

**Columbus Consolidated Government
Council Meeting Agenda Item**

TO:	Mayor and Councilors
AGENDA SUBJECT:	Onsite Process Training for the Tax Commissioner’s Office
INITIATED BY:	Finance Department

It is requested that Council approve a Time and Materials Form, CRM #10265639, from Tyler Technologies (Dallas, TX) to provide onsite process training for the Enterprise Assessment & Tax software product, for the Tax Commissioner’s Office, at a maximum fee of \$46,000.00, plus travel expenses.

Per Resolution #301-14, Council approved the upgrade from the Oasis system to the iasWorld/Oracle provided by Tyler Technologies. The system is used by the Tax Commissioner’s Office and Tax Assessor’s Office to streamline various functions and enhance efficiency for the two departments.

The onsite process training is needed in the Tax Commissioner’s Office due to the transition/loss of several key employees. Those key employees had the knowledge to perform day to day and annual processes. Instructions for those processes are not detailed enough for remaining staff to execute confidently. Consequently, a quote for training was requested from Tyler Technologies. The expectation with this training is as follows:

- learn how to use iasWorld effectively with confidence, thereby supporting the areas of accounting, property tax and delinquent tax
- establish a workflow specific to the Tax Commissioner’s Office
- troubleshoot and analyze known issues found within the program
- establish a user's guide for onboarding
- establish an administrative guide for cyclical processes and reporting (i.e. Digest process flowchart with supporting reports)
- support with designing job description for analyst to maintain these tasks/functions

Tyler’s Property and Recording Division will perform 200 hours of onsite training during the course of the agreement. Training will be provided once a month. The initial onsite training will be scheduled for August 29 – September 1, 2023.

Funding is available in the FY24 Budget: General Fund – Information Technology – Professional Services; 0101 – 210 – 1000 – ISS – 6311.

A RESOLUTION

NO. _____

A RESOLUTION AUTHORIZING THE TIME AND MATERIALS FORM, CRM #10265639, FROM TYLER TECHNOLOGIES (DALLAS, TX) TO PROVIDE ONSITE PROCESS TRAINING FOR THE ENTERPRISE ASSESSMENT & TAX SOFTWARE PRODUCT, FOR THE TAX COMMISSIONER’S OFFICE, AT A MAXIMUM FEE OF \$46,000.00, PLUS TRAVEL EXPENSES.

WHEREAS, per Resolution #301-14, Council approved the upgrade from the Oasis system to the iasWorld/Oracle provided by Tyler Technologies. The system is used by the Tax Commissioner’s Office and Tax Assessor’s Office to streamline various functions and enhance efficiency for the two departments; and,

WHEREAS, the onsite process training is needed in the Tax Commissioner’s Office due to the transition/loss of several key employees. Those key employees had the knowledge to perform day to day and annual processes. Instructions for those processes are not detailed enough for remaining staff to execute confidently. Consequently, a quote for training was requested from Tyler Technologies. The expectation with this training is as follows:

- learn how to use iasWorld effectively with confidence, thereby supporting the areas of accounting, property tax and delinquent tax
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- support with designing job description for analyst to maintain these tasks/functions; and,

WHEREAS, Tyler’s Property and Recording Division will perform 200 hours of onsite training during the course of the agreement. Training will be provided once a month. The initial onsite training will be scheduled for August 29 – September 1, 2023.

NOW, THEREFORE, THE COUNCIL OF COLUMBUS, GEORGIA, HEREBY RESOLVES AS FOLLOWS:

That the City Manager is hereby authorized to execute a Time and Materials Form, CRM #10265639, from Tyler Technologies (Dallas, TX) to provide onsite process training for the Enterprise Assessment & Tax software product, for the Tax Commissioner’s Office, at a maximum fee of \$46,000.00, plus travel expenses. Funding is available in the FY24 Budget: General Fund – Information Technology – Professional Services; 0101 – 210 – 1000 – ISS – 6311.

Introduced at a regular meeting of the Council of Columbus, Georgia, held the _____ day of _____, 2023 and adopted at said meeting by the affirmative vote of _____ members of said Council.

Councilor Allen voting _____.
Councilor Barnes voting _____.
Councilor Begly voting _____.
Councilor Cogle voting _____.
Councilor Crabb voting _____.
Councilor Davis voting _____.
Councilor Garrett voting _____.
Councilor Huff voting _____.
Councilor Thomas voting _____.
Councilor Tucker voting _____.

Sandra T. Davis, Clerk of Council

B.H. "Skip" Henderson III, Mayor