



CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** August 12, 2019

SUBJECT: Consider award of RFP 18-011 for the replacement of the integrated enterprise resource planning system and authorize the City Manager to execute a license and services agreement with Tyler Technologies, Inc., in an amount not to exceed \$3,104,710, and revise the Capital Projects Budget.

PRESENTER: Karen Bostic, Assistant City Manager

SUMMARY:

The current Enterprise Resource Planning (ERP) system, Superior SunGard Public Sector (HTE), has been used by the city since 1998. This system is the “backbone” of all financial and human resource transactions for the organization. The item before City Council is to consider awarding RFP 18-011 to Tyler Technologies for the replacement of Superior.

GENERAL DESCRIPTION:

In October 2017, a Request for Proposal (RFP) was issued to identify and select a professional consulting firm with experience in technology consulting, needs assessment and enterprise resource planning implementation. City Council awarded the RFP to Sciens Consulting, LLC on February 12, 2018. Since that time, Sciens has assisted the city in getting to the point of awarding the contract for a new ERP system. Sciens tasks included:

- ERP assessment and planning;
- ERP Request for Proposal development;
- ERP vendor evaluation and selection.

RFP 18-011 for the integrated Enterprise Resource Planning System was issued on July 25, 2018. The RFP was issued for a vendor, or vendors, to provide functionality to replace our current Superior SunGard Public Sector (HTE) municipal system. The core ERP system modules include:

- Finance and accounting;
- Accounts receivable and cash management;
- Human resources management and payroll;
- Purchasing;
- Asset management and work orders;



- Utility billing;
- Citizen portal.

The RFP was written to allow submission of component systems with best in breed functionality for:

- Applicant tracking and selection;
- Timekeeping;
- Community development.

Four responses to the RFP were received:

- Cityview Harris (community development);
- Neogov (applicant tracking);
- Infolob (Oracle ERP system);
- Tyler Technologies.

Sciens, as well as a staff committee, evaluated the RFPs and determined that three vendors would be asked to provide onsite demonstrations of their products. Tyler Technologies and Infolob were invited to demonstrate their ERP systems and Cityview Harris was invited to demonstrate their best in breed community development system. For the ERP systems, demonstrations were held over 2 ½ days for each vendor where they were allotted timeslots to show the functionality of the various modules of their systems. For each module vendors were provided the same topics to cover so that they could be evaluated on an equally comparative basis. City staff from all levels of the organization were invited to attend the demonstrations and encouraged to ask questions to determine if the systems met their needs. There were also breakout sessions where more in depth discussions and testing could be done on modules such as utility billing. Each attendee of the demonstrations was provided an evaluation form to score the modules being evaluated. There were 101 employees invited to attend the demonstrations.

Following the demonstrations, reference checks were performed with current clients for all the vendors in order to receive feedback from actual users of the systems that were demonstrated. Based on those interviews and the evaluations received from demonstration attendees, Tyler Technologies scored the highest for all modules of the system. A best and final offer was requested from Tyler followed by several months of negotiations.

Tyler Technologies is a leading provider of premier ERP solutions built specifically for local government. Tyler's Munis and EnerGov solutions are their flagship, fully integrated Finance, Payroll, HR, Utility Billing, Asset Maintenance and Community Development systems that have been successfully implemented by hundreds of cities and counties over the last 25 years. Tyler's ERP solution will allow the city to:



- Replace aging financial management software;
- Acquire a single, comprehensive system with complete integration between functional areas of resource management;
- Improve reporting flexibility and functionality;
- Improve interoperability and integration opportunities;
- Improve data management efficiencies;
- Optimize department productivity by eliminating redundancy;
- Apply advances in technology to improve operations in a cost-effective manner.

The project timeline is estimated to be 36 months, starting in October 2019 with the financial management module and ending in November 2022 with go live of Tyler Asset Maintenance. Below is the project timeline.

	<u>Start Date</u>	<u>Go Live Date</u>
• Financial Management	Oct 2019	Jan 2021
• EnerGov Community Development	Jan 2020	Jun 2021
• Human Capital Management	Jan 2021	Dec 2021
• ExecuTime Advanced Scheduling	Jan 2022	Apr 2022
• Utility Billing	Oct 2021	Nov 2022
• Asset Maintenance	Oct 2021	Nov 2022

Capital project IT 1701, Enterprise Computer System Replacement was established with a budget of \$3,000,000. Tyler’s pricing is broken down as follows:

	Software/Services	Recurring Fees	Travel	Total
Tyler ERP	\$2,286,219	41,064	\$239,750	\$2,567,033
Tyler EnerGov	476,425	37,452	23,800	537,677
Total	\$2,762,644	\$78,516	\$263,550	\$3,104,710

Also included as part of the project costs are the consultant services for development of the RFP and vendor selection for \$69,270, bringing the total project costs to \$3,173,980. The project budget will need to be revised to reflect an increase of \$173,980 bringing the total for project IT 1701 to \$3,173,980. The additional funding will come from Information Technology reserves. A project revision sheet is included with this agenda item for City Council consideration.

RECOMMENDATION:

Approve award of RFP 18-011 and authorize the City Manager to execute a license and services agreement with Tyler Technologies, Inc., and revise the capital improvements budget.