



JACKSON COUNTY

Tax Administration

REQUEST FOR BOARD ACTION

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:

Company Information	N.C. Counties	License & Data Conversion Cost	Annual Support Cost
BI-Tek 2315 West Arbors Dr. Charlotte, NC 28262	31	\$321,050	\$49,450
Tyler Technologies One Tyler Dr. Yarmouth, ME 04096	21	\$412,013	\$125,166

ANTICIPATED PAYMENT SCHEDULE:

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

Fiscal Year	Data Conversion Cost	License Cost	Total License & Data Conversion Cost	Annual Support Cost	Grand Total Cost
FY 21-22	\$29,400	\$52,450	\$81,850	\$0	\$81,850
FY 22-23	\$29,400	\$52,450	\$81,850	\$49,450	\$131,300
FY 23-24	\$0	\$52,450	\$52,450	\$49,450	\$101,900
FY 24-25	\$0	\$52,450	\$52,450	\$49,450	\$101,900
FY 25-26	\$0	\$52,450	\$52,450	\$49,450	\$101,900
Total	\$58,800	\$262,250	\$321,050	\$197,800	\$518,850

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.