



## Cover Memorandum/Staff Report

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**File #:** 25-149

**Agenda Date:** 2/18/2025

**Item #:** 6.P.5.

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**TO:** Mayor and Commissioners  
**FROM:** Jay Stacy, Chief Technology Officer  
**THROUGH:** Terrence R. Moore, City Manager  
**DATE:** February 18, 2025

APPROVAL OF RESOLUTION NO. 37-25 TO APPROVE AN AGREEMENT WITH TYLER TECHNOLOGIES INC. FOR SOFTWARE AS A SERVICE PRODUCTS INCLUDING MUNIS EERP FINANCIAL AND HUMAN RESOURCE SOFTWARE AS AN APPROVED CITY STANDARD IN THE AMOUNT OF \$436,553 PER YEAR FOR THREE YEARS PLUS \$1,691,370 IMPLEMENTATION TOTALING \$3,001,029 AND TO CONVERT A CREDIT MEMO TO IMPLEMENTATION HOURS.

**Recommended Action:**

Motion to approve Resolution No. 37-25, an Agreement with Tyler Technologies LLC. for Munis EERP Financial and Human Resource Software as a Service including interfaces with Utility Billing, Enterprise Permitting and Licensing, and Tyler Content Manager. The conversion includes 10 years of history from the New World ERP System and conversion of 10 years of Laserfiche Accounts Payable into Tyler Content Manager. Tyler Technologies will also convert a \$33,180 Credit Memo to 158 hours of Professional Implementation services for Tyler Enterprise Permitting and Licensing Core Software.

**Background:**

The City purchased the Tyler New World ERP software in 2016, and implemented Finance, Purchasing and some of the Human Resource modules. A portion of Finance has continued to operate on the Central Square "Green Screen" mainframe since 1986 and Human Resources has continued on the NeoGov platform. The New World ERP system is at "End of Life" and we are no longer receiving major upgrades or enhanced support. At this time, we seek approval to centralize our ERP system on the Tyler Core product of Munis EERP.

This ERP solution provides the following benefits:

Cloud Infrastructure - eliminating the need for onsite servers and the associated hardware, operating systems, cybersecurity, space, and cooling costs.

Complete Migration away from the IBM mainframe providing a more advanced experience for our end users and eliminating the need for IBM mainframe technical expertise which has become increasingly hard to find.

A software solution that has been deployed to hundreds of other cities with full long-term support from the vendor.

**Better integration of data between systems**

Tyler Technologies Inc. and the City have created a new agreement to add the Munis Core EERP SaaS services, professional services, and hardware and incorporate all previous Amendments from the July 12, 2016 Agreement. Contractor agrees to continue to provide all services to the City in accordance with the terms and conditions of the Agreement.

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.

On September 16, 2024, the City and Contractor entered into Amendment No. 8 to add Munis Utility Billing Core Software.

On November 6, 2024, the City Purchasing and Contract Administration waived the competitive process and approved this Agreement as a City Standard.

**Attachments:**

1. Legal Review Checklist
2. Resolution No. 37-25
3. Exhibit "B" - Tyler EERP SaaS Agreement

**City Attorney Review:**

Approved as to form and legal sufficiency.

**Funding Source/Fiscal Impact:**

334-90-260-519.68-10 (Capital Outlay Software)