



MEMORANDUM

To: Mayor and City Council

From: Jennifer Miller, Director of Finance
Kent Collins, Director of Public Works

Date: June 11, 2019

Reference: Approval of an amendment to the Online Business Systems (OBS) agreement dated August 1, 2017 to add an additional 4 months of Discovery Services for Phase 3 – Asset Maintenance of the Enterprise-wide Resource Planning (ERP)

2030: Sustainable City Government

Introduction:

The purpose of this agenda item is to award an amendment to the contract with Online Business Systems for an additional four months of discover services related to Phase 3 – Asset Management of 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 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 a need for a 4 month discovery period in which the current and future states can be assessed and the solution defined prior to the implementation phase, which is scheduled for October 2019.

The additional costs associated with Phase 3 discovery is \$115,000.00.

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 Fiscal Year 18-19 Operating Budget.

Recommendation:

The Finance and Public Works Departments recommend approval of this contract.