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8/9/2018

Honorable John B. Ellis
Presiding Judge of the Superior Court
Solano Superior Court
600 Union Avenue
Fairfield, CA 94533

RE: Response to FY17/18 Solano County Grand Jury Report titled "Property Tax Assessment & payment processing Review"

Dear Honorable Presiding Judge Ellis,

Please accept the Treasurer-Tax Collector-County Clerk response to the Grand Jury Report titled "Property Tax Assessment & payment processing Review".

Finding 2:

Solano County Integrated Property System Replacement Project

SCIPS is an aging application using unsupported, outdated software with limited technical resources. Platform updates are expensive and disruptive. A multiyear replacement project has been authorized and a \$10 million reserve fund created. The vendor product currently recommended by the stakeholders is not fully in production in California. Delay in replacing the current system puts the County at operational and financial risk due to the dwindling viability of SCIPS.

The Tax Collector agrees with the finding.

Recommendation 2:

County project team in the SCIPS replacement program continue to monitor the installation in Southern California. Based on the results of that installation, the County's option be revised if necessary. Upon final system selection, it is imperative for the Solano County stakeholders to work together closely to implement the installation, testing, security and training on the new integrated property system for end users.

The recommendation has and will continue to be implemented. To date the stakeholder team has drafted a comprehensive scope of work that was included in a recently negotiated contract with the vendor. The team has interviewed and selected a Project Manager to manage, in conjunction with Information Technology department, the progress of the project.

Staff members of the Tax Collector's office have been in communication with the Riverside County Tax Collector's office on multiple occasions to monitor the progress of and challenges associated with the implementation of the solution that both counties have selected. The Tax Collector's office has also asked for and been approved for additional employees to assist staff in the implementation of the project. It is anticipated the first staff member will be hired and in training within weeks. Additional employees will be hired as necessary to implement the new system and maintain continuity of services.

Respectfully submitted,

Charles Lomeli
Solano County Treasurer-Tax Collector-County Clerk

CC Grand Jury
 Birgitta E Corsello, Solano County Administrator