



MEMORANDUM

To: Mayor and City Council

From: Jennifer Miller, Director of Finance

Date: October 13, 2020

Reference: Approval of an amendment to the Online Business Systems (OBS) agreement dated August 1, 2017 to add an additional 5 months of Enterprise-wide Resource Planning (ERP) – Project Management Services

2040: Foundation: Sustainable Government

Introduction:

The purpose of this agenda item is to award an amendment to the contract with Online Business Systems for an additional five months of project management services related to the Enterprise-wide Resource Planning project.

The Discovery phase of the ERP project began in May 2016, when a contract with Online Business Systems (OBS) for Project Management Services was approved by Council.

The following is a brief history of the City-wide Tyler/Energov/Munis project:

- On March 31, 2015, the Engineering Department presented to Council the 1st phase of the City-wide software review and replacement program. In August 2015, Council awarded the project management contract and authorized the purchase of the Tyler Technology software. Engineering/Community Development went “live” in October 2016.
- A brief history of the New World system:
 - In 1995, converted from USTI to New World AS400 system (Green Screens)
 - After 16 years, in 2011, converted to New World.net (Internet-based platform)
 - Tyler Technologies purchased New World Systems in 2015.
- The discovery contract with OBS had three phases: Planning & Needs Analysis, Solution Definition, and Contracting & Planning, which began in May 2016 and was completed in July 2017.

- Key Goals of the ERP project are:
 - To retire the New World System
 - To minimize the impact of change
 - Implement and embrace a new technology solution
 - Explore opportunities
 - Best practices
 - One solution vs. many different solutions

Analysis:

The original project timeline was developed in 2017 after the contract with Tyler had been approved. Phase 4 is the replacement of the Utility Billing System. Due to COVID 19 requiring all training and implementation to be completed in a virtual environment, this has created the need for additional time to complete Phase 4. This added time will allow additional downloads and parallel runs of the Utility Billing system. The additional costs required with the new Phase 4 timeline is \$115,000 for Project Management services.

Legal Review:

This agenda item has been reviewed by legal as part of the agenda review process.

Fiscal Impact:

The funds for this amendment have been budgeted in the Combined Services Department.

Recommendation:

The Finance Department would recommend approval of this contract amendment.