

Property Assessment System Replacement Project Contract Amendment – Sapient Corporation

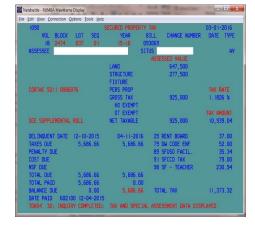
Presented to the Budget and Finance Committee March 15, 2023

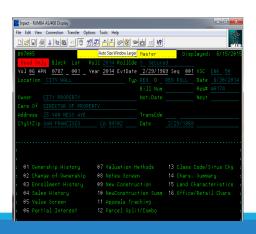
## **Program Summary**

Joint effort between financial services Departments to replace two legacy information systems that together enable the assessment, billing, collection and apportionment of

\$3.9 billion in annual property tax revenue.

- Treasurer and Tax Collector (TTX) / Controller (CON) - CICSP
  - Tax collection and billing
  - Apportion and allocate
- Assessor-Recorder (ASR) EZ Access
  - Real and Personal Property tracking and assessment
  - Change in Ownership
  - Possessory Interest





## **Program Objectives**

#### □ Increase Efficiency and Quality

Re-engineer assessment and tax business processes based on best practices to eliminate manual processes and workarounds.

#### □ Improve Revenue Collection

Increase turnaround time for assessments and providing timely tax billing, revenue collection and certification to reduce potential property tax impact.

#### Strengthen the Technology Infrastructure

Safeguard \$3.9 billion in revenue through modern technology platforms that are secure and resilient.

#### Increase Access to Data

Improve information available to public and policymakers and enabling better revenue forecasting and data analysis.

### □ Improve Taxpayer Service and Transparency

Integrate property tax and assessment functions among the three departments for better customer service.

# **Project Highlights**

□ TTX/CON, system completed go-live in 2020

- □ ASR, System for Managing Assessment,
  Records & Transactions (SMART) completed
  Phase 1 go-live in January 2021
- □ ASR, SMART projected go-live for Phase 2 in December 2023 and February 2024

### **Contract Amendment**

- □ Original Contract: \$21,414,700 over 12 years
- □ Amendment: \$27,158,702 over 9 years
  - More complex system implementation taking 5 years instead of 3 years
  - Additional time needed to maintain Phase 1 while we implement Phase 2
  - Increased cost of system maintenance
  - Decrease the maintenance duration from 10 years to 4 years to allow ASR to assess the vendor market sooner

# Risk Mitigations

- Payment schedule includes retainage of \$1.5M until final deliverables are complete
- Maintenance payments tied to completion of implementation
- Project contingency for future unforeseen issues/delays
- Reducing maintenance term so that we can go back out to the market sooner to possibly find a better price if there are issues with support and maintenance

### Thank You

