



WASHOE COUNTY

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STAFF REPORT

BBOARD MEETING DATE: June 24, 2025

DATE: May 14, 2025

TO: Board of County Commissioners

FROM: Beth Todd, IT Manager, Technology Services
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THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: Recommendation to approve payment for the Fiscal Year 2026 renewal of the Aumentum Technologies/Manatron Service Level Agreement ("SLA") for Maintenance and Support Services, in the amount of [\$381,132], for the Treasurer's Tax System software maintenance and support. The Aumentum Technologies/Manatron SLA was initially approved by Washoe County on July 18, 2008, and payments for the annual renewals are approved by the Board of County Commissioners. (All Commission Districts.)

SUMMARY

The Technology Services Department is respectfully requesting approval of this vendor payment for Fiscal Year 2026 for the software maintenance and support program integral to the tax functions of the Treasurer's Office.

Washoe County Strategic Objective supported by this item: Economic Impacts

PREVIOUS ACTION

June 18, 2024 - The Board of County Commissioners approved payment for the annual software maintenance for the Aumentum Technologies/Manatron tax system software for the Treasurer's Office in the amount of [\$357,832].

June 20, 2023 – The Board of County Commissioners approved payment for the annual software maintenance for the Aumentum Technologies/Manatron tax system software for the Treasurer's Office in the amount of [\$332,832].

September 13, 2022 – The Board of County Commissioners approved payment for the annual software maintenance for the Aumentum Technologies/Manatron tax system software for the Treasurer's Office in the amount of [\$316,983].

June 8, 2021 - The Board of County Commissioners approved payment for the annual software maintenance for the Aumentum Technologies/Manatron tax system software for the Treasurer's Office in the amount not to exceed [\$310,000].

AGENDA ITEM # _____

Previous annual renewal software maintenance items were approved by the Board on May 26, 2009, May 25, 2010, May 24, 2011, May 22, 2012, May 28, 2013, June 17, 2014, June 9, 2015, May 24, 2016, and May 26, 2020.

On July 18, 2008, Washoe County and Manatron, Inc. entered into a Service Level Agreement for Maintenance and Support Services for the Aumentum Tax System (formerly Manatron). *See also* Board of County Commissioners, item 08-555, 5/27/08.

On February 28, 2006, the Board of County Commissioners approved a contract with Manatron, Inc. to purchase a tax billing and collections software system and implementation services (Item 06-229).

BACKGROUND

This is a vendor maintenance agreement with annual renewals budgeted in Fiscal Year 2026 Technology Services funds.

The purpose of this agenda item is to approve payment for this Fiscal Year 2026 maintenance and support services for the Treasurer Office's tax system software in an annual amount over \$300,000.

The Aumentum Technologies/Manatron contract was originally approved by the Board of County Commissioners in 2006, implemented, and is currently supported by Technology Services. This contract is critical for the reasons stated below:

A "computer software maintenance contract" is a contract that obligates a vendor of computer software to provide to a customer in the future, enhancements or upgrades to prewritten computer software, support services with respect to prewritten computer software or both.

A "mandatory computer software maintenance contract" is a computer software maintenance contract which the customer is obligated to purchase as a condition to acquiring prewritten computer software.

Aumentum Technologies/Manatron is in the sixteenth year of the Service Level Agreement for Maintenance and Support Services for the Treasurer's original Aumentum Tax System, formerly Manatron, a software contract previously approved by the Board of County Commissioners, item 06-229, February 28, 2006. Without updated tax tables and calculations for the Washoe County Tax Billing System, tax bills cannot be produced. Funding for this maintenance contract in the amount of [\$381,132] exists within Technology Services' adopted Fiscal Year 2026 budget appropriations.

FISCAL IMPACT

The Fiscal Year 2026 Technology Services adopted budget has sufficient budget authority for the Aumentum Technologies/Manatron SLA for Maintenance and Support Services in the amount of [\$381,132] in Technology Services Administration (108100), Software Maintenance (710210).

Technology Services continues to aggressively investigate and negotiate all on-going maintenance contracts, and wherever possible, attempts to achieve the best pricing and/or alternative options to ensure support at the least possible cost while working within the adopted budget.

RECOMMENDATION

It is recommended that the Board of County Commissioners approve payment for the Fiscal Year 2026 renewal of the Aumentum Technologies/Manatron Service Level Agreement (“SLA”) for Maintenance and Support Services, in the amount of [\$381,132], for the Treasurer’s Tax System software maintenance and support. The Aumentum Technologies/Manatron SLA was initially approved by Washoe County on July 18, 2008, and payments for the annual renewals are approved by the Board of County Commissioners.

POSSIBLE MOTION

Should the Board agree with the staff recommendation, a possible motion would be:

“Move to approve payment for the Fiscal Year 2026 renewal of the Aumentum Technologies/Manatron Service Level Agreement (“SLA”) for Maintenance and Support Services, in the amount of [\$381,132], for the Treasurer’s Tax System software maintenance and support. The Aumentum Technologies/Manatron SLA was initially approved by Washoe County on July 18, 2008, and payments for the annual renewals are approved by the Board of County Commissioners.”