TRD’s Property Tax Division Business Modernization Project

Project Certification
Planning Phase
February 28, 2018

Presenters:
Bryson Frazier, PTD Director
Kelvin Ginn, TRD ITD PM
Larry Brotman, TRD ITD PM
Darshana Kanabar, TRD OCIO Manager
PTD Mission and Organization

Mission:

In collaboration with New Mexico’s thirty-three county assessors, PTD is responsible for administering the State’s “Ad Valorem” property tax programs. As defined in State statute, PTD’s supervisory duties are designed to support assessors to comply with various provisions of the Property Tax Code.

Division Bureaus:

- **Delinquent Property Tax Bureau**
  ...
  Collection of taxes on real properties referred to the State from all 33 counties for property tax delinquency. Returning a minimum of $11.5 million in base taxes to New Mexico’s counties.

- **Appraisal Bureau**
  ...
  Ensure all county assessors are in compliance with the New Mexico Property Tax Code. Review select state real estate transactions and conservation easement tax credits. Sponsor County Valuation Protest Boards.

- **State Assessed Property Tax Bureau**
  ...
  Assess 700 multi-county property taxpayers for $20 billion in property value including: telecommunications, railroads, oil and gas pipelines, refineries, and electrical utilities.
PTD Business Modernization

Goals and Objectives
Define, develop and deploy a **Enterprise Information Management System** to replace and streamline manual processes in Property Tax Division of TRD.

- **Delinquent Property Tax Bureau**
  ... Develop and deploy workflows and web maps for managing delinquent property tax field collections, auctions and installment agreements.

- **Appraisal Bureau**
  ... Develop and deploy a system that stores and manages real property data contained within the appraisal and mapping systems of thirty-three New Mexico county assessor offices.
  ... Develop and deploy workflows to automate the administration of the assessor evaluation and audit process.

- **State Assessed Property Tax Bureau**
  ... Develop and deploy workflows and applications to automate the State Assessed Properties tax administration program.
PTD Business Modernization

Benefits

- **Delinquent Property Tax Bureau**
  ... Increase resolution of delinquent property tax accounts in all thirty-three counties.
  ... Query, report, and publish delinquent property account status and trends as needed.

- **Appraisal Bureau**
  ... Report county evaluation and audit status results and trends as needed.
  ... Report training and educational status for assessor staff by individual, group, and county.

- **State Assessed Property Tax Bureau**
  ... Increase accuracy and efficiency of taxpayer reporting.
  ... Increase accuracy and efficiency in compilation of net taxable values for budget making and rate setting statewide.
PTD Business Modernization

Benefits (con’t)

A map–enabled statewide property tax system...

... will dramatically improve the Division’s ability to model the impact of policy performance and to inform inquiries regarding legislative proposals.
PTD Business Modernization

Tentative Summary Calendar of Events

- Gap / Needs Analysis… Completed December, 2015
- DoIT PCC Initiation Certification… Completed June, 2016
- Request for Proposal … Published August 10, 2017
- Prime Vendor Selection … Completed October 31, 2017
- Prime Contract Execution … In Review
- IV&V Contract … Review Complete, Pending Prime
- Planning Phase Complete … April, 2019
- Implementation Complete … February, 2021
- Project Close …. April, 2021

Note: Dates will be confirmed and baselined after Planning complete.
PTD Business Modernization

Tentative Summary Calendar of Events

**Note:** Dates will be confirmed and baselined after Planning complete.
## PTD Business Modernization

### Tentative Planning Phase Tasks and Deliverables

- **Project Kick Off Meeting**: May, ’18
- **PMP, Baselined Schedule, Risk Matrix**: May, ’18
- **Requirements Analysis / System Design**
  - County Core Module: August, ’18
  - Delinquent Property Module – DP Manager: August, ’18
  - Delinquent Property Module – GIS: December, ’18
  - Appraisal Module – Analyzer, Reviewer, GIS: November, ’18
  - Appraiser Module – Case Manager: December, ’18
  - State Assessed Module – Efile & Review, Value Cert: April, ’19
  - State Assessed – Case Manager: February, ’19
  - State Assessed – GIS: January, ‘20
- **TARC Review**: February, ’19
- **Implementation Phase Start**: May, 2019

*Note*: Dates will be firmed up and baselined after Contract Execution and Baseline schedule complete.
# PTD Business Modernization

## Overall Project Budget by Major Deliverable

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Cost</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Consulting Services (Complete)</td>
<td>$43,147</td>
<td>November, ‘17</td>
</tr>
<tr>
<td>Project Management (PM)</td>
<td>$167,464</td>
<td>April, ’21</td>
</tr>
<tr>
<td>County Core Module</td>
<td>$207,117</td>
<td>July, ’19</td>
</tr>
<tr>
<td>Delinquent Property Modules</td>
<td>$344,337</td>
<td>August, ‘19</td>
</tr>
<tr>
<td>Appraisal Modules</td>
<td>$387,228</td>
<td>May, ’20</td>
</tr>
<tr>
<td>State Assessed Modules</td>
<td>$406,150</td>
<td>December, ’20</td>
</tr>
<tr>
<td>Project Close Out</td>
<td></td>
<td>April, ’21</td>
</tr>
<tr>
<td>IV&amp;V Services</td>
<td></td>
<td>April, ’21</td>
</tr>
<tr>
<td>Hardware / Software</td>
<td></td>
<td>June, 19</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,926,194</strong></td>
<td></td>
</tr>
</tbody>
</table>

*Note: CapEx only. Dates and costs will be confirmed and baselined after Planning is complete.*
PTD Business Modernization

Independent Verification and Validation

- Vendor Contract: April, ’18 (ETA)
- IV&V Management Plan & Schedule: May, ‘18 (ETA)
- Initial Status / Risk Review: July, ’18 (ETA)
- Interim Reports: Semi-Monthly thru 2/21
- Project Close Out Report: March, 2021

Note: Dates will be confirmed and baselined after the IV&V Management Plan and Schedule is complete.
# PTD Business Modernization

## Stakeholders

<table>
<thead>
<tr>
<th>NAME</th>
<th>STAKE IN PROJECT</th>
<th>NAME</th>
<th>STAKE IN PROJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Monforte</td>
<td>Acting Sec. TRD</td>
<td>Executive Sponsor</td>
<td>Vendor Project Manager</td>
</tr>
<tr>
<td>Bryson Frazier</td>
<td>Dir – PTD</td>
<td>Business Owner</td>
<td>Vendor Project Execution</td>
</tr>
<tr>
<td>Michael O’Melia</td>
<td>Dep. Dir. – PTD</td>
<td>Business Owner</td>
<td>Data provider; Reports Consumer</td>
</tr>
<tr>
<td>Elaisa Romero</td>
<td>PTD BC</td>
<td>Bus. Owner – State Assessed</td>
<td>Brenda Suazo-Giles DFA B&amp;F BC</td>
</tr>
<tr>
<td>Phillip Sena</td>
<td>PTD BC</td>
<td>Bus. Owner – Appraisal</td>
<td>Mil Rate Certification Process Owner</td>
</tr>
<tr>
<td>Darrell Lujan</td>
<td>PTD BC</td>
<td>Business Owner – Delinquent Property</td>
<td>NM County Treasurers</td>
</tr>
<tr>
<td>TRD ITD Mgmt.</td>
<td></td>
<td>Technical Delivery</td>
<td>NM State Assessed Filers (~700)</td>
</tr>
<tr>
<td>NM Dept. of IT</td>
<td></td>
<td>Project Oversight and Compliance</td>
<td>Delinquent Property Owners</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Taxpayers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Constituents</td>
</tr>
</tbody>
</table>
PTD Business Modernization

Budget

Laws 2016, Chapter 11, Section 7, Item (6)

$2,000,000…
“To modernize the property tax business system. The appropriation is from the delinquent property tax fund.”

Funds authorized through June 30, 2019 – Appropriation extension request filed and approved 1 year.
### PTD Business Modernization
### Planning Phase Workstreams and Costs

<table>
<thead>
<tr>
<th>Workstream / Core Module</th>
<th>Start Date</th>
<th>End Date</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Management</td>
<td>May 1, 2018</td>
<td>April, 2019</td>
<td>$48,804</td>
</tr>
<tr>
<td>County Core Module</td>
<td>June, 2018</td>
<td>August, 2018</td>
<td>$117,366</td>
</tr>
<tr>
<td>Delinquent Property Modules</td>
<td>May, 2018</td>
<td>August, 2018</td>
<td>$182,929</td>
</tr>
<tr>
<td>Appraisal Modules</td>
<td>August, 2018</td>
<td>December, 2018</td>
<td>$119,689</td>
</tr>
<tr>
<td>State Assessed Modules</td>
<td>January, 2019</td>
<td>April, 2019</td>
<td>$43,153</td>
</tr>
<tr>
<td>IV&amp;V Support</td>
<td>May, 2018</td>
<td>April, 2019</td>
<td>$53,250</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>$565,191</strong></td>
</tr>
</tbody>
</table>

*Note: Dates will be confirmed and baselined after planning is complete.*
PTD Business Modernization

Summary
PTD’s business modernization project will enable the Division to significantly improve its operations to the benefit of Bureau staff, executive leadership, the legislature, county elected officials, and most importantly, the State’s taxpayers.

PTD is seeking approval to release remaining funds for planning supporting the project through April 2019.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount Requested this Certification</td>
<td></td>
</tr>
<tr>
<td>Amount Previously Certified</td>
<td>$140,000</td>
</tr>
<tr>
<td>Remaining Appropriation not Certified</td>
<td>$1,294,809</td>
</tr>
<tr>
<td>Total Appropriated Amount</td>
<td>$2,000,000</td>
</tr>
</tbody>
</table>
Thank You!

Questions