



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Information Services



**Date:** July 2, 2014

**Board Meeting Date:** August 5, 2014

**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jon Walton, CIO/Director Information Services Department  
March Church, Assessor-County Clerk-Recorder & Chief Elections Officer  
Sandie Arnott, Treasurer-Tax Collector  
Bob Adler, Controller

**Subject:** Agreement with Gartner, Inc.

**RECOMMENDATION:**

Adopt a Resolution authorizing an agreement with Gartner, Inc. to provide consulting services for a new Assessment and Property Tax System for the term of August 11, 2014 through December 31, 2015, in an amount not to exceed \$1,278,050.

**BACKGROUND:**

The County's property assessment and tax collector/apportionment systems are based on older technologies and vendors that may pose a significant risk to the County's property tax revenue stream in the future. The experience of other Counties has shown that replacing these systems is a complex undertaking that requires significant resources and takes careful planning to implement.

A Request for Proposal (RFP) #1828 and Master Services Agreement (MSA) request was issued on March 21, 2014 for services to document business requirements for a new ATS and to assist with selecting a vendor to design and implement. Gartner was the only proposal the County received. The RFP Committee and ATS team consists of representatives from the Assessor's Office, Tax Collector's Office, Controller's Office, and Information Services Department (ISD). The team conducted a full review and evaluation of Gartner's qualifications and their experiences have been carefully vetted. Gartner has worked with several California counties on ATS projects and has the qualifications to meet the County's needs.

**DISCUSSION:**

Gartner's methodology and expert guidance will help the County align to a common vision for an assessment and property tax system, and clearly articulate all of the

functional, technical, and implementation requirements for the County's new ATS. Prior to engaging with any vendor for a new ATS, all the business requirements for a new ATS must be defined.

Gartner experts will work with County staff in each office to get agreement on the business needs and vision for the future system. Gartner will also perform a preliminary market analysis to see what options are currently available to the County and outline the risks, costs and benefits for the various options. The options may include a single system, multiple systems, build vs. buy, etc. The requirements developed by Gartner will be used to issue an RFP for a new ATS. The future ATS solution will be determined by the County after reviewing and evaluating the responses to the RFP. The County has the option, at its sole discretion, to utilize Gartner for assistance with evaluating proposals and selecting a vendor for a new ATS or set of integrated systems. Given the changing landscape in available technology the ATS solution strategy, the implementation time or resources needed for the future ATS cannot be determined at this point in time.

Gartner has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County Ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

County Counsel has reviewed and approved the Resolution and Agreement as to form. Risk Management has reviewed and approved Contractors' compliance with County insurance requirements.

Information Services Department (ISD) has reviewed and approved the Agreement with respect to its compliance with established IT standards. ISD also requests the Board give authority to the CIO or his/her designee to execute subsequent amendments which do not exceed an aggregate amount of \$25,000.

This Agreement contributes to the Shared Vision 2025 for a Collaborative Community by improving cross-functional services. By having the combined requirements between the Assessor, Tax Collector and Controller, the functional and technical needs of a new ATS will be well defined.

**Performance Measures:**

<b>Measure</b>	<b>FY 2013-14 Actual</b>	<b>FY 2014-15 Projected</b>
Secured Collection Rate [Tax Collector's Office]	98%	99%
Complete Major Tax Apportionments by Installment Due Dates [Controller's Office]	100%	100%

Percent of Constitutionally-Mandated Real Property Activities Processed by Close of Roll [Assessor's Office]	100%	100%
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**FISCAL IMPACT:**

The term of the Agreement is from August 11, 2014, to December 31, 2015. The total not to exceed amount of the agreement is \$1,278,050. Funding for this Agreement will come from a combination of Non-Departmental and Departmental reserves. This will be appropriated to the Controller's Fiscal Year 2014-15 budget in the September revisions.