



# JACKSON COUNTY

## Tax Administration

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### REQUEST FOR BOARD ACTION

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**TO:** Board of County Commissioners

**FROM:** Tabitha Ashe, Tax Administrator

**SUBJECT:** Approval of Software Contract

**SUMMARY:**

The Tax Administration Department solicited a Request for Proposals (RFP), #01-2021, to contract with a single qualified software company to provide Jackson County with an automated Computer Assisted Mass Appraisal (CAMA) solution including tax assessment, tax collection, and land records software. The goal of the RFP was to contract with a software company that can provide a proven solution to streamline operations and system performance in the Tax Administration Department.

The proposals were due on September 30, 2021. Proposals were submitted by BI-Tek and Tyler Technologies. A thorough review of each company was conducted.

BI-Tek is located in Charlotte, North Carolina and supports 31 North Carolina counties. It is the most popular system used throughout the state. BI-Tek customers include all counties west and two to the east of Jackson County (Cherokee, Clay, Graham, Haywood, Macon, Swain, and Transylvania).

Additionally, BI-Tek is familiar with our current software and the difficulties that may arise during the data conversion process. They also came in at a lower cost and cost less in annual support compared to Tyler Technologies.

**BID TABULATION FORM:**

<b>Company Information</b>	<b>N.C. Counties</b>	<b>License &amp; Data Conversion Cost</b>	<b>Annual Support Cost</b>
<b>BI-Tek 2315 West Arbors Dr. Charlotte, NC 28262</b>	31	\$306,050	\$49,450
<b>Tyler Technologies One Tyler Dr. Yarmouth, ME 04096</b>	21	\$412,013	\$125,166

**ANTICIPATED PAYMENT SCHEDULE:**

The license and conversion cost will be extended over five fiscal years. Annual support cost begins after conversion and will start in fiscal year 22-23.

<b>Fiscal Year</b>	<b>License &amp; Data Conversion Cost</b>	<b>Annual Support Cost</b>	<b>Total Cost</b>
FY 21-22	\$61,210	\$0	\$61,210
FY 22-23	\$61,210	\$49,450	\$110,660
FY 23-24	\$61,210	\$49,450	\$110,660
FY 24-25	\$61,210	\$49,450	\$110,660
FY 25-26	\$61,210	\$49,450	\$110,660
<b>Total</b>	<b>\$306,050</b>	<b>\$197,800</b>	<b>\$503,850</b>

**STAFF REVIEW COMMITTEE:**

Tabitha Ashe	Tax Administrator
Devin Estridge	Real Property Supervisor
Laura Estridge	Personal Property Supervisor
Kevin Ford	Reappraisal Coordinator
Brandi Henson	Tax Collector
Leanne Pate	Land Records Supervisor

**CONCLUSION:**

Staff respectfully requests the Board of County Commissioners approve the contract for BI-Tek to convert and implement a new CAMA, billing, and collections software.