

Realauction.com LLC
861 SW 78 Ave #102
Plantation, FL 33324

October 11th, 2018

Nancy Power
Township Clerk
Township of Gloucester

Ms. Power,

Realauction.com, LLC provides the **exact** services outlined in the RFP for Online Tax Sale Hosting Services.

Since our inception in 2004, Realauction has provided online auction services for approximately 200 municipalities in nine (9) states across the Country including Florida, Colorado, Illinois, Arizona, Maryland, Nebraska, Pennsylvania and New Jersey.

We currently conduct on-line certificate auctions for the largest municipalities in the country including Orlando, Denver, Jacksonville and Chicago. As of December 2017, Realauction has successfully conducted certificate auctions for more than **120** municipalities in New Jersey.

The auction software offered to the general public for the on-line certificate auctions is flexible and simple to use while maintaining the highest levels of security. Our software contains all of the requested features including proxy bidding, electronic bidder deposits and payments, custom searches and bidder notifications. The system also displays all property details, W9 forms, audit information, bidder notifications and electronically creates all post-sale documents.

Our extensive experience and depth of knowledge make Realauction ideally suited to successfully facilitate the online tax sale requirements for the Township of Gloucester. Additionally, Realauction truly takes a "partner" approach with clients and feel we can make substantive suggestions and contribute proven solutions based on the best practices established in our 14 years in the online auction industry.

Headquartered in Fort Lauderdale Florida, Realauction is privately owned and has approximately fifty (50) full-time employees. All data, software code and client sites are securely hosted using Amazon's secure web services (**AWS**) cloud platform.

This RFP has been prepared by the following Realauction employees:

Employee Name	Title
Lloyd E. McClendon	Chief Executive Officer
Marc Thomashaw	Chief Operating Officer
Daphne Crum	Project Manager
Nicole Tomaszewski	Project Coordinator
Ashley Tongue	Assistant Project Coordinator

Our Federal Tax ID number is **20-1751433**.

Realauction is also registered as a Foreign, For Profit LLC in the State of New Jersey. Our State of New Jersey registration number is **0400-7140-10**.

We look forward to the opportunity to work with you.

Sincerely,



Lloyd E. McClendon
Chief Executive Officer
Realauction.com LLC
(954) 734-7400 x206
lmccclendon@realauction.com

TOWNSHIP OF GLOUCESTER
RFP PROPOSAL FORM

WE THE UNDERSIGNED PROPOSE TO HOST ONLINE TAX SALES SERVICES FOR THE TOWNSHIP OF GLOUCESTER ON PURSUANT TO THE SCOPE OF SERVICES AND REQUIREMENTS AND MADE PART HEREOF:

Proposals shall be in the form of a flat dollar to be charged for each Property Advertised.
For example: \$1, \$5, \$10, \$15 or any amount in between

PRICE PER PROPERTY ADVERTISED \$ **15.00**
Numerical Format

PRICE PER PROPERTY ADVERTISED \$ **Fifteen dollars**
Written Format

Bidder Name **Realauction.com LLC**

Address **861 SW 78th Avenue, Suite B-102, Plantation, Florida 33324**

Authorized Representative - **Lloyd E. McClendon III** Title **C.E.O.**

Signature  Date **10/12/2018**

ORIGINAL SIGNATURE OF AUTHORIZED REPRESENTATIVE

Email **lmccclendon@realauction.com**

Telephone No **954-734-7400 ext 206** Facsimile No **954-424-7601**

All erasures and/or changes must be initialed by the individual making modifications to the solicitation for bids.

PROPOSAL FORM/SIGNATURE PAGES

To: Township Council
Gloucester Township
1261 Chews Landing Road
Laurel Springs, NJ 08021

Date: **10/12/2018**

Council:

This proposal is submitted in accordance with your advertisement inviting proposals to be prepared for the project identified as: **Online Tax Sale Hosting Services**

Having carefully examined the "Advertisement for Bids, Bidding Instructions", General "Terms", "Plan", etc. heretofore, submitted applying thereto, and being familiar with the various conditions affecting the work, the undersigned hereby agrees to furnish all materials, perform all labor, and all else necessary to complete the work in strict accordance with the specifications for the project follows:

In case this proposal is accepted, the undersigned is hereby bound to enter into contract within ten (10) days after receipt of notice of acceptance for above mentioned work, in accordance with such specifications.

Subscribed and Sworn
before me this 12 day
of October 2018

Lloyd E. McClendon III
(Type or Print Name)

Notary public of
~~New Jersey~~ Florida

Judith A. Friedmar


Signature

My commission expires ~~July 31, 2020~~ June 16, 2022

(Seal)



Judith A. Friedmar
NOTARY PUBLIC
STATE OF FLORIDA
Comm# GG217381
Expires 6/16/2022

REQUIRED SPECIFICATIONS FOR ONLINE TAX SALE HOSTING SERVICES

1. The tax lien sale line items shall be publicly available on the vendor's website free-of-charge without requiring registration or membership prior to viewing.

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

All auction sites hosted by Realauction have a "Preview Items for Sale" feature that allows non-registered users "view only" access to all items listed for sale. The "viewer" has full access to all website features except bidding, which requires registration.

There is no fee of any kind to register or view the properties listed on the auction site.



2. Bidding shall open no earlier than upon publication of the newspaper advertisement.

Offeror Response: The Tax collector determines all aspects of the sale including the opening and closing dates. Realauction agrees the site will not open prior to the publication of the newspaper advertisement.

3. Bidder registration shall be online and completed prior to submitting a bid, seven (7) days prior to the tax sale.

Offeror Response: *Realauction agrees to this requirement with no conditions or exceptions.*

All dates associated with registration opening and placing bids are stated on the auction website for the bidders to view.

Participants cannot place a bid until they have completed the online registration and have obtained a username and password.

GLOUCESTER TOWNSHIP
CAMDEN COUNTY, NEW JERSEY

OFFICIAL
TAX LIEN
AUCTION SITE

[Home](#) [About Us](#) [FAQ](#) [Contact Us](#)

Username:

Password:

[Forgot your password?](#)

General

[Bidding Rules](#)

[Results](#)

Training

[Training General Information](#)

[Tax Certificate Process](#)

External Links

[Tax Collector](#)

[Assessment Records Search](#)

[Camden County](#)

[Other RealAuctions](#)

Jump To

[Arizona](#)

[Colorado](#)

[Nebraska](#)

[New Jersey](#)

Bidding Rules

SUMMARY OF IMPORTANT DATES AND INFORMATION

Bidding Type	Proxy Bid Auction
Percentage Bid Increments	1%
Premium Bid Increments	\$100.00
Deposit Required / Minimum Deposit Amount	10% of estimated winnings (does not include Premium bids) / \$1,000.00 Minimum
Deposit Types Accepted	ACH only
Payment Types Accepted	Wire Transfers only
Electronic Redemption Available	No
Website Training Class	Call Customer Service for upcoming classes at (877) 361-7325
Site Opens for Registration and Deposits	11/20/2017
Bidding Officially Begins	11/20/2017
Deposits Due	12/13/2017, 4:00 PM ET
Auction Starts (First batch closes)	12/20/2017, 9:00 AM ET
Auction Ends (Last batch closes)	12/20/2017, 9:00 AM ET
Payments Due	12/20/2017, 2:00 PM ET

** Subject to change. The site will open when approved by the Municipality.

4. Prior to placing a bid, each bidder shall post a forfeitable deposit of 10% of the total amount to be purchased at the sale via ACH through the online vendor.

Offeror Response: *The current software version from Realauction meets or exceeds this requirement.*

Bidders may submit bids for any and all items posted on the auction site, however they are only eligible to win certificates totaling 10 times their current deposit amount (assuming a 10% deposit requirement).

As results are processed at the closing of each batch, each certificate is electronically evaluated in sequential order.

Step 1 – *The system software examines all bids for a particular certificate and separates all bids at the lowest interest rate.*

Step 2 – *Next, the system notates and disqualifies all submissions where the bidder does not have the required 10% of the certificate face amount on deposit with the municipality at the time of the batch closing.*

Step 3 – *A winner is then selected among the remaining eligible bids using the certified random algorithm generator.*

The amount available on deposit for the winning bidder is then reduced by 10% of the certificate face amount. The process is repeated for all certificates in the batch in the order in which the certificates were advertised.

Bidders may add funds to their deposit account at any time for all batches that remain open.

5. A successful bidder who fails to make payment on lien certificates purchased shall forfeit the deposit amount to the municipality.

Offeror Response: *Realauction agrees to this requirement with no conditions or exceptions.*

The Tax Collector will be notified of all bidders who fail to make a final payment. The Tax Collector will determine if the deposit is to be returned or forfeited to the municipality.

6. The deposit must be held in the municipality's account and not that of the vendor. Any unused portion of the deposit must be returned to the bidder after the conclusion of the sale.

Offeror Response: *Realauction agrees to this requirement with no conditions or exceptions.*

7. The unused deposits shall be refunded automatically through the vendor's site by ACH.

***Offeror Response:** The current software version from Realauction meets or exceeds this requirement.*

Deposits are automatically applied to winning certificates and the bidder is notified of the amount due (or refund). If the bidder's deposit has not been exhausted, a message is posted stating the amount and anticipated time it will take to receive a refund. Refunds can be processed through the website via ACH.

**GLOUCESTER
TOWNSHIP**
CAMDEN COUNTY, NEW JERSEY

OFFICIAL
TAX LIEN
AUCTION SITE

[Home](#) [About Us](#) [FAQ](#) [Contact Us](#)

Post Refunds
Print

Number of Items: 6
 Refund Amount: \$243,200.00

Refund Method: ACH

Export Data:

ACH Type	Refund ID	Refund to Show on Tax Return	Amount	Amount Collected	Refund Due
ACH	A	MTAG AS CUST/OUAN FOR CAZ	\$0.00	\$15,000.00	\$15,000.00
ACH	A	CREEK NJ II LLC	\$0.00	\$3,000.00	\$3,000.00
ACH	A	JOYNER PROPERTY	\$0.00	\$20,000.00	\$20,000.00
ACH	A	MANAGEMENT LLC	\$0.00	\$4,000.00	\$4,000.00
ACH	A	MTAG CUST FOR EMPIRE VII NJ	\$0.00	\$1,000.00	\$1,000.00
ACH	A	PORTFOLIO	\$0.00	\$1,200.00	\$1,200.00
ACH	A	TOWER FUND SERVICES/CUST	\$0.00	\$1,000.00	\$1,000.00
ACH	A	ESBURY	\$0.00	\$1,200.00	\$1,200.00
ACH	A	MICHAEL STRITCH	\$0.00	\$200,000.00	\$200,000.00
ACH	A	US BANK CUST/ENLDRG FUND	\$0.00	\$243,200.00	\$243,200.00
Page Totals			\$0.00	\$243,200.00	\$243,200.00

Print Refunds

TAX SALE PLATFORM REQUIREMENTS

1. Detailed online instructions on how to utilize the website.

Offeror Response: This functionality currently exists in the Realauction software. Each page of the auction site contains a link to the FAQs. The left hand rail also includes links to the "Bidding Rules", other documents and helpful information. All links and FAQs can be customized per the Tax Collector.

The screenshot shows the Gloucester Township Official Tax Lien Auction Site. The header includes the township name and navigation links: Home, About Us, FAQ, and Contact Us. A login section on the left has fields for Username and Password, a 'Forgot your password?' link, and a 'Login' button. Below the login section are four categories of links: General (with 'Bidding Rules' and 'Results' highlighted), Training (with 'Training General Information' and 'Tax Certificate Process'), External Links (with 'Tax Collector', 'Assessment Records Search', 'Camden County', and 'Other Resources'), and Jump To (with 'Arizona', 'Colorado', 'Hawaii', and 'New Jersey'). The main content area is titled '2017 Realauction Tax Certificate Sale Auction Frequently Asked Questions' and contains several questions and answers, some marked with a yellow warning icon.

GLoucester TOWNSHIP
CAMDEN COUNTY, NEW JERSEY

OFFICIAL
TAX LIEN
AUCTION SITE

Home About Us FAQ Contact Us

Username:
Password:
Forgot your password?
Login

FAQ

Print

**2017 Realauction Tax Certificate Sale Auction
Frequently Asked Questions**

General
▶ **Bidding Rules**
▶ Results

Training
▶ Training General Information
▶ Tax Certificate Process

External Links
▶ Tax Collector
▶ Assessment Records Search
▶ Camden County
▶ Other Resources

Jump To
▶ Arizona
▶ Colorado
▶ Hawaii
▶ New Jersey

As a bidder, what is required of me?
It is the responsibility of the bidder to:
1) be completely familiar with the pertinent tax certificate sections of the New Jersey Statutes
2) research each property thoroughly prior to placing a bid
3) conform to all deposit, registration or payment deadlines if applicable

⚠ All bids placed, whether intentional or not, are the responsibility of the bidder.

What is a Tax Lien?
A tax lien is a document representing unpaid municipal charges, assessments, penalties, advertising costs and fees. If the property owner fails to pay the delinquent municipal charges during a specified period of time, the municipal government can sell what is called a tax lien certificate to investors so that the municipality may recoup the delinquent municipal charges.

Where can I find more information about tax liens and certificate auctions?
Delinquent taxes, tax liens and the sale of tax certificates at public auction for unpaid taxes are administered by the Municipal Tax Collector and regulations are provided for in [Title 14](#) of the New Jersey Statutes.

⚠ It is the bidder's responsibility to know the law governing these sales prior to participating in a tax certificate sale.

I am not a US citizen. Will I still be able to participate in the sale?
All electronic tax sale municipalities in New Jersey only accept bidder registrations for U.S. persons or other U.S. entities as defined in IRS Form W-9 which means foreign bidders are not allowed to participate. Registrations utilizing an ITIN or foreign registrants requiring IRS Form W-8 or any other non-US registration type will not be accepted.

⚠ Any bidder who knowingly registers improperly shall have their winnings reversed by the Tax Collector and the user's account will be disabled.

2. The ability to obtain and electronically submit forms (w-9s, bidder information sheets.)

Offeror Response: Respondent meets or exceeds this requirement

Realauction has greatly simplified the process for collecting taxpayer information.

During the registration process, each bidder is required to supply the information necessary to fully complete the required W9 or similar IRS form. At a minimum, the information gathered includes:

Individual or Business Name

Taxpayer Type (Individual, Partnership, Corporation, etc.)

Address

Taxpayer Identification Number

Depending on the answers provided, Realauction's registration wizard automatically determines which type of IRS form to complete and any additional information that may be required.

The bidder then agrees to affix their signature (electronically) using their user name and password. A true and complete copy of the W9 form is then available for the bidder to view/print at any time.

Remitting to Tax Collector - The completed W9 and W8 forms can be downloaded or printed directly from the Administration section of the auction site in Adobe PDF format or the information can be transmitted electronically via FTP or other secure method.

The screenshot displays the 'GLOUCESTER TOWNSHIP' Official Tax Lien Auction Site registration page. On the left, a sidebar titled 'W9 Information' prompts the user to enter their W9 information and lists various taxpayer types: Individual/sole proprietor, C Corporation, S Corporation, Partnership, Trust/estate, Limited liability company (LLC), and Other. It also includes checkboxes for backup withholding, FATCA reporting, and address. The main area shows a 'W-9 Request for Taxpayer Identification Number and Certification' form for 'NICOLE TOMASZEWSKI'. The form includes fields for name, address (9105A SW 19TH PL, DAVIE, FLORIDA 33324), and social security number (504-11-4144). It also has sections for 'Part I Taxpayer Identification Number (TIN)' and 'Part II Certification', with a signature line for 'ADMIN216' dated 08/10/2015.

3. A help desk for tax collectors and bidders through the internet, e-mail, and at least one toll-free number.

Offeror Response: Respondent exceeds this requirement.

Realauction currently provides both toll-free telephone and monitored email Customer Service support Monday through Friday, during the hours of **8am – 6pm**, Eastern Time. Realauction agrees to extend customer service hours when necessary.

Instructions for contacting Realauction Customer Service can be located by clicking “**Contact Us**” at the top of each page on the Tax Collector’s auction site.

4. A dedicated telephone hotline available for use by tax collectors until the sale’s completion.

Offeror Response: A Realauction Auction Coordinator will be assigned to each Tax Collector. This single point of contact will coordinate all contact and activities between Realauction and the Tax Collector to ensure that all target dates are met and auction guidelines are followed. A dedicated “hotline” and monitored email box will be designated for the Tax Collector to reach Realauction personnel.

A contact phone list will be provided to each Tax Collector for 24/7 access to Administrators in the event of an auction emergency.

5. Web-based training, including online tutorials, for both bidders and municipal officials responsible for administering the sale.

Bidder Support is accomplished through several methods.

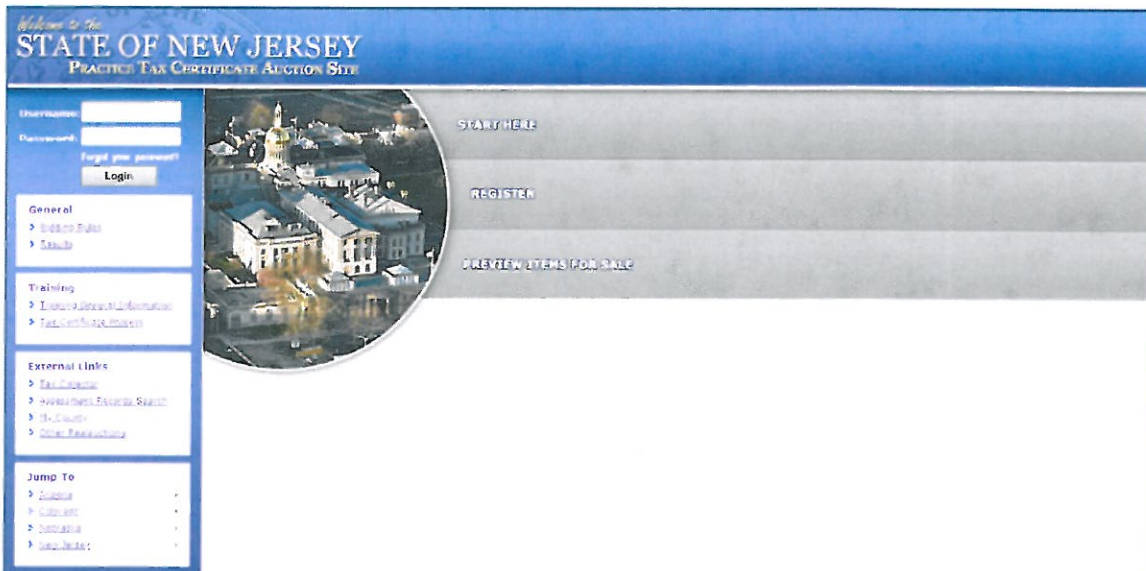
Telephone Training (Webinars) – Bidders may call Realauction’s toll free customer support center for additional questions or to schedule one-on-one bidder training. Participants can follow along on their own computer as our trained professionals walk them through each screen. Our facility can accommodate 25 customer service representatives and additional telephone support can be added if necessary. Telephone support is offered in English, Spanish and Creole.

Practice Auction - A practice auction site is available for prospective or active registrants to access and use. A complete mock auction is held once every day so users can enter register, practice bidding and see the results. Our experience has shown that using this site eliminates many customer service calls.

6. A method by which bidders can practice bidding on the website

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

Live Practice Auction Site - A live practice auction site is available 24/7 for prospective or active registrants to access and familiarize themselves with the online auction process. This fully functional site holds a practice “mock” auction once every day so users can register, make simulated deposits, practice bidding and viewing the auction results. Allowing potential bidders the opportunity to get familiar with the site and eliminates many customer service calls.



9. Notification to winning bidders by email at the bidder's registered email address.

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

Bidders are notified of the results including the amount of additional monies needed to pay for certificates successfully purchased or anticipated refunds. Bidders then pay for certificates using one of the payment methods accepted by the municipality.

A sample email is displayed below.

From: Realauction.com Customer Service SQL101 [mailto:customer.service@realauction.com]
Sent: January 8, 2018 8:06 AM
To: Nicole Tomaszewski
Subject: Township of Teaneck - Tax Lien Auction Results

Site Address: <https://teaneck.nj.taxsevtaxsale.com>
Bidder Number: 237
Name on Tax Return: L1JFUSA LLC

Dear Jacob Friedman,

Congratulations! The 2018 Township of Teaneck tax certificate auction has ended and you have won certificates. For your convenience, an itemized summary of your unofficial auction winnings is listed below.

Bidder ID	Cert Num	ADV Num	Block-Lot-Qual	Face Amount	Winning Interest	Winning Premium	Total
000000237	0	000013	706 - 7	\$3,588.44	14.00%	\$0.00	\$3,588.44
Totals:		1		\$3,588.44		\$0.00	\$2,588.44

Total deposits and payments	\$1,000.00
Total won	\$3,588.44
Total fees	\$0.00
Total refunded	\$0.00
Balance due:	\$2,588.44

Final Payments must be made via Wire Transfers only. Final payments are due in the municipality's bank account by 2:00 PM ET on 01/08/2018.

To make your final payment, you must log in to the website at <https://teaneck.nj.taxsevtaxsale.com> and click "Make Payment" on the left side of the screen to retrieve the wire transfer instructions. You must take those instructions to your bank to initiate the wire transfer. Failure to make the final payment on time could result in your default and loss of your initial deposit. You will also not be able to participate in future auctions.

All results are unofficial until fund transfers are complete. Any deposit monies not credited toward winning bids will be refunded by the Tax Collector within 7 business days.

Please review this list for accuracy. If you have questions regarding your purchases, you may contact the Realauction Customer Service Center at (877) 361-7325.

Realauction.com Customer Service
Phone: (877) 361-7325
Fax: (954) 424-7601
Email: customerservice@realauction.com

10. Provision of the electronic transfer of information and data to and from the municipality, including access for the tax collector to remove and update the tax lien sale list in real time.

Offeror Response: *The current software version from Realauction meets or exceeds this requirement.*

The updating of advertising information including payments, bankruptcies, corrections and deletions are only performed at the direction of the Tax Collector.

Processing Methods

Automatic - *Parcels are automatically removed prior to the sale based on transaction update files received from the Tax Collector. These transaction files are transmitted via a secure FTP site to Realauction although other transfer methods can be accommodated. The municipality is then notified of the most recent advertising totals including the Total Number of Active Certificates, Total Number of Inactive Certificates and Total Active Face Amount for verification.*

Manual Updates - *Individual items can also be modified in the Administration section of the auction site by those Tax Collector personnel holding the proper administration access.*

Timing - *Routine updates are performed according to a schedule agreed upon by the Tax Collector. Updates are generally run each week, however they can be scheduled to run more frequently if necessary. A variety of programming checks are in place to ensure the auction site remains in sync with municipal records.*

Updates sent by the Tax Collector via FTP or email can be accomplished in a matter of minutes or scheduled to run automatically at predetermined times throughout the day. Realauction will make every effort to process updates as they arrive.

Updates will be accepted as frequently as the Tax Collector specifies. There are no restrictions.

11. A transaction log for the tax collector to review of all bid submissions and results, along with a detailed history of all funds transferred.

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

Bid History – Transaction logs of all bid submissions and withdrawals. This comprehensive listing of bidder activity contains a variety of audit information including date and time of activity, originating IP address, interest rate, submission type and proprietary security information.

ADV NUM: 0001 Block Lot Qual: 1/3/ Tax Year: 2013 Status: Sold			
Parcel Details		Total Charges	Cert History
ADV NUM 0001		Certificate Face Value \$157.18	Winning Bid (Via Proxy): 3.00% Winning Bidder 9000610
Bid Distribution		Bid History	
Bid	# of Bids	Bidder #	Bidder
\$0.00	1	9000569	(No Buying Power)
04.00%	1	9000610	
15.00%	2	9000235	(No Buying Power)
\$200.00	2	9000236	(No Buying Power)
\$300.00	1	9000237	(No Buying Power)
\$400.00	1	9000900	(LLOYD MCCLENDON (Bid Withdrawn))
		9000900	LLOYD MCCLENDON
		9000633	(No Buying Power)
		9000776	(No Buying Power)
		9000570	(Bid Withdrawn)
		9000701	(Bid Withdrawn)

The Funds Summary Report located in the Administration Section of the auction site provides the Tax Collector with real-time information regarding the current status of all transfers.

Funds Summary									
Select and Refresh									
Export Data									
	10000	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10001	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10002	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10003	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10004	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10005	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10006	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10007	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10008	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10009	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10010	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10011	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10012	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10013	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10014	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10015	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10016	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10017	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10018	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10019	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10020	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10021	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10022	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10023	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10024	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10025	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10026	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10027	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10028	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10029	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10030	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10031	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10032	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10033	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10034	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10035	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10036	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10037	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10038	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10039	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10040	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10041	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10042	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10043	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10044	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10045	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10046	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10047	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10048	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10049	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10050	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10051	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10052	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10053	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10054	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10055	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10056	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10057	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10058	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10059	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10060	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10061	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10062	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10063	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10064	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10065	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10066	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10067	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10068	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10069	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10070	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10071	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10072	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10073	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10074	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10075	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10076	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10077	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10078	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10079	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10080	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10081	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10082	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10083	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10084	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10085	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10086	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10087	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10088	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10089	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10090	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10091	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10092	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10093	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10094	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10095	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10096	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10097	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10098	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10099	10000000	10000000	10000000	10000000	10000000	10000000	10000000	10000000
	10100	10000000	10000000	10000000	10000000	10000000	10000000		

12. A standard complaint procedure for both the municipality and bidders, with a complaint log maintained by the vendor and available for the municipality's inspection.

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

***Municipalities** - Our company uses industry standard tracking software in order to track issues. Confirmed defects are routed by customer service personnel to a Project Coordinator who will create a trouble ticket, logging all the particulars of the defect and when possible, include the steps necessary to reproduce the issue.*

The ticket is then assigned by the Project Coordinator to the responsible Lead Software Engineer who will evaluate the issue and determine the appropriate technical resolution.

Once the issue has been resolved to the Project Coordinator's satisfaction, a production deployment is done.

The Classification of Errors and Response Times are documented in Realauction's "Information and Systems Security Development Organization and Process" document included in this RFP (see Exhibit "A").

***Bidders** – All bidder customer service calls and emails are logged and stored in our proprietary tracking system along with the date, time, issue reported, customer service representative assigned and resolution.*

The Customer Service database may be inspected at the Tax collector's request.

13. The tax collector shall have the discretion to select either direct or proxy bidding for the online sale. In a direct bid auction, participants enter a bid for an item at either a specific rate of interest (0% up to 18% in increments of 1%), or a specific dollar amount the bidder is willing to pay as a premium (in increments of \$100), with the successful bidder awarded the lien at the bid entered. Participants in proxy bid auction enter their lowest acceptable interest rate or highest acceptable premium for an item. The auction system monitors all other bids and enters competitive bids on the bidder's behalf at an interest rate increment lower than what would become the next lowest bid. If the interest rate is bid down to zero, and the bidder has entered a maximum premium amount, the system will enter competitive on the bidder's behalf at the next increment higher. The system stops entering bids on your behalf when you either win the auction or your minimum interest rate or maximum premium bid is reached.

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

The bidding method used (Direct or Proxy) is at the discretion of the Tax Collector.

14. All liens shall be auctions individually, such that a bid will be place on each lien with a winning bidder determined for each lien; bulk sale of liens is prohibited.

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

As results are processed at the closing of each batch, each certificate is electronically evaluated in sequential order.

Step 1 - The system software examines all bids for a particular certificate and separates all bids at the lowest interest rate (or highest premium).

Step 2 – Next, the system notates and disqualifies all submissions where the bidder does not have the required 10% of the certificate face amount on deposit with the municipality at the time of the batch closing.

Step 3 – A winner is then selected among the remaining eligible bids using the certified random algorithm generator.

The amount available on deposit for the winning bidder is then reduced by 10% of the certificate face amount. The process is repeated for all certificates in the batch in the order in which the certificates were advertised.

15. Bid amounts shall not be visible to the public or to the municipality while the auction is in progress.

Offeror Response: The current software version from Realauction meets or exceeds this requirement.

16. No officer, employee, or independent contractor of the vendor may participate in the auction.

Offeror Response: Realauction agrees to this requirement with no conditions or exceptions.

17. All bid information and participant financial data is deemed property of the municipality.

Offeror Response: Realauction agrees to this requirement with no conditions or exceptions.

18. The online tax sale platform shall enable the tax collector to accept and process ACH and wire payments as well as certified checks or cash. If the tax collector accepts certified checks or cash payments, the tax collector must immediately input data into the online tax sale system to reflect any such payment. Successful bidders must make full payment for liens within close of the business day of the tax sale.

Offeror Response: Realauction agrees to this requirement with no conditions or exceptions.

The methods used for accepting payments are at the option of the Tax Collector. They may elect to use any of the following methods for accepting bidder deposits:

- a) ACH transfers*
- b) Bank Wire Transfers*
- c) Counter Checks or Cash*

a) At any time during the auction, funds transfer information is available for comparison between Realauction data, the ACH agent data, and the municipality depository or auction provider's funds trustee. Up to the minute reports (or data extracts) are available to the municipality in the Administration section of the auction website. Comparison of data among the three sources enables the reconciliation process to remain current on a day-to-day basis.

The Funds Summary Report located in the Administration Section of the auction site provides the Tax Collector with real time information regarding the current status of all transfers. A daily report/extract is also available from the ACH agent indicating the status of all ACH transactions. Settled funds among the three sources should show identical balances.

Once the last batch closes, bidders will have a time limit (determined by Tax Collector) for submitting final payments for certificates won. A final reconciliation is possible within minutes after the last batch of submissions is cleared by the ACH agent.

19. The vendor shall notify all registered bidders of any properties that become available again for bidding due to non-payment by a successful bidder. If the parcel is resold, interest shall be recalculated to the new sale date.

Offeror Response: Realauction agrees to this requirement with no conditions or exceptions.

Qualifications - Minimum Experience for Vendors

To be a qualified vendor the following requirement must be met:

1. Be presently conducting online tax sale in at least two states.

***Offeror Response:** Realauction meets or exceeds this requirement.*

Realauction currently provides online auction services for approximately 200 municipalities in nine (9) states across the country including Florida, Colorado, Illinois, Arizona, Maryland, Nebraska, Pennsylvania and New Jersey.

We currently conduct on-line certificate auctions for the largest municipalities in the country including Orlando, Denver, Jacksonville and Chicago. As of December 2017, Realauction has successfully conducted certificate auctions for more than **120** townships in New Jersey.

2. Have conducted an online tax sale in the State of New Jersey in the past year.

***Offeror Response:** Realauction meets or exceeds this requirement.*

In 2017, Realauction conducted approximately 120 tax certificate sales in New Jersey. Please see the References section for a complete list of our New Jersey clients.

3. Have conducted online tax sales in the past two years that have included bidders from more than one state; or be affirmatively marketing in more than one state a system for performing online tax sales.

***Offeror Response:** Realauction meets or exceeds this requirement.*

Realauction has conducted tax certificate auctions in 9 different states with bidders from multiple states and countries.

Vendor Cybersecurity and Internal Controls

Each vendor must demonstrate the following cybersecurity framework;

1. System Hosting
2. Encryption
3. Password policy and staff security education
4. Risk Assessment and security updates
5. Background checks for staff with access to financial and personal identifying information
6. Limitations on the maintenance of personal identifying information (e.g. prohibiting the use of Social Security numbers as identifiers)
7. Information backup, information disposal, and disaster recovery plans
8. Maintaining a cybersecurity incident response plan and response team (CSIRT) with notification to the municipality of any incident experienced by the vendor.

Offeror Response: *Realauction agrees to this requirement with no conditions or exceptions.*

Please see "Realauction Information Systems and Security" on following pages.

SUPPLEMENT TO BID SPECIFICATIONS

NON-DISCRIMINATION

During the performance of a contract, the contractor agrees as follows:

1. The contractor or subcontractor, where applicable, will not discriminate against any employee or applicants for employment because of age, race, creed, color, national origin, ancestry, marital status, or sex. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status or sex. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notice to be provided by the Public Agency Equal Employment Opportunity Officer setting forth provisions of the non-discrimination clause.
2. The contractor or subcontractor, where applicable, will in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status or sex.
3. The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has collective bargaining agreement or other contract or understanding a notice, to be provided by the Public Agency Equal Employment Opportunity Officer advising the labor union or workers representative of the contractor's commitments under this act and shall post copies of the notice in a Conspicuous place available to employees and applicants for employment.
4. The contractor or subcontractor, where applicable agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L., c.127, as amended and supplemented from time-to-time.
5. The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers consistent with the applicable county employment goals prescribed by section 5.2 of the regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127 as amended and supplemented from time-to-time or in accordance with a binding determination of applicable county employment goals, determined by the Affirmative Action Office pursuant to section 5.2 of the regulations promulgated by Treasurer pursuant to P.L. 1975, c. 127 as amended and supplemented from time-to-time.
6. The contractor or subcontractor agrees to inform in writing all recruitment agencies, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.
7. The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established and by application Federal Law and applicable Federal Court decisions.

8. The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status or sex and conform with the applicable employment goals consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal Law and applicable Federal Court decisions,

Provisions 4, 5, 6, 7, or 8 not required for subcontractors with (4) or fewer employees or a contractor who has presented evidence of a federally approved or sanctioned Affirmative Action Program

Submitted By:

Realauction.com LLC

Name of Firm



Signature

C.E.O.

Title

10/12/2018

Date

Attachment III

MANDATORY EUQL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)
N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement. A notice, to be provided by the agency contracting officer, advertising the labor union of the contractor's commitment under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. 17-27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges,

universities and laboratories that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principals of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decision of the State of New Jersey, and applicable Federal law and applicable Federal court decision.

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the office from time to time in order to carry out the purpose of these regulations, and public agencies shall furnish such information as may be requested by the Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the three following documents:

1. Letter of Federal Affirmative Action Plan Approval
2. Certificate of Employee Information Report
3. Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at [www.state.nj/treasury/contract compliance](http://www.state.nj/treasury/contract%20compliance))

Company: **Realauction.com LLC**

Signature: 

Print Name: **Lloyd E. McClendon III**

Title: **C.E.O.**

Date: **10/12/2018**

Certification 56111

CERTIFICATE OF EMPLOYEE INFORMATION REPORT INITIAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of 15-JUN-2016 to 15-JUN-2023

REALACUTION.COM LLC
861 SW 78 AVE., SUITE 102
PLANTATION BROW FL 33324



A handwritten signature in black ink, appearing to read "Ford M. Scudder".

FORD M. SCUDDER
Acting State Treasurer



State of New Jersey

CHRIS CHRISTIE
Governor
KIM GUADAGNO
Lt. Governor

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE & PROPERTY
CONTRACT COMPLIANCE AUDIT UNIT
EEO MONITORING PROGRAM
P.O. BOX 206
TRENTON, NJ 08625-0206

FORD M. SCUDDER
Acting State Treasurer

ISSUANCE OF CERTIFICATE OF EMPLOYEE INFORMATION REPORT

Enclosed is your Certificate of Employee information Report (hereinafter referred to as the "Certificate" and issued based on the Employee Information Report (AA-302) form completed by a representative of your company or firm. Immediately upon receipt, this certificate should be forwarded to the person in your company or firm responsible for ensuring equal employment opportunity and/or overseeing the company or firm's contracts with public agencies. Typically, this person may be your company or firm's Human Resources Manager, Equal Employment Opportunity Officer or Contract Administrator. If you do not know to whom the certificate should be forward, kindly forward it to the head of your company or firm. Copies of the certificate should also be distributed to all facilities of your company or firm who engage in bidding on public contracts in New Jersey and who use the same federal identification number and company name. The certificate should be retained in your records until the date it expires. This is very important since a request for a duplicate/replacement certificate will result in a \$75.00 fee.

On future successful bids on public contracts, your company or firm must present a photocopy of the certificate to the public agency awarding the contract after notification of the award but prior to execution of a goods and services or professional services contract. Failure to present the certificate within the time limits prescribed may result in the awarded contract being rescinded in accordance with N.J.A.C. 17:27-4.3b.

Please be advised that this certificate has been approved only for the time periods stated on the certificate. As early as ninety (90) days prior to its expiration, the Division will forward a renewal notification. Upon the Division's receipt of a properly completed renewal application and \$150.00 application fee, it will issue a renewal certificate. In addition, representatives from the Division may conduct periodic visits and/or request additional information to monitor and evaluate the continued equal employment opportunity compliance of your company or firm. Moreover, the Division may provide your company or firm with technical assistance, as required. Please be sure to notify the Division immediately if your company's federal identification number, name or address changes.

If you have any questions, please call (609) 292-5473 and a representative will be available to assist you.

Enclosure(s) (AA-01 Rev. 11/11)

STATE OF NEW JERSEY
Division of Purchase & Property
Contract Compliance Audit Unit
EEO Monitoring Program

EMPLOYEE INFORMATION REPORT

IMPORTANT-READ INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND TO SUBMIT THE REQUIRED \$150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11. For instructions on completing the form, go to: http://www.state.nj.us/treasury/contract_compliance/pdf/aa302ins.pdf

SECTION A - COMPANY IDENTIFICATION

1. FID. NO. OR SOCIAL SECURITY 20-1751433	2. TYPE OF BUSINESS ☐ 1. MFG ☒ 2. SERVICE ☐ 3. WHOLESALE ☐ 4. RETAIL ☐ 5. OTHER	3. TOTAL NO. EMPLOYEES IN THE ENTIRE COMPANY 45
4. COMPANY NAME Realauction.com LLC		
5. STREET 861 SW 78 Ave #102	CITY Plantation	COUNTY Broward
STATE FL	ZIP CODE 33324	
6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE) CITY STATE ZIP CODE		
7. CHECK ONE: IS THE COMPANY: ☒ SINGLE-ESTABLISHMENT EMPLOYER ☐ MULTI-ESTABLISHMENT EMPLOYER		
8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ		
9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT		
10. PUBLIC AGENCY AWARDED CONTRACT CITY COUNTY STATE ZIP CODE		

Official Use Only	DATE RECEIVED	NAUG. DATE	ASSIGNED CERTIFICATION NUMBER

SECTION B - EMPLOYMENT DATA

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. **DO NOT SUBMIT AN EEO-1 REPORT.**

JOB CATEGORIES	ALL EMPLOYEES			PERMANENT MINORITY/NON-MINORITY EMPLOYEE BREAKDOWN									
	COL. 1 TOTAL (Cols. 2 & 3)	COL. 2 MALE	COL. 3 FEMALE	***** MALE *****					***** FEMALE *****				
				BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.	BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.
Officials/ Managers	8	5	3		1			4		1			2
Professionals	20	14	6		6	1	1	6	2	2			2
Technicians													
Sales Workers													
Office & Clerical	17	4	13		1			3	4	5			4
Craftworkers (Skilled)													
Operatives (Semi-skilled)													
Laborers (Unskilled)													
Service Workers													
TOTAL	45	23	22		8	1	1	13	6	8			8
Total employment From previous Report (if any)													
Temporary & Part-Time Employees	The data below shall NOT be included in the figures for the appropriate categories above.												

12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED? ☒ 1. Visual Survey ☒ 2. Employment Record ☐ 3. Other (Specify)	14. IS THIS THE FIRST Employee Information Report Submitted? 1. YES ☐ 2. NO ☒	15. IF NO, DATE LAST REPORT SUBMITTED: MO. DAY YEAR 09 19 2017
13. DATES OF PAYROLL PERIOD USED From: 04/08/2018 To: 04/22/2018		

SECTION C - SIGNATURE AND IDENTIFICATION

16. NAME OF PERSON COMPLETING FORM (Print or Type) Marc D. Thomashaw	SIGNATURE 	TITLE CFO - Managing Member	DATE MO DAY YEAR 05 02 2018
17. ADDRESS NO. & STREET 861 SW 78 Ave #102	CITY Plantation	COUNTY Broward	STATE FL
ZIP CODE 33324	PHONE (AREA CODE, NO., EXTENSION) 954-734-7400		

NON COLLUSION AFFIDAVIT

State of ~~New Jersey~~ **Florida**
County of **Broward**

County of **Broward**

I, **Lloyd E. McClendon III** residing in **Davie**
(Name of Affiant) (Name of Municipality)

in the County of **Broward** and State of **Florida** of full
age being duly sworn according to law on my oath depose and say that:

I am **Chief Executive Officer** of the firm of **Realauction.com LLC**
(Title or Position) (Name of Firm)

The bidder making this proposal for the bid entitled **Online Tax Sale**
Hosting Services, and that I

executed the said proposal with full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the **Township of Gloucester** relies upon the truth of the statements contained in said Proposal and (Name of Contracting Unit) in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by **Realauction.com LLC**

Subscribed and sworn
before me this 12 day
of October 2018

Lloyd E. McClendon III
(Type or Print Name)

Notary public of **Florida**

My Commission expires 6/16/2022

(Signature)

(Seal)



Judith A. Friedmar
NOTARY PUBLIC
STATE OF FLORIDA
Comm# GG217381
Expires 6/16/2022

CERTIFICATE OF BIDDER SHOWING ABILITY TO PERFORM CONTRACT

I, **Lloyd E. McClendon III** of the (City, Town Township, Borough, etc.)
of **Davie** in the County of **Broward** and the
State of **Florida** of full age, being duly sworn according to law on my
oath depose and say that:

1. I am a(n) owner, partner, shareholder or officer of the company set forth below and am duly authorized to execute this affidavit on its behalf.

(Check Appropriate Statements(s))

X I own, lease or control the necessary equipment required by the plans, specifications, and advertisements under which bids are asked for.

 I do not own, lease or control all the necessary equipment required by plans, specifications, and advertisements under which bids are asked for.

If the bidder is not the actual owner or lessee of all the necessary equipment provide the source from which the equipment will be obtained (Attach additional sheets if necessary.)

Attach certification from the owner or person in control of the equipment definitely granting to the bidder the control of the equipment required during such time as may be necessary for the completion of that portion of the contract for which it is necessary.)

Subscribed and sworn

before me this 12 day

of Oct, 2018

Notary Public of Florida

My Commission Expires: 6/16/2022

C.E.O.

(Title)

Realauction.com LLC

(Name of Company)

(Seal)



Judith A. Friedmar
NOTARY PUBLIC
STATE OF FLORIDA
Comm# GG217381
Expires 6/16/2022

NEW JERSEY REFERENCES

Realauction.com has been conducting auctions in New Jersey since 2012.

In 2017, Realauction conducted on-line tax certificate auctions for approximately one hundred twenty **(120)** boroughs, townships and municipalities in the State of New Jersey.

Below is a complete list of clients Realauction has conducted auctions for 2017/2018 and their corresponding contact information.

Please feel free to contact our clients regarding our auction performance and customer service.

Sincerely,



Lloyd E. McClendon
Chief Executive Officer
Realauction.com LLC
(954) 734-7400 x206
lmccclendon@realauction.com

Municipality	Muni Type	County	Point of Contact	Phone	Email	Tax Sale Date
Aberdeen	Township	Monmouth	Marie Taylor	(732) 583-4200 ext. 137	Marie.Taylor@AberdeenNJ.org	10/30/2017
Absecon	City	Atlantic	Jessica Snyder	(609) 641-0663 ext 116	jsnyder@abseconnj.org	3/14/2018
Asbury Park	City	Monmouth	Tyrone Young	(732) 775-2100	taxcollector@cityofasburypark.com	12/21/2017
Atlantic City	City	Atlantic	Kacey B. Johnson	(609) 347-5630	KJohnson@cityofatlanticcity.org	12/20/2017
Barneget	Township	Ocean	Crystal Brinson	(609) 698-0080 ext 143	crystal@barneget.net	06/04/2018
Bellmawr	Borough	Camden	Margaret Sandrock	(856) 933-1313	taxcollector@bellmawr.com	06/21/2018
Bergenfield	Borough	Bergen	Juan Ortiz	(201) 387-4055 ext 4065	taxcollector@bergenfield.com	11/29/2017
Bloomingdale	Borough	Passaic	Barbara	973-838-0330	bneinstedt@bloomingdalenj.net	11/21/2017
Bound Brook	Borough	Somerset	Cindy Griffith	(732) 356-0833 ext 636	cgriffith@boundbrook-nj.org	11/21/2017
Bridgeton	City	Cumberland	Mary Pierce	(856) 455-3230 ext. 211	piercemary@cityofbridgeton.com	12/18/2017
Bridgewater	Township	Somerset	Darrow Murdock	(908) 725-6300 ext 5145	dmurdock@bridgewater-nj.gov	10/27/2017
Burlington	Township	Burlington	Lan Chen Shen	(609) 239-5805	lshen@twp.burlington.nj.us	09/26/2018
Byram	Township	Sussex	Linda Roth	(973) 347-2500 ext 130	taxcollector@byramtwp.org	10/16/2017
Camden	City	Camden	Nahema Harvey	(856) 757-7145	NaHarvey@ci.camden.nj.us	06/18/2018
Carneys Point	Township	Salem	Jen Koeturius	(856) 299-0070 ext 143	Jenk@carneyspointtwp.org	09/17/2018
Carteret	Borough	Middlesex	Patrick DeBlasio	(732) 541-3820 ext 3101	deblasio@carteret.net	11/13/2017
Clark	Township	Union	Laura Caliguire	(732) 428-8404	lcaliguire@ourclark.com	10/16/2017
Clifton	City	Passaic	Elaine Erlewein	(973) 470-5837	eerlewein@cliftonnj.org	10/12/2017
Commercial	Township	Cumberland	Leslie Krause	(856) 785-3100 ext 313	lkrause@commercialtwp.com	01/17/2018
East Hanover	Township	Morris	Kenneth Huelbig	(973) 428-3004	kennyh@easthanovertownship.com	12/07/2017
East Orange	City	Essex	Anmarie Corbitt	(973) 266-5186	anmarie.corbitt@eastorange-nj.gov	06/07/2018
Edgewater	Borough	Bergen	Sheri Biondi	(201) 943-1700 ext 3138	sbiondi@edgewater-nj.org	11/28/2017
Egg Harbor	Township	Atlantic	Sharon Riley	(609) 926-4079	Sriley@ehtgov.org	12/27/2017
Elmer	Borough	Salem	Sandra Ferguson (Resigned)	(856) 358-4010 ext 116	collector@elmerboroughnj.com	03/28/2018
Elsinboro	Township	Salem	Joanne Eddy	(856) 935-2200	collector@elsinborotownship.com	03/29/2018
Englewood	City	Bergen	Jodi DeMaio	(201) 871-6636 option 8 then	jdemaio@cityofenglewood.org	12/21/2017
Evesham	Township	Burlington	Kathy Merkh	(856) 983-2900 ext 4334	MerkhK@evesham-nj.gov	06/13/2018
Florence	Township	Burlington	Christine Swiderski	(609) 499-2525 ext 113	collector@florence-nj.gov	07/27/2018
Fort Lee	Borough	Bergen	Angela Napolitano	(201) 592-3500 ext 1037	A-Napolitano@fortleenj.org	11/29/2017
Franklin	Township	Gloucester	Beth Ruhl	(856) 694-1234 ext 138	bruhl@franklintownship.com	12/21/2017
Franklin	Township	Somerset	Carol Langone	(732) 873-2500 ext 6331	carol.langone@twp.franklin.nj.us	12/01/2017
Freehold	Township	Monmouth	Beth Kiernan	(732) 294-2022	ekiernan@twp.freehold.nj.us	12/06/2017
Galloway	Township	Atlantic	Christian Johansen	(609) 652-3700 ext 234	cjohansen@gtmj.org	12/18/2017
Gibbsboro	Township	Camden	Patricia Capasso	(856) 783-6655 ext 103	gibbytax@comcast.net	12/14/2017
Gloucester	City	Camden	James Davis	(856) 456-1250	collector@cityofgloucester.org	01/11/2018
Gloucester	Township	Camden	Sandra L. Ferguson	(856) 374-3533	sferguson@glotwp.com	12/28/2017
Hamilton	Township	Mercer	Danielle Peacock	(609) 890-3895	dpeacock@HamiltonNJ.com	12/13/2017
Hazlet	Borough	Monmouth	Ashlesha Deshpande	(732) 264-1700 ext 8642	adeshpande@hazlettwp.org	09/25/2018
Highland Park	Borough	Middlesex	Connie Ludden	(732) 819-3787	cludden@hpboro.com	12/21/2017
Highlands	Borough	Monmouth	Patrick DeBlasio	(732) 872-1224 ext 207	pdeblasio@highlandsborough.org	12/4/2017

Municipality	Muni Type	County	Point of Contact	Phone	Email	Tax Sale Date
Hillsborough	Township	Somerset	Nancy Costa / April Crossen	(908) 369-8672 / (908) 369-43	ncosta@hillsborough-nj.org	09/13/2018
Hoboken	City	Hudson	Sharon Curran	(201) 420-2088	scurran@hobokennj.gov	06/29/2018
Hopatcong	Borough	Sussex	Patty Emery	(973) 810-8333	pemery@hopatcong.org	10/19/2017
Hopewell	Township	Cumberland	Elizabeth "Liz" Wallender	(856) 455-1230 ext 111	collector@hopewelltp-nj.com	03/27/2018
Irvington	Township	Essex	Beverly Baytops	(973) 399-6614 / 973-399-661	Bbaytops@irvingtonnj.org	12/20/2017
Lacey	Township	Ocean	Trisha Greco	(609) 693-1100 ext 2211	lacey.taxcollector@laceytownship.org	01/11/2018
Lakewood	Township	Ocean	Effie Pressley	(732) 905-5967	epressley@lakewoodnj.gov	10/26/2017
Lambertville	City	Hunterdon	Cindy McBride	(609) 397-0801	taxcollector@lambertvillenj.org	06/21/2018
Linden	City	Union	Stacey Carron	(908) 474-8434	scarron@linden-nj.org	06/08/2018
Lindenwold	Borough	Camden	Anne Deek	(856) 783-2121 ext 234	adeek@lindenwold.net	6/9/2017
Livingston	Township	Essex	Vibha Desai	(973) 535-7986	vdesai@livingstonnj.org	12/27/2017
Long Hill	Township	Morris	Leonard Ho	(908) 647-8000 ext. 221	cfo@longhillnj.gov	12/15/2017
Manasquan	Borough	Monmouth	Courtney Hogan	(732) 223-2292 ext 239	chogan@manasquan-nj.com	12/7/2017
Mansfield	Township	Warren	Amy Monahan	(908) 689-6151 ext 115	amonahan@mansfieldtownship-nj.gov	11/29/2017
Manville	Borough	Somerset	Lisa Gerickont	(908) 526-6020	lgerickont@manvillenj.org	10/05/2017
Maplewood	Township	Essex	Juan Uribe	(973) 762-8120 ext 2500	juribe@twp.maplewood.nj.us	9/25/2017
Marlboro	Township	Monmouth	Colleen Dolan	(732) 536-0200 ext 1804	cdolan@marlboro-nj.gov	10/24/2017
Matawan	Borough	Monmouth	Peggy Warren	(908) 204-3077	peggy.warren@matawanborough.com	12/18/2017
Medford	Township	Burlington	Patricia Capasso	(609) 654-2608 ext 308	pcapasso@medfordtownship.com	03/13/2018
Millville	City	Cumberland	Sherri Ball	(856) 825-7000 ext 7245	sherri.ball@millvillenj.gov	03/27/2018
Monroe	Township	Middlesex	Luann McGraw-Russell	(732) 521-4405	lmcgraw-russell@monroetwp.com	10/03/2018
Montclair	Township	Essex	Lidia Leszczynski	(973) 509-4923	LLeszczynski@Montclairnjusa.org	10/25/2017
Mount Holly	Township	Burlington	Terri Kramer	(609) 845-1108	tkramer@twp.mountholly.nj.us	12/14/2017
Neptune	Township	Monmouth	Michele Narciso	(732) 988-5200 ext 240	mnarciso@neptunetownship.org	03/22/2018
Neptune City	Borough	Monmouth	Michele Narciso	(732) 988-5200 ext 240	mnarciso@neptunetownship.org	9/14/2017
Newark	City	Essex	Ernest Turner / Inna Lokshina	(973) 733-4799 / (973) 733-57	turnere@ci.newark.nj.us	12/29/2017
North Bergen	Township	Hudson	Denise Zambardino	(201)-392-2017	dzambardino@northbergen.org	12/05/2017
North Plainfield	Borough	Somerset	Kathleen "Kitty" Intravartolo	(908) 769-2952	kintrav@npmail.org	10/26/2017
Nutley	Township	Essex	Rosemary Costa	(973) 284-4961	rcosta@nutleynj.org	09/18/2018
Oakland	Borough	Bergen	Lidia Leszczynski	(201) 337-0353	taxcollector@oakland-nj.org	12/20/2017
Ocean	Township	Monmouth	Vincent Buttiglieri	(732) 531-5000 ext 3321	vbuttiglieri@oceantwp.org	10/19/2017
Ocean / Waretown	Township	Ocean	Crystal Brinson	(609) 693-3302 ext 226	taxcollector@twpoceannj.gov	12/11/2017
Oldmans	Township	Salem	Anne Deek	(856) 299-0780	oldmansclerk@comcast.net	06/29/2018
Orange	City	Essex	Paula Ferreira	(732) 266-4017	pferreira@ci.orange.nj.us	12/28/2017
Oxford	Township	Warren	Lisa Gerickont	(908) 453-3098 ext 202	lisa719truppa@gmail.com	11/30/2017
Paramus	Borough	Bergen	Sheri Biondi / Celina Checo	(201) 265-2100 ext 2271 or 22	Sbiondi@paramusborough.org	12/06/2017
Pemberton	Township	Burlington	Alison Varrelmann	(609) 894-3365	avarrelmann@pemberton-twp.com	03/28/2018
Penns Grove	Borough	Salem	Jen Koeturius	(856) 299-0070 ext 143	Jenk@carneyspointtpw.org	10/23/2017
Pennsauken	Township	Camden	Dan O'Brien	(856) 665-1000 ext 118	dobrien@twp.pennsauken.nj.us	06/18/2018
Pennsville	Township	Salem	Lauren Schoonmaker	(856) 678-3089 ext 134	pvtaxofc@pvtwp.com	10/03/2018

Municipality	Muni Type	County	Point of Contact	Phone	Email	09/17/2018
Pequannock	Township	Morris	Lori Tarnogursky	(973) 835-5700 ext 139	lorit@peqtwp.org	09/17/2018
Pine Hill	Borough	Camden	Kathy Merkh	(856) 983-2900 ext 4334	kmerkh@pinehillboronj.com	06/13/2018
Piscataway	Township	Middlesex	Kathleen Silber	(732) 562-2331	ksilber@piscatawaynj.org	10/18/2017
Pittsgrove	Township	Salem	Jennafer Hernandez	(856) 338-2300 ext 6016	jhernandez@pittsgrovetownship.com	1/11/2017
Pleasantville	City	Atlantic	Flor Roman	(609) 484-3631	florroman@pleasantvillenj.us	12/18/2017
Plumsted	Township	Ocean	Scott Pezarras	(609) 758-2241 ext 120	taxcoll@plumsted.org	12/27/2017
Point Pleasant	Borough	Ocean	Jennifer Burr	(732) 892-3434 ext 109	jburr@ptboro.com	06/04/2018
Randolph	Township	Morris	Linda Roth	(973) 989-7047	lroth@randolphnj.org	11/29/2017
Red Bank	Borough	Monmouth	Ashlesha Desphande	(732) 530-2745	adesphande@redbanknj.org	10/01/2018
Rockaway	Township	Morris	Lola Bachok	(973) 983-2822	lbachok@rockawaytownship.org	12/11/2017
Roselle	Borough	Union	Martha Alexander	(908) 259-3027	malexander@boroughofroselle.com	12/15/2017
Roxbury	Township	Morris	Heidi Pedersen	(973) 448-2024	pedersen@roxburynj.us	11/20/2017
Runnemede	Borough	Camden	Joyce Pinto	(856) 939-5161 ext 1006	jpinto@runnemedenj.org	10/17/2017
Salem	City	Salem	David Crescenzo	(856) 935-0361	sailemco@comcast.net	02/21/2018
Seaside Heights	Borough	Ocean	Laura Giovane	(732) 793-9103	lgiovane@seaside-heightsnj.org	12/18/2017
South Amboy	City	Middlesex	Joanne Katko	(732) 525-5924 / (732) 921-01	katko@southamboynj.gov	12/28/2017
South Brunswick	Township	Middlesex	Kathie Gilliland	(732) 329-4000 ext 7307	kgillila@sbtj.net	06/26/2018
South Orange Village	Township	Essex	Ronke Zacheus	(973) 378-7715 ext 7732	rzacheus@southorange.org	09/26/2018
South Toms River	Borough	Ocean	Steve Gallagher	(732) 531-1618	strfinance@comcast.net	12/07/2017
Stafford	Township	Ocean	Margaret Favorito	(609) 597-1000 ext 8549	mfavorito@staffordnj.gov	02/16/2018
Stow Creek	Township	Cumberland	Elizabeth "Liz" Wallender	(856) 455-1230 ext 111	collector@hopewelltwp-nj.com	03/28/2018
Teaneck	Township	Bergen	Natalie Huttinot	(201) 837-1600 ext 1251 / 122	nhuttinot@teanecknj.gov	01/08/2018
Toms River	Township	Ocean	Carl Dileo	(732) 341-1000 ext 8363	CDileo@tomsvivertownship.com	10/11/2017
Trenton	City	Mercer	Paula Ferreira (Resigned)	(609) 989-3058	pferreira@trentonnj.org	06/27/2018
Tuckerton	Borough	Ocean	Effie Pressley	(609) 296-4900	epressley@lakewoodnj.gov	10/18/2017
Union Beach	Borough	Monmouth	Desiree Durkin	(732) 264-5662	ubtax@optonline.net	03/23/2018
Ventnor	City	Atlantic	Margaret Pacanowski	(609) 823-7971	mpacanowski@ventnorcity.org	12/28/2017
Vernon	Township	Sussex	Lisa Kimkowski	(973) 764-4055 ext 2230	taxcollector@vermontwp.com	10/13/2017
Verona	Township	Essex	Jennifer Muscara	(973) 857-4777	Jmuscara@veronanj.org	12/7/2017
Voorhees	Township	Camden	Jennifer Dukelow	(856) 429-7762	collector@voorheesnj.com	06/27/2018
Wall	Township	Monmouth	Kammie Verdolina	(732) 449-8444 ext 2223	kverdolina@townshipofwall.com	09/26/2018
Washington	Township	Morris	Amy Monahan	(908) 876-3845 ext 1250	amonahan@wtmorris.net	10/25/2017
Weehawken	Township	Hudson	Kenny Bosotina	(201) 319-6014	KennyBosotina@tow-nj.net	06/18/2018
West Long Branch	Borough	Monmouth	Toni Mullen	(732) 571-5984	tmullen@westlongbranch.org	09/27/2018
West Milford	Township	Passaic	Rita DeNivo	(973) 728-2785	taxcollector@westmilford.org	10/10/2017
West New York	Town	Hudson	Kerri Tierney	(201) 295-5110	kierney-campen@westnewyorknj.org	12/20/2017
West Orange	Township	Essex	Joanne Gagliardo	(973) 325-4077	jgagliardo@westorange.org	10/05/2017
Westampton	Township	Burlington	Carol Layou	(609) 267-1891 ext 118	clayou@westampton.com	11/16/2017
Westfield	Town	Union	Susan Noonan/Henry Wang	(908) 789-4051 ext 4052	taxcollector@westfieldnj.gov	12/4/2017
Willingboro	Township	Burlington	LaMar Arnold	(609) 877-2200 ext 1007	larnold@willingboronj.gov	10/03/2018

PROOF OF BUSINESS REGISTRATION

N.J.S.A. 52:32-44 required that each contractor submit proof of business registration with the bid proposal. Proof of registration shall be a copy of the bidder's Business Registration Certificate (BRC). A BRC is obtained from the New Jersey Division of Revenue. Information on obtaining a BRC is available on the internet at www.nj.gov/dca/lgs/lp/busregis/bus or by phone at (609) 292-1730. N.J.S.A. 52:32-44 imposes the following requirements on contractors and all subcontractors that knowingly provide goods or perform services for a contractor fulfilling this contract:

- 1.) The contractor shall provide written notice to its subcontractors and suppliers to submit proof of business registration to the contractor;
- 2.) Prior to receipt of final payment from a contracting agency, a contractor must submit to the contracting agency an accurate list of all subcontractors or attest that none was used;
- 3.) During the term of this contract, the contractor and its affiliates shall collect and remit and shall notify all subcontractors and their affiliates that they must collect and remit to the Director, New Jersey Division of Taxation, the Use Tax due pursuant to the Sales and Use Tax Act, (N.J.S.A. 54:32B-1 et seq.) on all sales of tangible personal property delivered into this state.

A contractor, subcontractor or supplier who fails to provide proof of business registration or provides false business registration information shall be liable to a penalty of \$25 for each day of violation, not to exceed \$50,000 for each business registration not properly provided or maintained under a contract with a contracting agency. Information on the law and its requirements is available by calling (609) 292-9292.

NEW JERSEY "BUSINESS REGISTRATION CERTIFICATE" FORM

P.L. 2004 Ch. 57 requires that Business Organizations, be registered with the New Jersey Department of Treasury, Division of Revenue. The definition in the law is as follows:

"Contractor" means a business organization that seeks to enter or has entered into a contract with a contracting agency, to provide goods, services, or a construction ~~project~~, the cost of which exceeds 15% of the contracting unit's bid threshold.

Please indicate below, for the bidder and all subcontractors listed on the "Subcontractor Declaration" herein, as to their registration with the NJ Department of Treasury, Division of Revenue in accordance with P.L. 2004, Ch57.

Proof of registration is required for all contractors and named subcontractors. Proof of registration means a copy of the organization's Business Registration Certificate". No other form can be substituted to fulfill this requirement.

Copies of the Business Registration Certificate shall be submitted and attached to this form.

	<u>Name</u>	<u>Not Registered</u>	<u>Registration Number</u>
Bidder	<u>Realauction.com LLC</u>		<u>0400714010</u>
(Subcontractor)			
(Subcontractor)			
(Subcontractor)			
(Subcontractor)			

Subscribed and Sworn
Before me this 12 day
of Oct. 2018

Judith A. Friedmar
Notary Public

Judith A. Friedmar
Signature

My Commission Expires

6/16/2022

(Seal)

Judith A. Friedmar
Type or Print Name



Judith A. Friedmar
NOTARY PUBLIC
STATE OF FLORIDA
Comm# GG217381
Expires 6/16/2022

**STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY
DIVISION OF REVENUE AND ENTERPRISE SERVICES
ANNUAL REPORT CERTIFICATE**

**REALAUCTION.COM, LLC
0400714010**

The Division of Revenue and Enterprise Services hereby affirms that the following annual report for REALAUCTION.COM, LLC was submitted on 10/30/2017 for the year: 2018

Registered Agent and Office

REGISTERED AGENTS INC.
FIVE GREENTREE CENTRE, STE. 104
525 ROUTE 73 NORTH
MARLTON, NJ 08053

Main Business Address

861 SW 78 AVE SUITE 102
PLANTATION, FL 33324

Officers and Directors

MEMBER
ENRIQUE TORBAY
861 SW 78 AVE STE 102
PLANTATION, FL 33324

MANAGING MEMBER
LLOYD E MCCLENDON
861 SW 78 AVE STE 102
PLANTATION, FL 33324

MANAGING MEMBER
MARC D THOMASHAW
861 SW 78 AVE STE 102
PLANTATION, FL 33324



IN TESTIMONY WHEREOF, I have
hereunto set my hand and affixed
my Official Seal, this
30th day of October, 2017

A handwritten signature in dark ink, appearing to read "Ford M. Scudder".

Ford M. Scudder
State Treasurer

Certificate Number : 2294656617
Verify this certificate online at
https://www1.state.nj.us/TYTR_StandingCert/JSP/Verify_Cert.jsp

01/31/15

Taxpayer Identification# 201-751-433/000

Dear Business Representative:

Congratulations! You are now registered with the New Jersey Division of Revenue.

Use the Taxpayer Identification Number listed above on all correspondence with the Divisions of Revenue and Taxation, as well as with the Department of Labor (if the business is subject to unemployment withholdings). Your tax returns and payments will be filed under this number, and you will be able to access information about your account by referencing it.

Additionally, please note that State law requires all contractors and subcontractors with Public agencies to provide proof of their registration with the Division of Revenue. The law also amended Section 92 of the Casino Control Act, which deals with the casino service industry.

We have attached a Proof of Registration Certificate for your use. To comply with the law, if you are currently under contract or entering into a contract with a State agency, you must provide a copy of the certificate to the contracting agency.

If you have any questions or require more information, feel free to call our Registration Hotline at (609)292-9292.

I wish you continued success in your business endeavors.

Sincerely,



James J. Fruscione
Director
New Jersey Division of Revenue

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE

DEPARTMENT OF TREASURY/
DIVISION OF REVENUE
PO BOX 252
TRENTON, N J 08646-0252

TAXPAYER NAME:

REALAUCTION.COM, LLC

TRADE NAME:

ADDRESS:

861 SW 78 AVE #102
PLANTATION FL 33324

SEQUENCE NUMBER:

1928462

EFFECTIVE DATE:

01/29/15

ISSUANCE DATE:

01/31/15



Director
New Jersey Division of Revenue

FORM-BRC

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.

104-081-0905045V

STATE OF NEW JERSEY - DIVISION OF PURCHASE AND PROPERTY
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Quote Number:

Bidder/Officer: **Realauction.com LLC**

Part I:
CERTIFICATION

BIDDERS MUST COMPLETE PART I BY CHECKING EITHER BOX.

FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE.

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at <http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Bidders must review this list prior to completing the below certification. Failure to complete the certification will render a bidder's proposal non-responsive. If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

PLEASE CHECK ONE BOX:



I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 (Chapter 25 List") further certify that I am the person listed above, or I am an officer complete the Certification below.

OR



I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the certification below. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines, and/or sanctions will be assessed as provided by law.

Part 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN
You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in investment in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, CLICK THE "ADD AN ADDITIONAL ACTIVITIES ENTRY" BUTTON.

Name _____ Relationship to Bidder/Officer _____

Description of Activities _____

Duration of Engagement _____ Anticipated Cessation Date _____

Bidder/Officer Contact Name _____ Contact Phone Number _____

ADD AN ADDITIONAL ACTIVITIES ENTRY

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any Part I: hereto to the best of my knowledge are true and complete. I attest that I am authorized to execute the certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the state to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will constitute material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name **Lloyd E. McClendon III**
Title **C.E.O.**

Signature _____
Date **10/12/2018**

STATEMENT OF CORPORATE OWNERSHIP

In compliance with Chapter 33, laws of 1977 (N.J.S.A. 52:25-24.2), I certify the following:

_____ Firm is a sole proprietorship

_____ No stockholder or partner or the corporation or partnership holds ten percent (10%) or more ownership.

✓
_____ Below are the names and addresses of all persons or entities owning ten percent (10%) or more of the bidder or supplier on whose behalf this certification is filed.

Name	Address	Percent Interest
LLOYD EARL MCCLENDON III	3560 BIRCH TERRACE, DAVIE, FL 33330	15%
MARC D THOMASHAW	12560 NW 76 STREET, PARKLAND, FL 33076	15%
IVETT POCIO CHECA ZIADE a.k.a. YVETTE CHECA DE MOSLER	REP. DE EL SALVADOR N-675 Y PORTUBAL, QUITO, EQUADOR	70%

Note: If any of the above entities is a corporation, then the following are the names and addresses of all persons owning ten percent (10%) or more of that corporation.

Name	Address	Percent Interest
LLOYD EARL MCCLENDON III	3560 BIRCH TERRACE, DAVIE, FL 33330	15%
MARC D THOMASHAW	12560 NW 76 STREET, PARKLAND, FL 33076	15%
IVETT POCIO CHECA ZIADE a.k.a. YVETTE CHECA DE MOSLER	REP. DE EL SALVADOR N-675 Y PORTUBAL, QUITO, EQUADOR	70%

I further certify that I will notify the Owner of any changes to the above list within ten (10) days of such change.

Signed this 12th day of October 2018

Realauction.com LLC

(insert Contractor's Name)

By: 
(A Partner or Corporate Officer)

Title: C.E.O.

CONTRACT FORM

TOWNSHIP OF GLOUCESTER -- CAMDEN COUNTY, NEW JERSEY

THIS AGREEMENT made this ____ day of 2018, by and between the TOWNSHIP
OF GLOUCESTER, COUNTY OF CAMDEN, a Municipal Corporation of the STATE
OF _____, part of the second part;

The vendor/contractor agrees to provide services based upon the terms and conditions
hereinafter set forth.

The vendor/contractor and the Township agrees, to be bound by the terms of the Notice
to Bidders, Instruction to Bidders General Conditions and Specifications attached hereto
and made a part of hereof, and delivery shall be made when and as directed by the
Township.

This contract constitutes the entire agreement between the parties hereto and its
provisions shall not be changed except in writing, agreeable to both parties. This
contract shall expire 12/31/18.

TOWNSHIP CLERK

(Corporate Seal)
ATTEST:

SIGNATURE

TITLE

MAYOR

Realauction.com LLC
COMPANY



SIGNATURE

C.E.O.
TITLE

AMERICANS WITH DISABILITIES ACT OF 1990
Equal Opportunity for Individuals with Disability

The contractor and the Township of Gloucester, do hereby agree that the provisions of Title 11, of the Americans With Disabilities Act of 1990 42 U.S.C. S12101 et seq, which prohibits discrimination on the basis of disability by public entities in all services, programs, and activities provided or made available by public entities, and the rules and regulations promulgated pursuant there unto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the owner pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act. In the event that the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the owner in any action or administrative proceeding commenced pursuant to this Act. The contractor shall indemnify, protect, and save harmless the owner, its agents, servants, and employees from and against any and all suits, claims, losses, demands) or damages, of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the owner's grievance procedure, the contractor agrees to abide by any decision of the owner which is rendered pursuant to said grievance procedure. If any action or administrative results in an award of damages against the owner, or if the owner incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The owner shall, as soon as practicable after a claim has been made against it, give written notice thereof to the contractor along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the owner or any of its agents, servants, and employees, the owner shall expeditiously forward or have forwarded to the contractor every demand, complaint, notice summons, pleading, or other process received by the owner or its representatives.

It is expressly agreed and understood that any approval by the owner of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the owner pursuant to this paragraph.

It is further agreed and understood that the owner assumes no obligation to indemnify or save harmless the contractor, its agents, servants, employees and subcontractor for any claim which may arise out of their performance of this Agreement. Furthermore, the contractor expressly understands and agree that the provisions of this indemnification clause shall in no way limit the contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the contractor from any liability, nor preclude the owner from taking any other actions available to it under any other provisions of the Agreement or otherwise at law.

REALAUCTION.COM INFORMATION SYSTEMS, SECURITY, DEVELOPMENT ORGANIZATION & PROCESSES & SUPPORT

Version 1.3

Revision History

Date	Version	Description	Author
07/01/2010	1.0	Initial Draft	Robert Cruz
07/18/2011	1.1	Spelling and Grammar Corrections	Doug McClendon
09/17/2012	1.2	Informational Updates	Whit Thompson
07/15/2013	1.2	Yearly Review	Robert Cruz
07/20/2014	1.2	Yearly Review	Robert Cruz
01/03/2015	1.3	Updates reflecting use of Amazon Web Services infrastructure and termination of NAP services	Robert Cruz
09/01/2016	1.4	Updated with current versions of MSSQL and Application Server software	Robert Cruz

Table of Contents

Contents

REVISION HISTORY	2
TABLE OF CONTENTS	3
INTRODUCTION	7
PHYSICAL SECURITY	8
EMPLOYEE ACCESS.....	8
TERMINATION OF ACCESS RIGHTS	8
EMPLOYEE MONITORING	8
BUSINESS CONTINUITY	8
LOGICAL SECURITY.....	9
ADMINISTRATIVE PASSWORDS AND ACCOUNTS	9
SERVICE ACCOUNTS	9
HW/SOFTWARE/ & NETWORKING	9
SERVER HARDWARE	9
NETWORKING	10
APPLICATION/DATABASE SOFTWARE	10
OPERATING SYSTEM SOFTWARE.....	10
APPLICATION CODE	10
DEVELOPMENT TECHNOLOGIES	11
APPLICATION INFRASTRUCTURE	11

MAINTENANCE AND MONITORING OF SYSTEMS.....	11
APPLICATION MONITORING	11
NETWORK TRAFFIC.....	12
EMAIL	12
ANTI-VIRUS.....	12
BACK-UP AND RECOVERY.....	12
COLLECTION OF SENSITIVE DATA	12
SECURING STORED DATA	13
BIDDER INFORMATION	13
BANKING INFORMATION	13
ROUTING NUMBERS	14
ACCOUNT NUMBERS	14
ACH FUNDS TRANSFERS.....	14
PURPOSE	15
SCOPE	15
INFORMATION CLASSIFICATION	15
POLICY	16
MINIMAL SENSITIVITY	16
MORE SENSITIVE	17
MOST SENSITIVE	17
ENFORCEMENT	17
TERMS AND DEFINITIONS	18
PURPOSE	20
SCOPE	20
POLICY	20
ENFORCEMENT	20
TERMS AND DEFINITIONS	20
PURPOSE	22
SCOPE	22
POLICY	22
PRODUCT RESPONSIBILITIES.....	22
FEATURE/DEFECT TRACKING.....	22
SOURCE CONTROL	23
DEVELOPMENT CYCLE	23

DEPLOYMENT CHECKLIST	23
CODE REVIEWS.....	24
EXCEPTIONS AND EXCLUSIONS	24
ENFORCEMENT	24
TERMS AND DEFINITIONS	24
PURPOSE	26
SCOPE	26
POLICY	26
SOFTWARE AND HARDWARE	27
RELEASE TYPES.....	28
LIFECYCLE ANNOUNCEMENTS AND TIMELINES	30
COMMUNICATION OF LIFECYCLE STAGES	30
EXCLUSIONS AND EXEMPTIONS	30
DISCRETIONARY CHANGES.....	30
PURPOSE	31
STANDARD TECHNICAL SUPPORT POLICY	31
TELEPHONE AND ELECTRONIC SUPPORT	31
SOFTWARE ERROR CORRECTIONS	32
HARDWARE ERROR CORRECTIONS	32
DESIGNATED CUSTOMER CONTACTS	32
VERSION UPGRADES	33
SECURITY CONTENT UPGRADES.....	33
CLASSIFICATION OF ERRORS AND RESPONSE TIMES	33
PRIORITY 1 (P1) - CRITICAL PRIORITY	33
PRIORITY 2 (P2) - HIGH PRIORITY	34
PRIORITY 3 (P3) - MEDIUM PRIORITY	34
DEFECT/ERROR TRACKING	35
GENERAL	35
DEFINITIONS	36
PURPOSE	37
SCOPE	37
POLICY	37
IDENTIFICATION OF KEY STAFF	37
PREPAREDNESS ACTION CHECKLIST.....	37
IDENTIFICATION OF REMOTE LOCATIONS.....	37
SECURING PRIMARY LOCATION	38
REMOTE OPERATIONS	38
RETURN TO NORMAL OPERATIONS.....	38
POST INCIDENT/YEARLY REVIEW	38

Introduction

This document provides an overview of the existing infrastructure used by Realauction.com to provide services to the corporation and its clients. It also provides guidelines and policies for securing network infrastructure resources, servers, and sensitive data. In addition, it provides a general overview of the development organization and its operating guidelines and Realauction.com's customer service and technical support policies.

SYSTEM INFRASTRUCTURE OVERVIEW

Physical Security

Physical Security of all Realauction.com production resources falls under the purview of Amazon Web Services (AWS).

Information on all aspects of AWS security review the document titled [“Amazon Web Services – Overview of Security Processes”](#).

Employee Access

Employee access to infrastructure resources at all is limited to only those employees involved in the support of those systems and who have been authorized by the Director of Information Technology after all references have been positively verified and a background check has been performed.

Termination of Access Rights

Employee access to all network resources, systems, and sensitive information is revoked upon termination of employment.

Employee Monitoring

Realauction.com employs software technologies, which monitor employee activity. The data from these logs is periodically checked to ensure employees are following established company policies.

All employees are educated on information security, company practices and their individual responsibilities at time of hire and periodically throughout the year as the situation warrants.

Business Continuity

In the event that customer and technical support operations are not possible from our corporate headquarters, designated key personnel will deploy to a pre-determined remote location, which is properly configured to allow our support operations to continue. Our Hurricane Preparedness Policy has been developed, and practiced, to insure a smooth transition into emergency operations and back to normal operations.

See Disaster Recovery Policy

Logical Security

Security policies and permissions are applied in accordance with best practices to ensure least privilege. Employees are only permitted the rights needed to perform their duties. All domain user, administrative, and service accounts use strong passwords and are configured to lock and deny access after three unsuccessful authentication attempts.

Administrative Passwords and Accounts

System administrative passwords for all servers are stored securely using two-factor authentication and are only accessible by the Director of Information Technology and the Senior Systems Engineer.

Under no circumstances is any domain administrative account allowed to run services. Explicit domain service accounts are created with the specific permission(s) required for their function and is used on all servers, for all services. These include web, database and file or FTP servers.

System Passwords used by service accounts and System Administrators are required to be changed every 90 days. These are also set to lock the user out after three unsuccessful login attempts.

Service Accounts

Service accounts for application database access have been restricted to read/write operations for the specific database and do not own any database objects and cannot access database system tables.

HW/Software/ & Networking

Server Hardware

All Realauction.com development, testing, and production servers are based on AWS machine images created for the specific tasks necessary for each application.

Networking

Systems are protected from internet access by redundant firewalls provided by AWS that incorporate gateway antivirus and intrusion protection.

Web, public DNS, and email servers are accessible through the firewall using only the appropriate protocols and ports for the service provided by each server.

Servers for files, databases, and internal processes are not accessible through the firewall and all unnecessary ports and protocols on all servers are disabled. In addition, all web users are redirected to https secure SSL connections. Ciphers below 256 bit encryption are disabled on the web servers to ensure that 256 bit or higher encryption is used.

Access to production network resources is restricted to the minimal number of personnel necessary and can only be achieved after the user establishes a virtual private connection and authenticates against the domain.

Application/Database Software

Railo 4.2 Application Server is used for front end processing and Microsoft SQL Server 2008/2012/2016 for back end database storage are used in all environments. Software vulnerabilities scans are conducted on a quarterly basis. The Senior Systems Engineer implements all software and security patches in a timely manner after testing in lower environments based on a documented set of procedures.

Operating System Software

The most recent version of Linux is used on all web servers and Windows Server 2008/2012 R2 running MSSQL Server 2008/2012/2016 are used for database servers.

Application Code

All Realauction.com products are customized Cold Fusion applications written using Railo 4.0 Application Server. All code changes are centrally managed in development, staging (testing), and production environments by the product Project Coordinator using Realauction's ticket tracking system. All development code is secured via the use of file access security limited to specific programming staff and system engineers. Code revisions and version control are tracked and maintained using industry standard source control systems.

Development Technologies

Realauction.com uses several industry standard programming languages for its software development. These are:

- HTML – Used for rendering web pages
- JavaScript – Used primarily for client side validation of data
- AJAX/JQUERY – also used for client side validation of data and for providing for a richer experience to the end user
- ColdFusion/Coldbox/Railo – Used in a J2EE deployment as the application server and contains the application business logic and also provides for server side validation of data
- MS SQL Server – Access to data through stored procedures
- SQL Server Integration Services – Used for data transformation, importing and exporting of data, etc.

Application Infrastructure

A two tiered application infrastructure shall be used for all Realauction.com product lines.

- Web/Application servers
- Database servers

In addition the infrastructure includes several other servers which perform supporting functions:

- File Servers
- FTP Servers
- Process Servers
- Monitoring Servers

All servers shall be Dell PowerEdge Servers configured and hardened for their specific purpose.

Maintenance and Monitoring of Systems

Application Monitoring

In addition to the monitoring provided by AWS, all Realauction.com production applications and systems are monitored using a variety of tools, including, but not limited to, ColdFusion where trapped errors and latency problems are immediately identified and emailed to development and/or support staff. In

In addition FusionReactor monitoring tools are used for real-time assessment of web server health and status and SQL Monitor is used to monitor SQL Servers.

Network Traffic

Network traffic is consistently monitored by certified systems engineers. Bandwidth reports are reviewed daily for anomalies by the Director of Information Technology to help proactively potential networking issues.

Email

All Realauction.com email is stored, managed, and maintained on separate servers, dedicated solely for providing email services to the company and its applications. All incoming mail is scanned using Barracuda Spam Firewall and Microsoft Forefront for Exchange anti-virus software.

Anti-Virus

All Realauction servers, workstations, laptops, etc. are scanned using Microsoft Forefront on a daily basis. Scanning occurs during off peak hours on production systems and automated watch software allows the latest virus definition files to be downloaded as they become available.

Back-up and Recovery

Back-ups of Realauction.com systems are run and stored on tape through the use of Dell PowerVault systems. All tape back-ups are taken off site every two weeks and kept for a minimum of one year. Semantic Back-Up Exec software is run on a separate dedicated back-up server using the following schedule:

- Application and User files: Daily incremental backups, weekly full backups

SQL Servers are backed up using Cloudberry Back up Server Edition using the following schedule:

- SQL Database Data: 15 minute transaction logs to local and AWS S3, daily full to local and AWS S3

Collection of Sensitive Data

Other than static web pages, no transactions are allowed by any customer on any Realauction.com site unless they have been properly authenticated by providing their username and password.

All data collected via Realauction.com's websites is encrypted using RC4 256 bit high grade encryption using a third party verified SSL certificate issued by Equifax Secure Certificate Authority.

Securing Stored Data

Built in encryption in Microsoft SQL Server is used for any sensitive information stored such as bank routing and account numbers. This method of encryption uses a triple DES symmetric key to encrypt the data and the key used is a randomly generated 256 bit passphrase.

Access to passphrases is restricted to specific employees on a need to know basis and these employees have the highest level of clearance within the company.

Bidder Information

Bid data and all other non-account bidder information are stored in a secure database. All highly sensitive information such as Tax Identification (SSN, EIN or ITIN) numbers are stored in the database using encryption as described in section 2.6, Securing Stored Data. Each employee with access to sensitive data has successfully passed a thorough background check.

Banking Information

Information regarding bank account and routing information is encrypted as described in section 2.6, Securing Stored Data, and access is restricted to those personnel with the highest level of security clearance. Each employee with access to sensitive data has successfully passed a thorough background check.

Realauction.com has been certified to secure banking standards and is in compliance with remote vulnerability audit requirements of the Payment Card Industry Data Security Standard (PCI-DSS), Visa USA's Cardholder Information Security Program (CISP), Account Information Security (AIS) program, SDP program, the American Express Data Security Standards (DSS), and DISC program.

In addition, Realauction.com is certified free of all vulnerabilities that can be remotely scanned for as listed on the SANS/FBI top twenty vulnerabilities list, and meets all US federal government requirements for remote vulnerability testing as set forth by the National Infrastructure Protection Center (NIPC). The SANS/FBI top twenty vulnerabilities list is generally regarded as the industry-wide benchmark for network vulnerability assessment.

All information is protected against incidents that might result in the loss of confidentiality, integrity, or availability.

Routing Numbers

Bank routing numbers are verified at time of submission for validity. This process checks against a table of known routing numbers and allows the end user to confirm that the routing number they entered is in fact valid prior to any data being committed to the system. The table of valid routing numbers is refreshed nightly from the Federal Reserve database.

Account Numbers

Bank account numbers are validated by requiring the user to enter their account number twice in two separate fields. Copy/Paste is disabled forcing the end user to physically type their account number into the second field. If the account numbers do not match, the user is instructed to re-enter their account number. Only when both the routing number and bank account numbers are validated, is the information committed to the system.

ACH Funds Transfers

ACH transfers meet the BS 7799 / ISO 17799 standards as a minimum; supplementary security measures are implemented as justified by the risk assessment and additional proprietary security methods are employed by the ACH vendor.

INFORMATION SENSITIVITY POLICY

Purpose

The Information Sensitivity Policy is intended to help Realauction.com employees determine what information can be disclosed to non-employees, as well as the relative sensitivity of information that should not be disclosed outside of Realauction.com without proper authorization.

The information covered in these guidelines includes, but is not limited to, information that is either stored or shared via any means. This includes:

- Electronic information
- Information on paper
- Information shared orally or visually (such as telephone and video conferencing)

Scope

All employees must familiarize themselves with the information labeling and handling guidelines that follow this introduction. It should be noted that the sensitivity level definitions were created as guidelines and to emphasize common sense steps that you can take to protect confidential information.

Questions about the proper classification of a specific piece of information should be addressed to your manager. Questions about these guidelines should be addressed to the Director, Information Technology.

Information Classification

All Realauction.com information is categorized into two main classifications:

- Public
- Confidential

Public information is information that has been declared public knowledge by someone with the authority to do so, and can freely be given to anyone without any possible damage to Realauction.com or our clients.

Confidential contains all other information. It is understood that some information is more sensitive than other information, and should be protected very closely, such as technical information regarding our network infrastructure and access points, trade secrets, development programs, potential acquisition targets and other information integral to the success of our company and the security of our clients.

Also included in Realauction.com Confidential is information that is less critical, such as company telephone directories, general corporate information, personal information, etc., which does not require as stringent a degree of protection.

A subset of Confidential is Third Party Confidential information. This is confidential information belonging or pertaining to another corporation, client, or customer which has been entrusted to Realauction.com by that entity under non-disclosure or other contracts. Examples of this type of information primarily include customer/client financial data which includes bank routing and account information, and tax identification numbers, and Personally Identifiable Information (PII).

Realauction personnel are required to use common sense judgment in securing Confidential information to the proper extent based on these guidelines. If an employee is uncertain as to the sensitivity of a particular piece of information, he/she should contact their manager.

Policy

The Sensitivity Guidelines below provide details on how to protect information at varying sensitivity levels. Use these guidelines as a reference only, as Realauction Confidential information in each column may necessitate more or less stringent measures of protection depending upon the circumstances and nature of the confidential information in question.

Minimal Sensitivity

This includes General Corporate information; some personal and technical information.

- **Access:** Realauction employees, contractors, people with a business need to know
- **Distribution within Realauction:** Electronic mail and electronic file transmission methods
- **Distribution outside Realauction:** U.S. Mail and other public or private carries, approved electronic mail and electronic file transfer methods.
- **Electronic Distribution:** No Restrictions except that it be sent only to approved recipients.

- **Storage:** Keep from view of unauthorized people; erase whiteboards, do not leave in view on tabletop or any other place where unauthorized individuals may access.
- **Disposal/Destruction:** Paper files shall be shredded as necessary. Electronic data will be expunged. And media will be erased or physically destroyed when necessary.

More Sensitive

Business, Financial, technical and most personal Information

- **Access:** Realauction employees and non-employees with signed non-disclosure who have a business need to know.
- **Distribution within Realauction:** Approved electronic mail and electronic file transmission methods.
- **Distribution outside of Realauction:** Sent via U.S. Mail or approved private carriers.
- **Electronic Distribution:** No restrictions to approved recipients within Realauction, but should be encrypted or sent via a private link to approved recipients outside of Realauction.
- **Storage:** Individual access controls
- **Disposal/Destruction:** Paper files shall be shredded as necessary. Electronic data will be expunged. And media will be erased or physically destroyed when necessary.

Most Sensitive

Trade secrets, operational, personal, financial, source code and technical information integral to the success of the company

- **Access:** Only those employees (or non-employees) designated with approved access and signed non-disclosure agreements.
- **Distribution within Realauction:** Encrypted electronic mail, approved file transmission methods.
- **Distribution outside Realauction:** Encrypted electronic mail, approved private carriers.
- **Electronic Distribution:** Individual Access Controls, must be encrypted.
- **Storage:** Individual Access Controls. Information stored on secured computers.
- **Disposal/Destruction:** Paper files are to be shredded. Electronic data will be expunged and reliably erased using DOD standards and media will be physically destroyed where necessary.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Terms and Definitions

Appropriate measures	To minimize risk to Realauction.com from an outside business connection or inadvertent internal security breach. Realauction.com computer use by competitors and unauthorized personnel must be restricted so that, in the event of an attempt to access Realauction.com corporate information, the amount of information at risk is minimized
Configuration of Realauction to other business connections	Connections shall be set up to allow other businesses to see only what they need to see. This involves setting up both applications and network configurations to allow access to only what is necessary
Approved Electronic File Transmission Methods	Includes supported FTP clients and protocols and Web browsers
Approved Electronic Mail	Includes all mail systems supported by the IT Support Team. These include, but are not necessarily limited to Microsoft Exchange and MS Office Web Mail. If you have a business need to use other mailers contact the Director, Information Technology
Approved Encrypted email and files	Techniques include the use of DES and PGP. DES encryption is available via many different public domain packages on all platforms. PGP use within Realauction.com is done via a license. Please contact the Director, Information Technology if you require a license
Company Information System Resources	Company Information System Resources include, but are not limited to, all computers, their data and programs, as well as all paper information and any information at the Internal Use Only level and above
Expunge	To reliably erase or expunge data on a PC or Mac you must use a separate program to overwrite data, supplied as a part of Norton Utilities. Otherwise, the PC or Mac's normal erasure routine keeps the data intact until overwritten. The same thing happens on UNIX machines, but data is much more difficult to retrieve on UNIX systems

Individual Access Controls	Individual Access Controls are methods of electronically protecting files from being accessed by people other than those specifically designated by the owner. On UNIX machines, this is accomplished by careful use of the chmod command (use <i>man chmod</i> to find out more about it). On Mac's and PC's, this includes using passwords on screensavers, and restricting access to network resources via group policies
Insecure Internet Links	Insecure Internet Links are all network links that originate from a locale or travel over lines that are not totally under the control of Realauction.com
Encryption	Secure Realauction.com Sensitive information in accordance with the <i>Acceptable Encryption Policy</i> . International issues regarding encryption are complex. Follow corporate guidelines on export controls on cryptography.
One Time Password Authentication	One Time Password Authentication on Internet connections is accomplished by using a one-time password token to connect to Realauction's internal network over the Internet (VPN). Access to our internal network is approved by the Director, Information technology based on need. Once approval is obtained contact our Systems Engineer for more information on how to set this up.

ACCEPTABLE ENCRYPTION POLICY

Purpose

The purpose of this policy is to provide guidance that limits the use of encryption to those algorithms that have received substantial public review and have been proven to work effectively. Additionally, this policy provides direction to ensure that Federal regulations are followed, and legal authority is granted for the dissemination and use of encryption technologies outside the United States.

Scope

This Policy applies to all Realauction employee involved in IT functions.

Policy

All Realauction.com encryption shall be done using NIST approved cryptographic modules. Triple DES symmetric key to encrypt sensitive data stored in SQL Server and the key used is a randomly generated 128bit passphrase. Symmetric cryptosystem key lengths must be at least 256 bits. Asymmetric cryptosystem keys must be of a length that yields equivalent strength. Realauction.com's key length requirements shall be reviewed annually as part of the yearly security review and upgraded as technology allows.

Ciphers below 256 bit encryption are disabled on all web servers to ensure that 256 bit or higher encryption is used.

The use of proprietary encryption algorithms is not allowed for any purpose, unless reviewed by qualified experts outside of the vendor in question and approved by the Director of Information Technology. Be aware that the export of encryption technologies is restricted by the U.S. Government.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Terms and Definitions

Proprietary Encryption	An algorithm that has not been made public and/or has not withstood public scrutiny. The developer of the algorithm could be a vendor, and individual, or the government.
Symmetric Cryptosystem	A method of encryption in which the same key is used for both encryption and decryption of the data.
Asymmetric Cryptosystem	A method of encryption in which two different keys are used: one for encrypting and one for decrypting the data

DEVELOPMENT PROCESS POLICY

The Development Organization is comprised of team members working under the Director of Information Technology. The Director of Information Technology has overall responsibility regarding the use and implementation of technology at Realauction.com.

Purpose

To provide software engineers with established guidelines for development of application software and its related activities ensuring stable, scalable application platforms.

Scope

This policy applies to all IT personnel involved in development activities, as well as those involved in QA testing and deployment processes.

Policy

Product Responsibilities

Each product line shall have a senior lead software engineer, with at least one other team member supporting the Lead. Additional team members can be moved into specific products as demand warrants and resources permit.

Developers are supported by a database administrator and a systems engineer, as well as personnel responsible for application testing (QA).

Project coordinators work closely with development staff in as new features are developed or in the resolution of issues affecting application functionality.

Feature/Defect Tracking

Realauction.com uses industry standard defect tracking tools to manage application errors, bug fixes, and new application features. Project coordinators shall be responsible for entering and managing items entered into the system and tracking their progress until resolution.

Source Control

SVN is used as Realauction.com's source control platform. All code for all product lines shall be committed to the source control repository and no deployment to any production environment for any product shall be performed until all code is checked in. Versioning is used in order to keep track of deployments and to allow for roll-back to a previously known good version.

Development Cycle

Developers will perform their work in their local environments based on items entered into the tracking system. As features are completed, they will be moved into an integration environment where the feature will be tested against existing software and the work of other team members in order to ensure compatibility with existing code.

Once developer integration testing is complete and successful, code shall be deployed into the testing environment where those responsible for QA will perform testing.

This process shall be repeated until all identified defects are resolved and QA is satisfied with the results of their testing. The feature shall then be bundled with other tested features and scheduled for deployment to production systems. The deployment shall occur at a pre-determined time when application use is at its lowest point for the product in question.

This process shall be strictly adhered to except as noted in Exceptions and Exclusions.

Deployment Checklist

Each developer shall complete a deployment checklist outlining the components necessary for successful deployment. This includes, but shall not be limited to the following:

- Tracking system ticket number
- Code pages which have been modified or created
- SQL statements altered or created
- Developer test script
- Server or system changes (if Applicable)
- Notes for any additional information useful to testing personnel and/or deployment personnel

This checklist shall also include, in the event of a bug fix, the steps taken to create the problem in the first place so QA can verify that the issue has in fact been resolved.

Code Reviews

Periodic code reviews shall be conducted by each product lead to ensure established coding practices are being followed.

Exceptions and Exclusions

Errors as Bug Fixes shall be handled within the guidelines of this policy except in the event of Critical Issues. These will be dealt with as defined in the Support and Maintenance Policy. Deployment of critical fixes will be coordinated with the client by its assigned project coordinator and will be based on an assessment of its impact to production systems.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Terms and Definitions

Term	Definition
File Server(s)	Server(s) used and configured for the specific purpose of storing files used by application software where user created documents are stored.
FTP Server(s)	Server(s) used and configured for the specific purpose of exchanging data files with our clients using the FTP, SFTP, SSH or PGP protocols based on the sensitivity of the data.
Process Server(s)	Server(s) used and configured for the specific purpose of running system processes required by application software.
Monitoring Server(s)	Server(s) used and configured for the specific purpose of monitoring the health of other servers and the overall network.
Web/Application Server(s)	Server(s) used and configured for the specific purpose of running web-sites and application server software

Database Server(s)	Server(s) used and configured for the specific purpose of running database software used by application software
--------------------	--

Table 1: *Development Policy terms and definitions*

PRODUCT LIFECYCLE POLICY

Purpose

Realauction.com LLC ("Realauction.com") is dedicated to providing customers with the highest quality product possible. Every product produced by Realauction.com has a lifecycle that governs the time that Realauction provides updates and customer support for that product.

This Product Lifecycle Policy is provided to inform customers about the stages of the product lifecycle and the standard periods of support for each.

Scope

This policy applies to products or to content streams within those products which are created by Realauction.com. Customers who are operating these products under a contract, subscription license or a current support and maintenance agreement are entitled to the benefits associated with this policy. This policy does not apply to third-party products (software or hardware) sold by, but not produced or supported by, Realauction.com.

Please refer to the Realauction.com's Support and Maintenance Policy for details on support for specific products.

Policy

To understand the Realauction.com Product Lifecycle Policy, it is important to know how Realauction.com uses the following terminology in the context of the policy:

- System Performance Requirements
- Software and hardware
- Release types
- Support types
- Lifecycle stages

System Performance Requirements

All Realauction Software products, to include Database Servers, Web and Application Servers, and any other services which comprise an application, shall, at a minimum, perform at the following levels:

- Shall be available 24 hours per day, 365 days per year, excluding regularly scheduled maintenance periods (Sunday Mornings between the hours of 6AM and 10AM) and shall maintain an availability percentage of 99.7%.
- No web page or process within an application shall take more than five (5) seconds to render in any web browser 99% of the time.
- System generated email notifications shall be released to the intended destination within five (5) seconds of the event which triggered the notification.

Software and Hardware

The terms pertaining to software and hardware have specific definitions for purposes of the Realauction.com's Lifecycle Policy:

Term	Definition
Software	The term "software" refers to the Realauction.com produced, machine-readable object code (as opposed to source code) sold as a software product and all updates related to that software. Software updates are categorized by release types, described in Table 2.
Product	The term "product" refers to Realauction.com's software.
Platform	The term "platform" refers to the major versions of an operating system supported by a software product as described in that product's system requirements document. Examples of platforms are Microsoft® Windows 2008/2012 and Red Hat® Linux 9.0 and minor updates to operating systems, such as a service packs or hot fixes.
Release	A release refers to the introduction of a new product or to software updates for existing products. Release types are defined in the next

	section.
System Requirements	System requirements refer to software and hardware enhancements required at a minimum to effectively operate as designed and intended. These enhancements could include changes to memory, hard disk capacity, network interface, supporting third-party software, etc. Customers should always consider the latest system requirements before upgrading to newer versions of one of Realauction.com's products.
Software versions and service packs	Software versions and version types such as a service pack are simply a method for customers and Realauction.com's customer support to identify a specific version of Realauction.com's software in use on a system. Software versions and version types such as service packs do not necessarily indicate the release types (see next table) for period of support for previous versions of the software.

Table 1: Software and hardware terms and definitions

Release Types

When Realauction.com releases a new product, or makes updates to an existing product, the release is categorized as a specific release type. The release type indicates the amount or type of change introduced by that release. As expected, some releases introduce more changes to a product than others. The Realauction.com Product Lifecycle Policy is crafted to provide customers adequate upgrade time in proportion to the amount of change introduced by a new release. The following table describes each release type, and "Lifecycle Announcements and Timelines" lists standard timeframes for support of previous releases.

Release Type	Description
New Release	A new release marks the beginning of a new product offering.

Major Feature Update	An upgrade to existing software, a major feature update, significantly changes an existing feature, includes key changes to the way an existing feature works, or introduces major architectural change. In addition to one or more major changes, a major feature update can also contain small enhancements and new security content if the content is related to the delivery of other features. Major feature updates have gone through lengthy development and test cycles. Customers should make every effort to allow for adequate change control and adoption in their environments.
Minor Feature Update	An upgrade to existing software or a minor feature update can add small new features and can make enhancements to existing features. Minor feature updates may contain new security content if the content is related to the delivery of other features. Customers should test minor feature updates before deployment to verify stability in their environments.
Maintenance Update	An upgrade to existing software or a maintenance update contains only software fixes and minor usability enhancements. Maintenance updates pose very little risk in terms of change control.
Content Update	An upgrade to existing software or a content update adds new or updated security content that prevents or detects threats, vulnerabilities, or other security issues. For example, a content update may include updated vulnerability protection algorithms for Intrusion prevention. Content updates also apply to management software, such as a database update that includes help or policy information for signatures, checks or other security content. Content updates may include some architectural changes in the security content modules, such as the addition of new protocol or content parsers or new behavioral techniques. Some content updates contain scheduled, non-critical security content. Other content updates may be classified “critical” and are described below.

Table 1: Release Types

Lifecycle Announcements and Timelines

Communication of Lifecycle Stages

In general, Realauction.com will make an announcement through standard customer communication channels when software has reached the following lifecycle stages:

- General Availability (GA)
- End of Sale (EOS) for platforms and software (except for previous software versions)
- End of Content (EOC)
- End of Life (EOL)

In some cases, Realauction.com will pre-announce the approach of these phases. For example, when Realauction.com announces the general availability (GA) of a major feature update that has an effect on the lifecycle of a previous software version, Realauction.com may include the impact to the previous version in the announcement.

Exclusions and Exemptions

There are currently no exclusions or exemptions to the Product Lifecycle Policy.

Discretionary Changes

Realauction.com is continually striving to improve coverage periods for security content and other lifecycle considerations. This document captures the current policy and is subject to change at Realauction.com's discretion.

SUPPORT AND MAINTENANCE POLICY

Purpose

Realauction.com, LLC, a Florida corporation ("Realauction"), provides technical support services and product maintenance purchased by or on behalf of customers during the period for which the applicable fees have been paid. This document outlines guidelines for support services and maintenance, which vary depending on the Realauction.com product(s) purchased, are described below.

Standard Technical Support Policy

Telephone and Electronic Support

Standard technical support provides 24x7x365 access to our online frequently asked questions (FAQs) and during business hours telephone and electronic support for all Realauction.com products. Technical support includes troubleshooting and workaround assistance, along with limited installation and configuration advice. If your education or consulting needs are outside the scope of technical support, Realauction.com may refer you to third party vendors for assistance.

Realauction.com technical support does not provide support for software or hardware developed by a third party unless the third party software or hardware is offered as an integrated module within a Realauction.com product.

For those questions not answered by the FAQs, trained technical support personnel are available to manage inquiries concerning use of the Realauction.com product.

Technical support includes answering questions and providing a reasonable level of guidance to the customer about the use of the product, responding to reports of errors and determining if the reported error is a result of a problem in the operation of the product or is an environmental or installation issue. The customer is responsible for providing sufficient information and documentation for Realauction.com to reproduce the error including a detailed written description of the problem, log files, data files, and/or any other information reasonably requested by Realauction.com.

Technical support is provided for the most current and the immediately preceding version(s) of the Realauction.com product(s). In some cases, resolving an issue may consist of advising the customer to upgrade to the most current version.

Software Error Corrections

The customer may report a suspected error, and designate its priority level, to Realauction.com by telephone or electronically. Upon receipt of the report, technical support will respond and provide a fix or workaround in accordance with the applicable level of priority assigned to the error.

Realauction.com reserves the right to reassign the designated priority level if necessary based upon the nature of the suspected error.

Realauction.com will use commercially reasonable efforts during normal business hours to correct errors in the current version of the Realauction.com software in a timely manner by providing the repair or replacement of object or executable code versions of the Realauction.com software.

A Realauction.com technical support representative will endeavor to resolve suspected errors at the time of the initial call or electronic response. If the technical support representative cannot resolve the matter during the initial call or electronic response, the request for service will be logged and a technical support engineer will continue to investigate the incident. If the technical support engineer is unable to resolve the error, the issue will be escalated to a senior technical support engineer. If the senior technical support engineer is unable to resolve the error within a reasonable time frame, the issue will be escalated to an escalation engineer within technical support. The escalation engineer will work with the customer and the Realauction.com product engineering team to resolve the issue. Escalation time frames may vary depending on the priority and severity of the error.

Hardware Error Corrections

Hardware errors will be triaged and handled through the standard technical support process to identify where the error exists. Hardware errors are reported in the same fashion as Realauction.com software errors. Realauction.com technical support staff will diagnose the problem and attempt to resolve the issue with the customer over the phone. To be eligible for technical support, the Realauction.com application must be a version level supported by Realauction.

Designated Customer Contacts

Access to Realauction.com technical support by telephone or through the customer support center is provided through the customer's designated contact. Standard support access is provided to at least one designated customer contact. Assigning a designated customer contact ensures that only authorized

personnel are able to adjust the customer's application settings of the Realauction.com product. Further, it allows the customer to manage support issues more efficiently by using a centralized approach.

Each customer must designate one (1) contact as the primary designated contact (PDC). The PDC acts as the administrator for the designated named contact profiles, and can add or change named contacts online.

Version Upgrades

Realauction.com makes software upgrades, improvements, and modifications available to the Customer for the most current version of the Realauction.com software, such as improvements in use and usability. Realauction.com will provide the customer all such upgrades, improvements and modifications of the Realauction.com software that Realauction.com makes generally available to supported Realauction.com customers that are not marketed as independent products or modules.

Security Content Upgrades

Realauction.com makes new security content updates available to the customer for the most current version of these products. Security content updates for preceding versions may be made available to the Customer according to the current Realauction.com Product Lifecycle Policy.

Classification of Errors and Response Times

Any suspected error which is reported to Realauction.com is classified in accordance with the priority levels defined below:

PRIORITY 1 (P1) – CRITICAL PRIORITY

A critical priority error renders the Realauction.com software inoperable or causes the Realauction software to substantially fail. Examples of critical priority issues may include:

- Web site down
- Kernel panic
- File corruption
- Network down situation
- Critical hardware failure

PRIORITY 2 (P2) – HIGH PRIORITY

A high priority error substantially degrades the performance and/or causes serious limitations in the use of the Realauction.com product. Examples of high priority issues may include:

- Lack of functionality as designed
- Update failures
- Substantial performance degradation

PRIORITY 3 (P3) – MEDIUM PRIORITY

A medium priority error has minor impact on the overall use of the Realauction.com product. Examples of medium priority issues may include:

- Content or data format inconsistencies
- Cosmetic issues
- Enhancement requests
- Information requests
- Documentation questions

Realauction will use commercially reasonable efforts to do the following:

P1 (Critical)	P2 (High)	P3 (Medium)
- Have a customer support analyst initially respond to an unresolved error within fifteen (15) minutes of the time the incident is logged - Provide customer with daily reports on the status of the issue	- Have a customer support analyst initially respond to an unresolved error within four (4) hours of the time the incident is logged - Provide customer with frequent reports on the status of the issue	- Have a customer support analyst initially respond to an unresolved error within eight (8) hours of the time the incident is logged - Include a fix for the error in the next major release of the product.

- Provide customer with a workaround or fix within sixty (60) minutes - Include a fix for the error in the next major release of the product	- Provide customer with a workaround or fix within thirty (15) business days - Include a fix for the error in the next major release of the product	
--	---	--

Defect/Error Tracking

Realauction.com uses industry standard tracking software in order to track issues. Confirmed defects are routed by customer service personnel to a project coordinator who will create a trouble ticket, logging all the particulars of the defect to include the steps necessary to reproduce the defect.

The defect is then assigned by the project coordinator to the responsible lead software engineer who will evaluate the defect and determine the appropriate technical resolution.

Once the defect has been resolved to the project coordinators satisfaction, a production deployment will be scheduled and the customer notified that the issue has been resolved when the deployment is complete.

General

Realauction.com is not responsible for errors or other problems due to non-Realauction.com products or services, misuse, accident, damage or modification, or the Client's failure to maintain proper physical or operating environment. If Realauction.com reasonably believes that a problem reported by the customer may not be due to an error, Realauction.com will so notify the customer, and Realauction.com shall not proceed further unless instructed to do so in writing by the customer.

In connection with its provision of product maintenance, Realauction.com may collect personal information regarding users of the Products or services. Realauction.com will collect and maintain personal information in accordance with its privacy policy that may be found at <http://www.realauction.com/privacyPolicy.cfm>.

Customers may periodically receive confidential (subject to the confidentiality provisions in the Customer's license) product life cycle information and proactive notification of security alerts/advisories.

From time to time Realauction.com may email additional communications to the customer's representatives regarding various product or service offerings. The customer or their representative may unsubscribe by contacting Realauction.com electronically at marketing@realauction.com and providing the e-mail address to be removed.

This Realauction Support and Maintenance Policy is subject to change as support offerings are updated by Realauction.

Definitions

Error	A situation reported by or on behalf of a customer where the Realauction.com product does not function according to its current documentation in all material respects
Fix	A repair or replacement of binary or executable code versions of the Realauction.com product to remedy an error, and includes corrections to the product documentation.
Workaround	A change in procedures followed by the customer to avoid an error without substantially impairing use of the Realauction.com product.
Realauction Software	Software produced by or on behalf of Realauction.com.
Product(s) or Realauction.com Product(s)	Realauction.com software and/or Realauction.com appliance(s) which consists of Realauction.com software pre-installed on a single Realauction.com hardware device supplied to the customer by Realauction.com.

DISASTER RECOVERY POLICY

Purpose

This document outlines the standard operating policies and procedures regarding information technology and its related operations at its Plantation facility as it relates to disaster recovery.

Being located in South Florida, Realauction.com's primary concern is the effect hurricanes and severe weather can have on business operations. This policy is designed to mitigate those effects and minimize the impact on daily operation.

Scope

This policy applies to all Realauction.com employees working out of the Plantation facility.

Policy

Identification of Key Staff

Realauction.com's senior management shall identify key staff tasked with the implementation of the actions required by this policy. They include executive and senior Management personnel, technical staff, and customer support personnel. Those identified as key personnel shall be issued portable computers as their primary workstations so they can perform their assigned duties from remote locations.

Preparedness Action Checklist

A preparedness action checklist will be developed and maintained. This checklist will contain all pertinent actions and information necessary to ensure a smooth transition from normal operations to emergency operations and back. All key personnel shall become familiar with this checklist. The checklist is included as part of the Hurricane Preparedness Policy.

Identification of Remote Locations

Realauction.com shall identify at least two (2) facilities at different geographic locations for remote operations and make prior arrangements to ensure their availability. These locations have been identified and arrangements have been made.

Securing Primary Location

Protocols have been developed for securing the Plantation Facility. Key personnel have been identified to perform specific tasks to ensure the proper shut down of all operations in preparation for a remote deployment and that Customer Service activities can continue while key personnel are in transit.

Remote Operations

Protocols have been developed for remote operations. These protocols cover transfer of phone numbers to remote facilities, access to production resources, and for securing data necessary for operations from remote operations.

Return to Normal Operations

Protocols have been developed to ensure a smooth transition back to normal operations. Key personnel have the responsibility to determine the safety of the Plantation Facility and to prepare it for the return of deployed personnel. These protocols also cover verification of all Plantation technical systems to ensure their proper operability and internet connectivity.

Post incident/Yearly Review

Realauction.com Senior Management will conduct a post incident review to determine if any areas of the Disaster Recovery Policy should be amended. It will also conduct a yearly review prior to hurricane season and make changes to the policy if necessary.