

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Jim Norton

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Agency: Department of Revenue Services

Project: IT/CTAX Modernization

Project Manager:

Reporting Period: Project Inception through 12/31/2018

Total Funds Requested: \$53,000,000

Total Funds Allotted to Agency: \$13,750,000

Accumulative Total Capital Fund Expenditures to Date: \$142,380

Brief Project Description/Summary:

The DRS IT Modernization Program began its first phase in 2013 and is finalizing contract negotiations at this time. This program included development of a comprehensive business case that provides that a new commercial off the shelf (COTS) system will provide many benefits and has a return on investment that far exceeds the cost.

The primary goal of the IT Modernization Program is to improve tax collection through enhanced multi-channel taxpayer services that increase voluntary compliance, speedup revenue collection, improve data security, strengthen analytics and optimize productivity. The new tax management system will provide taxpayers with a more timely, informative and communicative experience. It will also provide DRS personnel with a dynamic platform for workflow, automation, reporting and management capacities that support return processing, collections, audit, and other DRS processes.

Summary of Progress Achieved to Date:

- RFP issued
- Contract negotiations in final stages

Issues and Risks:

Failure to achieve a signed contract by the end of February 2019.

Time delay in negotiating the contract has put DRS behind schedule and brings additional risk with the anticipated exodus of staff in 2022. DRS will work with the vendor to minimize the risk by determining what taxes should be implemented in what phase.

Next Steps & Project Milestones:

The contract negotiations are in the final stages, we are clarifying the last few points. We are hopeful that we can come to an agreement in February 2019. We are anticipating that the vendor will be present toward the end of April 2019 to install the "computer appliance" and on-board staff May 1, 2019 or sooner.

Identification of a Project Manager and Project team.