



Legislation Text

File #: 24-2404, **Version:** 1

Department: Purchasing

Department Head/Elected Official: DeWight Dopslauf

Regular or Supplemental RCA: Regular RCA

Type of Request: Contract - Renewal

Project ID (if applicable): 210392

Vendor/Entity Legal Name (if applicable): Appraisal & Collection Technologies, LLC

MWDBE Contracted Goal (if applicable): N/A

MWDBE Current Participation (if applicable): N/A

Justification for 0% MWDBE Participation Goal: 0% - Specialized, Technical, or Unique in Nature

Request Summary (Agenda Caption):

Request for approval of a renewal option with Appraisal & Collection Technologies, LLC for tax assessment and collections system for the Tax Assessor-Collector for the period of June 27, 2024 - June 26, 2025, at a cost of \$4,221,000 (210392), Justification for 0% MWDBE Participation Goal: 0% - Specialized, Technical, or Unique in Nature.

Background and Discussion:

This Service Level Agreement (the "Service Level Agreement") is attached to and incorporated by reference into the License and Maintenance Agreement between Appraisal and Collection Technologies, LLC ("ACT") and the Harris County Tax Office ("HCTO"). (""). The License Agreement and this Service Level Agreement is to support the operations of the Harris County Tax Assessor-Collector and the Harris County Tax Office ("HCTO"). The purpose of the Service Level Agreement is to identify current and projected levels and qualifications of support staff, hardware and software components, systems support service levels, including the roles, responsibilities and response times between ACT and the HCTO for change management, version control, security, problem source identification and resolution, break/fix, back-up/recovery and disaster recovery, help-desk, user training, system enhancements and development, system configuration and operations and system operations and upgrades.

Expected Impact:

N/A

Alternative Options:

N/A

Alignment with Goal(s):

- ☐ Justice and Safety
☐ Economic Opportunity
☐ Housing
☐ Public Health
☐ Transportation
☐ Flooding
☐ Environment
☒ Governance and Customer Service

Prior Court Action (if any):

Date	Agenda Item #	Action Taken
6/27/2023	370	Award

Location: N/A

Address (if applicable): N/A

Precinct(s): Choose an item.

Fiscal and Personnel Summary

Service Name				
	Current Fiscal Year Cost			Annual Fiscal Cost
	Labor	Non-Labor	Total	Recurring Expenses
Funding Sources				
Existing Budget				
Choose an item.	\$	\$	\$	\$
Choose an item.	\$	\$	\$	\$
Choose an item.	\$	\$	\$	\$
Total Current Budget	\$	\$	\$	\$
Additional Budget Request (<i>Requires Fiscal Review Request Form</i>)				
Choose an item.	\$	\$	\$	\$
Choose an item.	\$	\$	\$	\$
Choose an item.	\$	\$	\$	\$
Total Additional Budget Request	\$	\$	\$	\$
Total Funding Request	\$	\$	\$	\$
Personnel (Fill out section only if requesting new PCNs)				
Current Position Count for Service	-	-	-	-
Additional Positions Request	-	-	-	-
Total Personnel	-	-	-	-

Anticipated Court Date: April 23, 2024

Anticipated Implementation Date (if different from Court date): N/A

Emergency/Disaster Recovery Note: Not an emergency, disaster, or COVID-19 related item

Contact(s) name, title, department: Elizabeth Doss, Assistant Chief Deputy, Harris County Tax Office; Dat Trinh, Buyer, Purchasing

Attachments (if applicable): Letter