

Council Meeting Staff Report

October 1, 2019

Agenda No.: B.

Indexes (Council Goals):

Presenters: Ken H. Milder; Marty Martinez

Legislative File: 12357-19

Title

Contract for General Services, Agreement No. AGR 19-02 with Tyler Technologies in the Amount not to exceed FOUR HUNDRED FORTY-ONE THOUSAND EIGHT HUNDRED TWENTY-SEVEN DOLLARS AND FOUR CENTS (\$441,827.04), plus applicable New Mexico Gross Receipts Taxes (NMGRT), for continued maintenance on Tyler Eagle Software, additional calculated fields and implementation of Eagle Web module.

Recommended Action

I move that Council approve Contract for General Services, Agreement No. AGR 19-02 with Tyler Technologies in the Amount of \$441,827.04, plus Applicable Gross Receipts Tax, for continued maintenance on Tyler Eagle Software, additional calculated fields and implementation of Eagle Web module.

County Manager's Recommendation

The County Manager recommends that Council approve this Contract for General Services as requested.

Body

The Los Alamos County Assessor's Department is responsible for the County's Tyler Eagle system. Tyler Eagle is a Computer-Assisted Mass Appraisal (CAMA) system used for maintaining property data, owner data, property valuations and tax information. The CAMA system provides the ability to accurately value property assessments according to and in adherence to the New Mexico (NM) Property Tax Code.

On June 1, 2010

The County Assessor's Office entered into an agreement with Tyler Technologies to provide the Los Alamos County (LAC) Assessor and Office of Management and Budget the following product suites to provide a variety of complex Assessor and Treasurer services:

Eagle Assessor - real estate mass appraisal software

Eagle Appraiser - comprehensive tool to carry out and manage Assessor's Office functions

Eagle Treasurer - tool to manage all the routine functions of Tax Billing and Collections

The Tyler Eagle system has been maintained and is still currently in use.

In May of 2018 Los Alamos County Solicited for a system to replace the CAMA system to increase tax evaluation accuracy by requesting new calculated fields as well as increasing citizen participation by implementing a citizen portal, Eagle Web. The portal allows citizens to access all current tax year data from the internet with realtime updates. The incumbent, Tyler Eagle was chosen to continue providing the services as well as those that provide additional efficiency and citizen access.

Proposed Solution

Staff recommends the continued maintenance of Eagle Assessor, Eagle Appraiser, and Eagle Treasurer Software, as well as the procurement of the additional Calculated Fields (changes to the database to allow for more Tax evaluation models and characteristics) and the Eagle Web citizen portal.

Terms

Los Alamos County will enter into an agreement for a term period of seven years. Total Amount not to exceed FOUR HUNDRED FORTY-ONE THOUSAND EIGHT HUNDRED TWENTY-SEVEN DOLLARS AND FOUR CENTS (\$441,827.04), plus applicable New Mexico Gross Receipts Taxes (NMGRS), for continued maintenance on Tyler Eagle Software, additional calculated fields and implementation of an Eagle Web module.

Alternatives

Continue maintenance on the current system and conduct a Request for Proposal to Replace it.

Fiscal and Staff Impact/Planned Item

Continued use of licensed software for the Tyler Eagle software is a planned item in the Information Management Budget. All other costs including Training, Calculated fields and Eagle Web are in the current Assessor's Office operational budget. Implementation of the alternative will require additional staff time for procurement, installation, software and data transition/migration, training and potential associated costs.

Attachments

A - Contract for General Services Agreement AGR19-02 Tyler Eagle Final