



## MEMORANDUM

**To:** Mayor and City Council

**From:** Jennifer Miller, Director of Finance

**Date:** March 26, 2019

**Reference:** Approval of an amendment to the Tyler Technologies agreement dated November 15, 2017 to add Asset Maintenance and Performance software in the amount of \$155,740.00

**2030:** Sustainable City Government

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### Introduction:

The purpose of this agenda item is to award an amendment to the contract with Tyler Technologies to add the Asset Maintenance and Performance software (Phase 3).

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 1<sup>st</sup> 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 3 was to be the replacement of the Energov Work Order system. This software was still being developed when the contract was signed. Since that time Asset Maintenance has been developed but there was an additional product developed called Asset Performance. This not only works with the Public Works work order system but can use the information from the Human Resources and Utility Billing systems. Dashboards can be established to view real time data and the aging of the infrastructure in order to provide a long term planning tool. This additional software will allow the City to leverage the work order system across the City.

With this proposed change to Phase 3, there is an 8 month impact to the timeline. It is recommended that Phase 3 overlap Phases 2 and 4. There is a longer implementation time required for the revised Phase 3 which then pushes out Phase 4 for the 8 months requested in the change.

The additional costs required with the new Phase 3 are \$155,740 for the software and implementation and \$184,000 for Project Management services, for a total of \$339,740.

**Legal Review:**

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

**Fiscal Impact:**

The funds for this amendment will be provided by the General Fund Undesignated Fund.

**Recommendation:**

The Finance Department would recommend approval of this contract.