



Cover Memorandum/Staff Report

File #: 24-1241

Agenda Date: 9/16/2024

Item #: 6.E.

TO: Mayor and Commissioners
FROM: Jay Stacy, Chief Technology Officer
THROUGH: Terrence R. Moore, City Manager
DATE: September 16, 2024

MOTION TO APPROVE AMENDMENT NO. 8 TO RFP NO. 2016-069L WITH TYLER TECHNOLOGIES INC. FOR MUNIS UTILITY BILLING SOFTWARE AS A SERVICE IN THE AMOUNT OF \$200,000 PER YEAR FOR THREE YEARS PLUS \$700,000 IMPLEMENTATION TOTALING \$1,300,000.00.

Recommended Action:

Motion to approve Amendment No. 8 to RFP No. 2016-069L with Tyler Munis for Utility Billing Software as a Service including interfaces with Badger, Enco, Selectron, New World, Tyler 311, Cityworks, and Laserfiche. The conversion includes 10 years of history from the Central Square system and conversion of the 5 years of Laserfiche bills into Tyler Content Manager.

Background:

The Utility Billing system has been operating on an IBM Mainframe (aka "green screen") since implementation in 1986. The City purchased Tyler New World Utility Billing software in 2016 to replace this system, but implementation was not successful and we have received credit back for that service. Tyler New World is now end of life so we are requesting approval to implement Tyler Munis Utility Billing Software as a Service to bring the system onto modern infrastructure and provide additional functionality to the residents and to internal support staff. Funds are available in the Water Utilities Department to cover implementation and the first year of support and additional years will be included in the Water Utilities Department operating budget.

Tyler Technologies Inc. and the City have amended the Agreement to provide the Customer Service Billing Module for Utility Billing which includes the required interfaces with Badger, Enco, Selectron, New World Financial, Tyler 311, Cityworks, and Laserfiche. Contractor agrees to continue to provide services to the City in accordance with the terms and conditions of the Agreement, Amendment No. 1, Amendment No. 2, Amendment No. 3, Amendment No. 4, Amendment No. 5, Amendment No. 6, Amendment No. 7 and this Amendment.

On July 12, 2016, the City entered into an agreement with Contractor for an Enterprise Resource Planning Solution (hereinafter referred to as the "Agreement").

In November 2016, the City and Contractor entered into Amendment No. 1 to the Agreement whereby Contractor agreed to provide a performance bond.

On August 22, 2019, the City and Contractor entered into Amendment No. 2 to the Agreement whereby Contractor agreed to install, configure, upgrade and/or restore various applications currently utilized by the City.

In October of 2020, the City and Contractor entered into Amendment No. 3, acknowledging the City never implemented certain modules, discontinuing ongoing maintenance obligations for said modules, and providing an appropriate adjustment to outstanding invoices.

On August 17, 2021, the City and Contractor entered into Amendment No. 4 to the Agreement renewing maintenance and support for five 1-year renewal terms.

On December 14, 2021, the City and Contractor entered into Amendment No. 5 to add software as a service (SaaS) for EnerGov, MyCivic Bundle, and related services beginning May 1, 2022.

On July 19, 2022, the City and Contractor entered into Amendment No. 6 to postpone software as a service charge until September 1st, 2022.

On September 5, 2023, the City and Contractor entered into Amendment No. 7 to add 60 additional licenses to the Enterprise Permitting and Licensing Core Software.

Attachments:

1. Legal Review Checklist
2. Tyler Munis UTB Quote
3. Amendment 8
4. Amendment 7
5. Amendment 6
6. Amendment 5
7. Amendment 4
8. Amendment 3
9. Amendment 2
10. Amendment 1
11. Agreement

City Attorney Review:

Approved as to form and legal sufficiency.

Funding Source/Fiscal Impact:

442-36-260-537.68-10 (Capital Outlay Software) to be approved with Resolution 184-24 Budget amendment