



Program #72035 - DART Assessment & Taxation System Upgrade 2/21/2018

Department: County Management **Program Contact:** Mike Vaughn
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

In FY 2014, the Board of County Commissioners approved a Sole Source Exemption for vendor Tyler Technologies under Sole Source Rule 47-0288(1). In June 2014, Multnomah County executed a multi-year contract to provide the County with Tyler Technologies' Orion CAMA/Tax Standard software system, support, and professional services required to customize, enhance and implement the system.

Program Summary

The Division of Assessment, Recording and Taxation (DART) is seeking a system upgrade that features integration among all DART functions including GIS, Recording, real and business personal property assessment, tax collection and distribution. The program mission is to improve assessment and taxation services to the customers of Multnomah County by replacing legacy software with current technology, enhancing integration with other applications. The new application will reduce systemic gaps and duplication of data existing in our current environment. It will increase staff efficiency and the ability to accommodate an increasing workload, playing a key role in e-government for Multnomah County, employing an IT architecture that considers integration with County standard infrastructure. The program goals and objectives are: 1) Acquire and implement available information technology, replace the current Assessment and Taxation computer application, achieve greater efficiency while maintaining or improving accuracy and compliance for A&T business functions; 2) Reduce costs of operations so resources can be more productively used; 3) Improve public accessibility and convenience of assessment, taxation and recording services via web-based electronic and online resources, while maintaining appropriate control over publicly sensitive personal information.

Deliverables expected to pay FY18(minus 20% retention): CAMA Programming, Assessment Administration Programming, Unit Testing, Appraisal Configuration Test and Validation , Appraisal UAT Development Support, Simple Conversion Balancing, Final CAMA Valuation and Calculation Pages, Assessment Administration/Exemption Calculation and Setup, Appraisal End-to-End Application Testing. Appraisal Go-Live Support, Final50% Development Specifications, Initial Tax and Balancing Setup. Initial 50% Tax Programming and Collections Training40% Data Conversion Coding and Testing, 40% Conversion Program Testing. Phased Delivery Support, Final Tax Balancing and Calculation Setup, Collection Configuration Test and Validation and Collections UAT Development Support. Production Conversion and Production Conversion Balancing.

Deliverables expected to pay in FY19: Final 50% of Tax Programming, Collections End-to-End Application Testing, Collections Go-Live Support, Acceptance Support, Final Acceptance, and Retainage Payment.

Performance Measures

Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	Number of A&T System Project Milestones Met	2	25	31	6
Outcome	% of A&T Project Milestones Completed on Time	50%	100%	100%	100%
Outcome	% of A&T Project Milestones Completed within Budget	100%	100%	100%	100%

Performance Measures Descriptions

The multi-year project to select and implement a new A&T System has defined milestones for deliverables by fiscal year. Accomplished FY15: Project Plan, Install Base System, Fit Analysis Report. FY16: Data Conversion Strategy/Specifications, Initial CAMA Valuation & Calculation Pages, Initial 50% Development Specifications, Initial Assessment Administration/ Exemption Calculations & Setup. Expected accomplishments in FY17, FY18 and FY19 are described in Program Summary.

Legal / Contractual Obligation

Multnomah County contract #4400001183 with Tyler Technologies Inc. totaling \$5,504,327. Multi-year contract executed in June 2014 to provide the County with Tyler Technologies' Orion CAMA/Tax Standard software system, support, and professional services required to customize, enhance and implement the system. \$1,354,860 paid in FY14 for Software License; \$230,740 Paid in FY15; \$569,763 paid in FY16; \$171,865 paid in FY17. Additional Contract payments due upon completion and acceptance of project milestones in FY18 through FY19.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2018	2018	2019	2019
Personnel	\$0	\$385,997	\$0	\$220,531
Contractual Services	\$0	\$2,752,903	\$0	\$1,822,737
Total GF/non-GF	\$0	\$3,138,900	\$0	\$2,043,268
Program Total:	\$3,138,900		\$2,043,268	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Beginning Working Capital	\$0	\$3,138,900	\$0	\$2,043,268
Total Revenue	\$0	\$3,138,900	\$0	\$2,043,268

Explanation of Revenues

Beginning Working Capital for FY 2019 represents the estimated carryover of unspent Fund 2504 project fund balance, after projected FY 2018 expenditures.

Significant Program Changes

Last Year this program was: FY 2018: 72035 DART Assessment & Taxation System Upgrade