dollars in tax relief to New York City property owners. Exemption administration supports the assessment of taxable market values exceeding $1 trillion citywide.

In addition, Property Division also maintains the Property Information Portal (PIP), a digital tool allowing owners to view property valuations, check tax bills, and submit tax map changes.

To conduct these activities, members of the property division frequently need to access seven or more disparate applications. These include:

A.	CAMAvision	The Computer-Assisted Mass Appraisal Vision application is used by assessors/modelers to manage and analyze property data for the purpose of fair and equitable valuation and assessment for taxation.
B.	LIRO Tax Map	Currently in the property portal, LIRO is a one-stop platform for internal users, agency stakeholders, and the public to get all relevant information about their property.
C.	EAGLEVIEW	EagleView provides assessors with high-resolution aerial imagery, property data, and measurement tools to conduct efficient and accurate property assessments remotely.
D.	CYCLOMEDIA	Cyclomedia collects and analyzes property data to provide assessors with high-level 360° street-level imagery and data for remote property assessment, enabling efficient and accurate valuations without the need for physical site visits.
E.	Property Tax System (PTS)	PTS is the system of record for the city's property taxes. It is integrated with CAMAvision.
F.	Request for Review (RFR) App	This application is used by the public to request a review of their property assessment.

G.	Bookings App	This application, in conjunction with RFR, is used by the public to schedule an appointment.
H.	Property Information Portal (PIP)	PIP is a public-facing portal that serves as the Property Tax System (PTS). It is a digital hub where the public can find, and review information related to NYC properties.
I.	Automated City Register Information System	ACRIS contains sales data including Deed and transfer documents, Mortgage and lien records, condominium / cooperative filings, Party information (grantor/grantee names), and sale price and transaction date Document recording metadata (recording date, borough, block/lot references where applicable)

III. Key Objectives

To enhance the accuracy, efficiency, and fairness in its appraisal operations, DOF is exploring options and alternatives to its current CAMA solution.

DOF is seeking recommendations regarding approaches, technologies, and best practices that will help support modernization and cost optimization objectives. Responses for future state should include a more unified and streamlined technology that reduces reliance on multiple disconnected systems. DOF is interested in exploring whether key functions currently performed across separate applications can be accessible through a cohesive platform or a well-integrated modular architecture to prevent user need to swivel among multiple applications. This includes, but is not limited to, functions related to valuation modeling, data collection and maintenance, income and expense processing, appeals support, and public-facing property information.

DOF would like to achieve as many improvements as possible, although at this time we do not have a firm preconception of the best way to achieve this. We would like to learn about the range of possible solutions so that we may effectively scope a contract solicitation, if one is issued.

The solution must retain all the business functionality currently provided by the CAMA solution. Further, the solution must be extensible, nimble, and adaptable to leverage new technologies as needed while allowing for uncomplicated and straightforward expansion as business requirements and regulations dictate. It also must be intuitive and provide robust support for a broad range of users.

The specific objective of this RFI is to identify available technologies including but not limited to solutions that are both hardware and software agnostic, conversion and/or implementation strategies, applicable cost models, and timelines for a modern CAMA solution. We are aware that it is highly unlikely that any single application can satisfy all our needs; however, we will consider integrated solutions that can provide all requisite functionality, including:

A. Commercial off the shelf (COTS) solutions
B. Custom systems
C. Software as a Service (SaaS)
D. Retention of some components of the assessment “eco-system” while re-platforming others
E. Outsourcing
F. Hybrid approaches incorporating:
    1. On / off-premises solutions
    2. Web based solutions
    3. Cloud-based solutions
    4. Any combination of the above

The guiding principles should include:

A. Making it easier and faster to implement high-quality, sustainable changes in response to emerging business needs and legislation
B. Ensuring that all solutions are mobile responsive
C. Improving the overall experience for users, making it more intuitive and consistent across channels
D. Reducing manual, off-system work for all stakeholders
E. Creating a future-proof, Service Oriented Architecture system while moving off legacy technologies.
F. Assuring robust security
G. Achieving value and benefit to both end users and technology teams as early as possible in the system life cycle.

Finally, the solution must retain all the business functionality currently provided with our current application yet do so at an improved service level and enhanced usability.

Although this RFI is focused on gathering information about modern cost-effective and sustainable solutions, DOF is also interested in strengthening the integrity and consistency of the assessment process itself. To improve public trust in the property valuation process, proposed solutions must provide more accurate and transparent property valuations, reduce operational risk, and support long term property assessment objectives, while simultaneously actively analyzing to what extent the City is achieving equity and facilitating transparency to property owners. These include:

A. Enhanced User Experience and Analytics	Improve user experience, reporting, and analytical maintainability to support more effective operations and better decision-making.
B. Operational Efficiency	Provide a centralized, end-to-end workflow platform with APIs to our existing DOF applications that can easily propagate evolving business and policy requirements throughout the solution.
C. Expanded Interoperability	Introduce an approach that is easily scalable, reduces technical debt and eliminates heavy reliance on vendor-controlled changes to achieve long-term sustainability and lower operational costs.
D. Reduced Operational and Maintenance Responsibility	The solution should address the operational and maintenance burden associated with applications that require frequent vendor intervention, complex licensing, and ongoing specialized support.
E. Incorporation of Advanced Data, AI and Machine Learning Capabilities for Analytics	Strengthen data analytics and management for large scale datasets, expand automation, incorporate machine learning capabilities, enhance auditability and transparency, reduce or eliminate manual processes where possible, and improve assessor productivity.

IV. Potential Benefits

A. For City of New York

1.	Provide Equitable and Transparent Tax Framework	Proposed solutions should be flexible and cost-efficient and strengthen a fair, transparent, and equitable property tax framework that aligns with anticipated legislation pertaining to Property Tax Reform. In addition to improving valuation accuracy, the solution should help the City identify, measure, and address disparities across neighborhoods, property types, and socioeconomic conditions.
2.	Equity-Focused Analytics for Policy and Oversight	Augment current reporting and analytical tool capability to supply policymakers and agency leadership with the quantitative data needed to evaluate equity outcomes, understand the distributional impacts of valuation decisions, and ensure assessments are applied consistently and justly. These capabilities are essential for maintaining public trust and supporting defensible, accountable tax administration.
3.	Measurable Fairness and Consistency	The proposed solution should be capable of supporting embedded, equitable valuation practices and include functionality to define, track, and report measurable indicators of fairness, consistency, and transparency in assessment outcomes.

B. For General Public

1. The public will benefit from a more equitable and transparent valuation process, including fairer property assessments that are easier for taxpayers to understand and manage, and improved responsiveness to valuation challenges and customer service inquiries.

C. For DOF and its Property Division Staff

1.	Flexible and Adaptable	A more flexible and adaptive solution can increase operational productivity for the Property Division as well as decrease time-to-market for legislative or regulatory changes.
2.	Improved Automation	Elimination of repetitive and time-consuming processes will simplify the overall appraisal process and improve productivity for assessors.
3.	Increased Accuracy	Incorporation of current-edge technology may identify subtle patterns missed by traditional methods thereby improving accuracy and consistency in the valuations resulting in a more streamlined QA process.
4.	Trend Analysis	Continuous monitoring of market shifts allows timely adjustments in the valuations, detects current market trends, and enables assessors to make more informed decisions about the factors impacting a specific parcel's valuation.

V. Functional and Non-functional System Needs

A. Key Functional and Operational Experience Requirements

DOF would like proposed solutions to provide the following functionality.

1.	Transparency and Explainability	The platform must deliver clear, comprehensive, and easily interpretable explanations for all system-generated valuation outcomes. This includes visibility into data inputs, modeling assumptions, algorithms, and the rationale behind calculations to support auditability, regulatory compliance, and defensible assessments.
2.	Efficiency and Streamlined Reviews	The solution should automate repetitive and manual tasks, enabling assessors to focus on higher-value analytical work. Workflow automation, guided review steps, and intelligent task-routing should reduce processing time and improve consistency across appraisal activities.
3.	Preliminary Valuations	The platform should produce initial valuations for each property, using data such as recent comparable sales, property characteristics, neighborhood trends, permits, and market conditions. Assessors can then refine and validate these draft valuations, allowing them to concentrate on complex or exceptional cases rather than routine calculations.
4.	User-Centric Design	The solution must be intuitive, accessible, and aligned with assessor workflows. Modern UI design, clear navigation, contextual help, and streamlined screens should reduce training time, minimize errors, and support both novice and expert users. Note: All public facing displays must conform to WCAG requirements.
5.	Integrated Human-Technology Collaboration	If the solution includes imbedded technologies—such as AI models, GIS tools, automated data ingestion, and workflow engines—they must operate as seamless extensions of assessor work. These tools should enhance, not replace, human judgment and remain available throughout the valuation lifecycle.
6.	Field-to-Office Mobility	The solution should be fully functional on mobile and tablet devices, enabling appraisers to capture geotagged field photos that sync instantly to the system and can be analyzed for feature extraction.
7.	System Consolidation and Architecture Optimization	The solution should address the current fragmented system landscape and provide a clear strategy for improving architectural efficiency. This includes identifying opportunities to consolidate systems or functions, reducing

redundant processes, simplifying the user experience, defining system boundaries, and supporting a scalable, modular architecture that prevents future fragmentation. Vendors should propose a target architecture and describe how their solution would interact with, replace, or consolidate existing systems within the DOF ecosystem.

B. Key Non-Functional Requirements

The proposed solution should:

1. Performance and Scalability: Support high-volume data processing, large-scale modeling, and concurrent user activity without degradation. It should be scaled to accommodate future growth in data sources, property inventory, and analytical complexity.

2. Security and Compliance: Adhere to NYC cybersecurity standards, data-privacy regulations, and industry best practices. For example: role-based access control, encryption in transit and at rest, audit logging, vulnerability management, and secure APIs.

3. Reliability and Availability: Maintain high availability and minimal downtime, especially during peak assessment periods. Built-in redundancy, failover capabilities, and robust error-handling mechanisms are required to ensure uninterrupted operations.

4. Data Quality and Integrity: Provide automated data validation, cleansing, and reconciliation processes to ensure that all ingested data is accurate, complete, and consistent. The platform should flag anomalies and provide tools for data correction.

5. Interoperability and Integration: Must integrate seamlessly with existing DOF systems, external data sources, GIS platforms, and enterprise reporting tools. APIs should be standard-based, well-documented, and capable of supporting both real-time and batch data exchanges.

   Real-time API integration is a fundamental architectural shift and is needed to improve valuation and market responsiveness to data that is continually changing based on market trends. APIs that ingest real-time data help ensure that the roll is accurate up to the date of publication, directly reducing the volume of successful appeals and preserved revenues.

   The expectation is for an Open API Architecture. This ensures the city can integrate third-party data on demand while avoiding costly change orders. Furthermore, it will empower DOF data analysts and IT Teams to develop and maintain data pipelines automatically.

6. Maintainability and Extensibility: Be designed for long-term sustainability, allowing DOF to update models, incorporate new data sources, adjust workflows, and adopt emerging technologies without major redevelopment. Modular architecture and configurable components are essential.

7. Auditability and Traceability:	Provide full traceability for every valuation, adjustment, and user action. The system should maintain detailed logs, version histories, and audit trails to support internal reviews, external audits, and legal challenges.
8. Accessibility and Compliance with Standards:	Comply with accessibility standards (e.g., WCAG 2.1) to ensure equitable use by all staff. This includes keyboard navigation, screen-reader compatibility, and appropriate color contrast.
9. Disaster Recovery and Business Continuity:	Provide a robust disaster-recovery plan, including backup strategies, recovery time objectives (RTO), and recovery point objectives (RPO) that meet DOF's operational requirements.

VI. Technical Goals and Preferences

A. Advanced Technology Integration	Use advanced technology and automated data-quality tools to streamline workflows, reduce manual effort, and improve valuation accuracy and consistency.
B. Automated Data Source Integration	Connect to all required datasets with automated, bidirectional synchronization to ensure timely, reliable, and secure data access.
C. Assistive Tools for Appraisers	Provide guided workflows and intelligent tools—such as automated comparable selection, valuation recommendations, bulk updates, and dashboards—to simplify complex tasks and improve productivity.
D. Vendor Limitations and Alternatives	Vendors should disclose solution limitations and describe alternative methods or controls. Responses should address Artificial Intelligence (AI) capabilities, modeling techniques, bias mitigation, anomaly detection, human-in-the-loop needs, confidence scoring, and integration with existing data sources.
E. Advanced Analytics and Modeling Requirements	Solutions should be capable of predictive modeling, transparent AI-assisted decisions, explainable Machine Learning (ML) outputs, bias mitigation, secure handling of sensitive data, compliance with AI standards, and support for evaluating equity impacts across populations and geographies.

VII. RFI General Information

This RFI is issued for informational purposes to support future procurement planning. Requirements are intentionally expressed at a high level to encourage broad market participation and a wide range of solution responses. If any amendment to this RFI is required prior to the closing date, those amendments will be furnished within PASSPort.

The New York City Comptroller is charged with the audit of contracts in New York City. Any Vendor who believes that there has been unfairness, favoritism, or impropriety in this RFI process should inform the Comptroller, Office of Contract Administration, 1 Centre Street, Room 835, New York, N.Y. 10007; telephone number (212) 669-3000.

The issuance of this RFI and the submission of a Proposal to the New York City Department of Finance does not obligate the Department of Finance or the City whatsoever.

A. Response Instructions and Requirements

1. Information to Proposers

   a) Proposals shall be submitted by the deadline specified in the PASSPort Sourcing record – EPIN 83627Y0147, in accordance with Section VII (A) (2) of this RFI document. Proposals shall be submitted via Documents Tab, as one (1) file, in PDF format.

   b) All questions regarding this RFI shall be submitted via PASSPort Discussions tab, no later than ten (10) business days prior to the proposal due date. Responses will be shared in writing via an addendum released through PASSPort.

   c) Please note that this is not a request for binding proposals or bids. Rather, it is a request for information about the solutions that you believe would be suitable for meeting DOF's objectives.

2. Format and Content of the Response

The response to the RFI should be organized into the following sections:

   a) Cover letter – providing a summary of your modernization approach and solution(s) to deliver on that approach along with a point of contact
   b) Introduction – provide a brief description of your firm or demonstrate a clear understanding of the project. The introduction section must include the following:
      (i) Experience (years of business, experience with modern CAMA solutions or similar highly complex solutions).

      (ii) References (key clients, any government clients, case studies of the solutions provided to them).

(iii) Certifications (compliance and security certifications).

c) Proposed approach – recommend one or more solutions and approaches, include the following for each solution/approach:

(i) Scope – full description of the approach and solution to deliver on that approach.

(ii) Assumptions – any assumptions included in the project scope.

(iii) Benefits – explain the benefits of the approach based on best practices and experience.

(iv) Components and Cost Breakdown – itemized list of software, hardware, services, maintenance and other related components with estimated costs.

(v) Risks and Challenges – explain the potential risks and challenges that DOF may face if the proposed approach is selected and if DOF does not take any actions.

d) Components and Cost Breakdown – Vendors must provide a detailed and transparent breakdown of all costs associated with their proposed solution. This solution includes, but is not limited to:

(i) Software licensing or subscription fees (including pricing model and escalation assumptions).

(ii) Implementation and configuration costs.

(iii) Customization costs (if applicable), including typical scenarios and associated pricing.

(iv) Integration costs with existing systems and data sources.

(v) Infrastructure and hosting costs (if applicable).

(vi) Ongoing support and maintenance costs.

(vii) Upgrade and enhancement costs over time.

(viii) Any additional costs related to scaling, adding users, or expanding functionality.

Vendors should also provide a multi-year total cost of ownership (TCO) estimate (e.g., 5–10 years), including assumptions used in the calculation.

Additionally, vendors should describe how their solution minimizes long-term costs, including strategies to reduce customization, simplify upgrades, and avoiding vendors lock-in.

e) Implementation costs for the solution – setup and customization costs.
f) Support and Maintenance.
g) Deployment timeline (schedule milestones).
h) Any additional features available from the vendor might be included in this document, but it is considered of importance for the process.

i) Qualifications – provide a description of your qualifications and experience for your posed solution and approach including identification of at least three clients where you have used the proposed methods, tools, and / or software as appropriate. Proven experience addressing similar challenges in large – scale government assessment environments.

Responses that provide creative, forward-thinking, and well-justified alternatives will be viewed favorably.

B. DOF Reserved Rights

All proposal material submitted becomes the express property of the Department of Finance and the Department of Finance reserves the right, at its sole discretion to:

1. Reject all proposals in response to this RFI, and/or request supplemental statements and information from Vendors.
2. Extend the deadline for submission of proposals.
3. Amend, waive, modify, or withdraw (in whole or part) this RFI and/or waive any requirements of the RFI.
4. Request a Vendor give an oral presentation of their proposal at a time scheduled by the Department of Finance.
5. Use without limitation any or all the ideas from submitted proposals.

C. Security of RFI Proposals

The content of each proposal will be held in the strictest confidence, and no details of any proposal will be discussed outside of the evaluation organization, unless required by law.

Upon submission, a proposal and any other materials submitted by a proposer in conjunction therewith including designs, drawings, maps, microfilms, computer tapes or discs become subject to the New York State Freedom of Information Law (FOIL), New York Public Officers Law Sections 84-90. The general rule is that records are to be made available to the public for inspection and copying. However, the Department of Finance may deny public access to such records or applicable portions thereof which “are trade secrets or are maintained for the regulation of commercial enterprise which if disclosed would cause substantial injury to the competitive position of the subject enterprise”, ”are specifically exempted from disclosure by state or federal statue”, “if disclosed would impair present or imminent contract awards, “are inter-agency or intra-agency materials which are not final agency policy or determination” or are otherwise exempted from disclosure under FOIL.

Vendors may mark as confidential those portions of the RFI proposal that they believe are not required to be disclosed under FOIL. While the Department of Finance may not exclude a proposal from consideration simply because it restricts disclosure of data, it is, however, obligated to disclose information consistent with the requirements of FOIL not withstanding any such marking of confidentiality made by a Vendor.

D. Confidentiality

The submitter acknowledges that all records, information, or data which it may have access to, examine, prepare, maintain, or have custody of and deliver hereunder are confidential records. ("Confidential Information"). All Confidential Information is the property of the Department of Finance, and the submitter will not at any time make any disclosure or statements or release to any third party any Confidential Information without the prior written approval of the Department of Finance.

The obligation to maintain Confidential Information would include the duty to comply with all Federal, State, and local laws, rules, and regulations. The submitter agrees that it will instruct its officers, employees, and agents, to maintain the confidentiality of all Confidential Information.

The Department of Finance reserves all other rights and remedies in the event of unauthorized disclosure.