File #: 2019-358, **Version:** 1

TITLE
FARRAGUT SYSTEMS - NCPTS SOFTWARE MAINTENANCE AND SUPPORT AGREEMENT

SPONSOR
Hemant Desai & Ben Chavis

BACKGROUND
Guilford County uses NCPTS software for their Tax Billing, Collections, and Computer Aided Appraisals since 2010. NCPTS is an end-to-end property tax system designed specifically for North Carolina counties. NCPTS software automates tasks, such as payment reminders for tax payers, and improves tax payer services by providing access to a self-service web application to manage their accounts.

Renewing this agreement will allow Guilford County to continue to receive valuable and necessary software support. The support and maintenance fees also include future upgrades to software.

BUDGET IMPACT
The total cost for a three (3) year term of this contract shall not exceed $570,000.
NO ADDITIONAL COUNTY FUNDS REQUIRED

REQUESTED ACTION
Approve contract, in substantial form, for the support and maintenance of NCPTS software with Farragut Systems not to exceed $570,000 to be effective May 1, 2019 for a term of three (3) years.