



Cook County Government Bureau of Technology

Integrated Property Tax System (IPTS)
Implementation Status Update

November 3, 2021



Agenda

IPTS Implementation Status Update

Project Background

IPTS Payments to Tyler & Accomplished
Milestones

Tyler Proposed Delay

Updated Project Timeline

Contract Amendment Updates



Status Update – Project Background

IPTS Project Background

The Integrated Property Tax System agreement with Tyler Technology (Tyler) was approved by the Board in September 2015. The goal was to centralize the core property tax processing and migrate the Assessor, Clerk, and Treasurer from all legacy platforms to Tyler Technology's iasWorld product.

- Throughout 2013-2014 all property stakeholders worked together to develop a comprehensive RFP for a new Integrated Property Tax and Computer-Assisted Mass Appraisal (CAMA) System.
- In 2016, shortly after the project kicked off, the project team estimated all offices would go-live Q2 2020, over the years there have been various delays where the stakeholders agreed to a staggered roll out with the final go-live events being scheduled for Q4 2022.
- In December 2019, the Bureau of Technology hired Gartner, an independent research firm to complete an Integrated Property Tax System Solution Option Analysis.
- Gartner delivered the report to all property tax stakeholders in April 2020 and by May 2020 the consensus was to continue with the implementation of iasWorld.



Status Update – Payments to Tyler & Accomplished Milestones

IPTS Payments to Tyler

The Tyler total contract value is \$29,951,735. To date Cook County has paid Tyler Technologies \$12,252,785.72 for the Integrated Property Tax System project. The payments included perpetual software licenses, maintenance/support and implementation services.

- \$12,252,785.72 (Total IPTS Payments)
 - \$7,620,910.00 (Perpetual software license cost, included in the total payments)
- Last Payment was 10/31/2018

Accomplished Milestones

- February 2020: Assessor's Office SmartFile/Appeal Go-Live - Tyler delivered a new public facing online appeal solution for the Assessor's Office.
- October 2020: Assessor Phase 1.1 Go-Live - Tyler delivered functionality related to processing Property Sales, Permits and Tyler Content Management.
- February 2021: Assessor Phase 1.2 Go-Live - Majority of Phase 1 functionality delivered. PINMAP (Clerk Division System), MyDec. Property Sales System, Incentives, Assessment Notices, Valuation, Reports/Letters.
- March 2021: SmartFile Permit Filing.
- April 2021: Workflow, Activity Center, Uniformity Grid, functionality for Additional SmartFile Appeal Filings - Enhancements to the public facing online Appeal website.
- May 2021 - July 2021: Additional Improvements and Configuration Changes - Refine and improve Appeals and Assessment Notices functionality.
- August 2021: Added Comparable Finder to the Online Appeal Filings.



Status Update – Tyler Proposed Delay

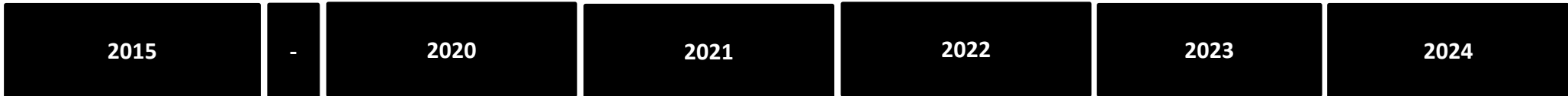
Tyler Proposed Delay

In September 2021, after in-depth reviews of the project schedule with all stakeholders, Tyler determined the Tax Module phase of the project will require more time than originally planned.

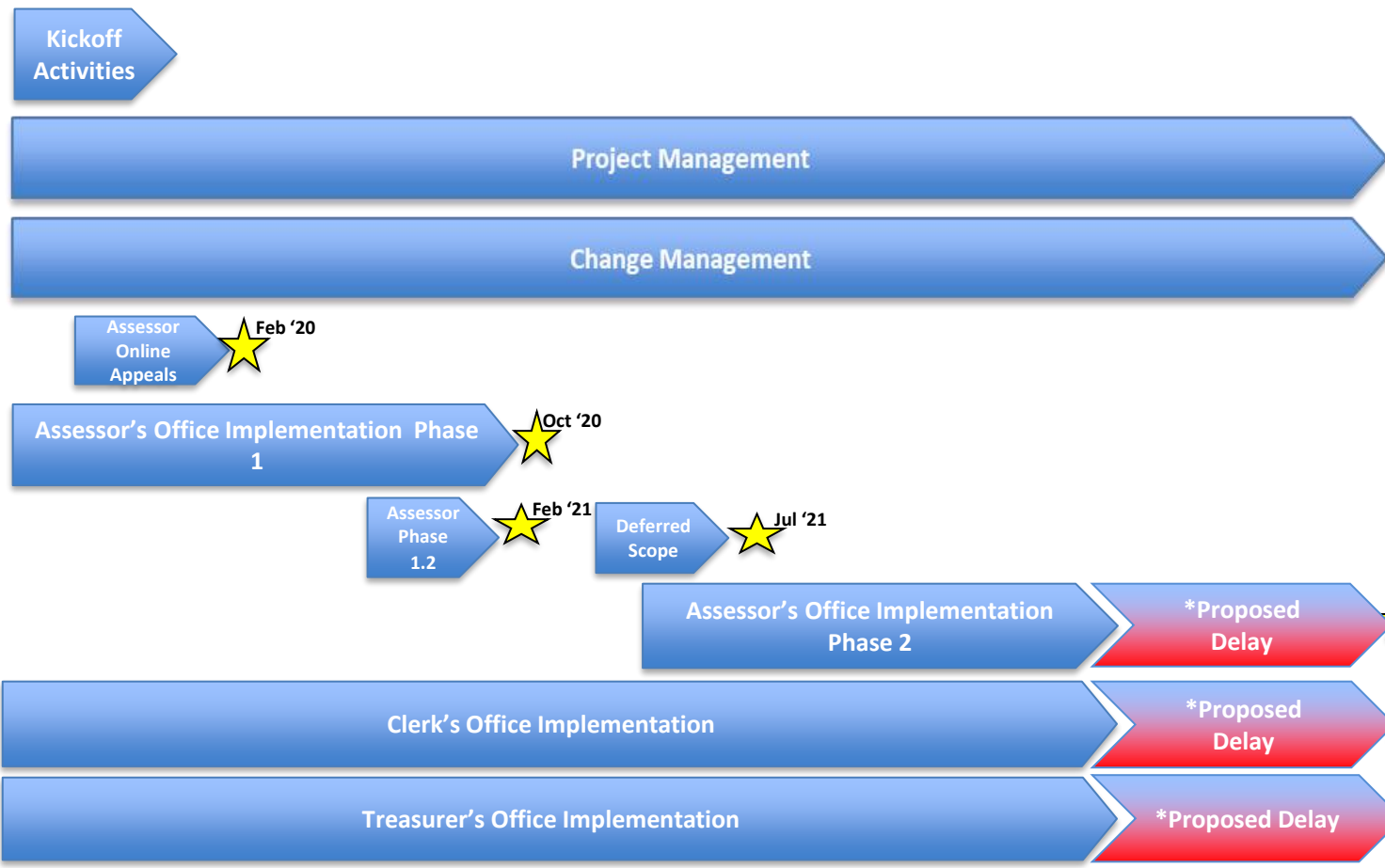
- The Tyler proposed delay has four (4) key drivers. Each influencing the proposed go-live dates for the Assessor Phase II, Tax Modules (Clerk & Treasurer) along with the delivery of the Treasurer's Tax Sale functionality:
 1. Business Requirement Document (BRD) Approvals – Iterative process that includes reviews, revisions and final approval of the functional requirements.
 2. Tyler Development Delay – The Development process is dependent on having final/approved Business Requirement Documents.
 3. User Testing – Time required for the various property offices to complete User Acceptance Testing.
 4. County's Property Tax Cycle Constraints – Based on the availability of the property offices operational staff resources and the requirement to complete critical processes in the legacy system, there is a limited window to go-live with the new system.



Status Update – Updated Project Timeline



★ Yellow Stars represent Go-Live Events



***Four (4) Key drivers for the Tax Implementation Delay**

1. Business Requirement Document Approvals
2. Tyler Development
3. User Testing
4. County's Property Tax Cycle Constraints



Status Update – Amendment Updates

Contract Amendment Updates

The Bureau of Technology has worked closely with Tyler Technology to negotiate a contract amendment that will have a positive impact for the County stakeholders. Tyler's commitments have an aggregate value in multiple millions for the County.

- Updated Deliverables Based Payment Schedule which includes Holdbacks.
- New scope items for the Treasurer's Office, delivered at no additional cost.
- New Cloud based tools for the Assessor's Office, which includes implementation and services at no additional cost for three (3) years.
- New Project Resources to support the implementation, at no additional cost.
- Ongoing discussions on software support and maintenance.