



County of San Mateo

Inter-Departmental Correspondence

Department: TREASURER

File #: 22-304

Board Meeting Date: 4/19/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Sandie Arnott, Treasurer-Tax Collector
Subject: Amendment to the Agreement with Grant Street Group

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Grant Street Group extending the term through June 30, 2027, and increasing the amount by \$7,829,183, to an amount not to exceed \$24,480,158.

BACKGROUND:

On July 1, 2017, the San Mateo County Treasurer-Tax Collector's Office entered into an agreement with Grant Street Group to provide implementation services for a new property tax system in the amount of \$16,170,975. The agreement included subscription services for the Treasurer-Tax Collector's new property tax system for the term of July 1, 2017, through June 30, 2022. On July 1, 2019, a resolution to authorize an amendment to the agreement with Grant Street Group to extend implementation services increasing the amount by \$480,000.

Previously, in November 2015, the Treasurer-Tax Collector's Office, Assessor's Office, Controller's Office, and Information Services Department (ISD) worked collaboratively to issue a joint Request for Proposals (RFP) to procure one or more packaged software solution(s) to meet the needs of the County of San Mateo's property assessment and tax-related functions. After careful consideration and evaluation, Grant Street Group was selected as the successful proposer to implement a modern property tax system solution. Grant Street Group's property tax system has increased efficiency, reduced manual processing, replaced aging technology, eliminated reliance on a single resource, and increased performance monitoring, reporting, and analytic capabilities.

DISCUSSION:

Pursuant to this agreement, Grant Street Group provides a hosted, software-as-a-service (SaaS) web application to the County Tax Collector for license and service. In Agreement 075250(a) between the County of San Mateo and Grant Street Group in Exhibit B: TaxSys Payments and Rates and Exhibit C: TaxSys License and Service Agreement, the five-year option to renew terms are outlined. This includes license fees and service fees from July 1, 2022, through June 30, 2027 in the amount

of \$7,329,183. Grant Street Group is the sole license and service provider for the TaxSys property tax system.

The amendment includes a block of professional service hours up to \$500,000 to support County projects pursuant to Exhibit C, Section 5(b) related to the TaxSys application over the term of the agreement. The amendment also includes ACH validation. The National Automated Clearing House Association (NACHA) has a new Web Debit Account Validation Rule. Grant Street Group will provide an ACH validation service to the County for the County to comply with the new NACHA rule on or around March 19, 2022.

The County Compliance Committee has approved a waiver request to extend the contract.

This resolution has been reviewed and approved by County Counsel as to form.

This resolution contains the County's standard provisions allowing amendment of the County fiscal obligation by a maximum of \$25,000 (in aggregate).

PERFORMANCE MEASURE:

	FY 2021-2022	FY 2022-2023
Timeliness of service delivery response within 24 hours	95%	95%
Percentage of returned checks due to invalid entry	80%	20%

FISCAL IMPACT:

The term of the amended agreement is July 1, 2017, through June 30, 2027. This amendment increases the contract amount by \$7,829,183 to an amount not to exceed \$24,480,158. Funding for this agreement has been included in the Treasurer-Tax Collector's FY 2022-23 Recommended Budget. Similar arrangements will be made for future budget years.