



# Naperville

## CITY COUNCIL AGENDA ITEM

**SUBJECT:** Recommend the Award of RFP 16-015, Enterprise Resource Planning (ERP) Software and Implementation

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**TYPE OF VOTE:** Simple Majority

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**ACTION REQUESTED:**

Approve the Award of RFP 16-015, Enterprise Resource Planning (ERP) Software and Implementation, to Tyler Technologies for an amount not to exceed \$7,418,476 for a seven year contract period, plus a 3% contingency.

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**BOARD/COMMISSION REVIEW:**

N/A

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**COUNCIL ACTION PREVIOUSLY TAKEN:**

Date	Item No.	Action
N/A		

**DEPARTMENT:** City Manager's Office  
Finance Department

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**SUBMITTED BY:** Steve Cope, ERP Manager  
Rachel Mayer, Finance Director

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**BACKGROUND:**

The City's current business software, SunGard Naviline, was implemented in 1990 and does not provide the functionality and integration of applications that are common in today's Enterprise Resource Planning (ERP) software platforms. ERP refers to an integrated suite of software applications that support the core business functions of an organization, including accounting, utility billing, accounts receivable, building permits, business licenses, payroll/personnel, purchasing/inventory and code enforcement.

Currently, the City's customers can only conduct simple transactions online. Most often, customers must come to the City to conduct business face-to-face. In today's world, Naperville's

customer experience is inefficient, frustrating and outdated. An updated ERP is fundamental to the success of this agency and, as it requires a fairly complicated backend structure, it is considered to be one of the most important investments in terms of budget and execution time for a business of any size.

Support for Naviline, the City's current ERP, is decreasing as SunGard increases marketing for its new OneSolution product. Naviline is not built to current software development standards and it does not have the capability to support customer-friendly e-government initiatives. It is time for Naperville to migrate from the current business software platform to a modern system that offers greater internal efficiencies and external customer services online.

The ERP Software Migration project, CE125, aligns with three of the City's ends policies – High Performing Government, Economic Development and Financial Stability.

**DISCUSSION:**

In January 2016, staff initiated RFP 16-015 to solicit proposals for vendors' ERP software and implementation solutions to meet Naperville's needs.

Advertisement Date:	01/22/2016	Notices Sent:	370
Opening Date:	02/26/2016	Planholders:	70
		Bids Received:	9

Proposals were received from the following firms:

Application Software Technology Corp.	Quintel Management Consulting
Artha Systems	Sungard Public Sector
Ciber, Inc.	Tyler Technologies
IT Resonance, Inc.	V3IT Consulting, Inc.
Kinsey & Kinsey	

A selection committee consisting of staff from the City Manager's Office, Information Technology, DPU-Electric, Finance, Human Resources and T.E.D. Business Group reviewed the proposals. The proposals were scored based upon the criteria set forth in the RFP, including:

- Overall Software Solution
- Implementation Philosophy and Project Plan
- Experience and Qualifications
- Cost Proposal

Three of the nine firms - Ciber, Inc., Quintel Management Consulting and Tyler Technologies - were shortlisted and invited to attend three-day demonstrations with City staff. In addition to the selection committee, all City staff members were invited to attend the demonstrations. In all, 87 employees from 13 departments attended portions of the demonstrations and provided feedback to their departmental liaisons. Of the 13 City departments, 11 ranked Tyler Technologies' Munis and EnerGov software and implementation plan as the best solution. DPU-Electric and Human Resources ranked Tyler second; their concerns with the Tyler solution have been addressed

through the negotiation process. In selecting Tyler’s Munis and EnerGov software, Naperville has selected a “Best of Breed” software applications platform.

“Best of Breed” Selected Solution and Term

In looking at the ERP solutions, the City found that many products are not tailored to the needs of local governments, as they require customization and additional funds. The City began to focus on a “Best of Breed” environment – utilizing several software solutions already in place that need to be fully leveraged and integrated across departments as well as across platforms. These include, but are not limited to:

- Cityworks for service requests, work orders and asset management;
- Hyland’s OnBase for document management;
- GovQA for a citizen engagement platform.

The recommended “Best of Breed” business software platform linking the existing software applications with Tyler’s Munis and EnerGov software applications allows the City to provide an enhanced customer experience. It also creates the most cost-effective and robust ERP solution and eliminates our reliance on one vendor.

**Significant Business Improvements**

- Adding online building permit, license and plan review
- Add online bill payment
- Migration to cloud-based applications (Tyler/Novatime)  
“Best of Breed” with integration
- From 18 to 8 core business software applications
  - Financials from 11 down to 4 applications
- One service request/work order/asset management system
  - SR/WO/AM from 7 down to 5 integrated applications

**Effect**

- Improved customer service
- Improved customer service
- Long-term cost reduction, disaster recovery
- Utilizes best applications, not locked into one
- Efficiencies, integration
- Efficiencies, integration
- Efficiencies, integration
- Efficiencies, integration

Software as a Service (SaaS) or cloud-based software licensing and delivery is staff’s selected approach in lieu of hosting the software on-premises. Advantages of cloud-based SaaS versus traditional on-premises hosting include:

- **Hardware Performance and Maintenance** - Vendor supplies and maintains all necessary hardware at standard industry performance levels. All repairs, upgrades and replacements to server hardware are the responsibility of Tyler.
- **Disaster Recovery** - Tyler backs up all system and data files and stores them in secure off-site locations (Maine and Texas). Restoring service is very quick and performed by Tyler, not the City.
- **Software as a Service** - Can provide services, sometimes entirely new services, with fewer resources, eliminate wasted time and effort for constituents and businesses and speed up processes to keep serving our community.

The term of the agreement for SaaS and implementation of the ERP system between the City of Naperville and Tyler Technologies is seven years, beginning January 1, 2017 and ending on December 31, 2023 with the option to indefinitely renew in three-year increments, if mutually agreed upon by both parties.

The implementation phase begins with migration of the core financials, the essential “back office” module, in January 2017. The core financials module will require all of 2017 to complete. Work will begin on the implementation of the planning and land management module in late 2017 and continue through 2018. It is anticipated that online services will begin to be provided in late 2018 into 2019.

**FISCAL IMPACT:**

The seven-year projected cost for the ERP includes implementation and maintenance as part of the contract terms. Funding for this project is split into two components, and Tyler’s proposal is divided accordingly:

1. Implementation (capital outlay) = \$3.8 million over 3 years beginning in 2017.
2. Maintenance (recurring SaaS fees) = \$3.6 million over 4 years beginning in 2020.

The implementation component of the project will be funded through CIP CE125 – ERP Software Migration. The below chart breaks out the proposed funding sources.

<b>Funding Source</b>	<b>CY2016</b>	<b>CY2017</b>	<b>CY2018</b>	<b>Total Source</b>
2016 Budget, Soft. & Maint.	\$500,000			\$500,000
Water Utility		\$266,000	\$253,980	\$519,980
Electric Utility		\$682,000	\$506,940	\$1,188,940
Unfunded Capital		\$1,322,000	\$769,080	\$2,091,080
<b>Totals</b>	<b>\$500,000</b>	<b>\$2,270,000</b>	<b>\$1,530,000</b>	<b>\$4,300,000</b>

The recurring SaaS fee is \$893,368 annually and from year four of the contract forward will be budgeted appropriately in the City’s operating budget, starting in 2020.

The contract with Tyler for the implementation and maintenance of the ERP solution totals \$7,418,476 over the next seven years. By comparison, all three of the short-listed vendor proposals reflected a cost estimate of approximately \$7.5 million over a seven-year period. This amount is in line with the City’s current CIP proposal and future operating budget forecasts.

In addition to the contract with Tyler for implementation and maintenance, there are other execution costs associated with the overall ERP solution. The below costs are required to align with the “Best of Breed” software model and include:

- Migration of DPU-Water work order software to Cityworks - \$146,000
- Migration of DPU-Electric work order and warehousing to Cityworks - \$279,000
- Support of implementation consulting services - \$750,000 (three-year projection)

The migration of the two utilities' work order software components will be funded through CIP CE148 – Cityworks Service Request and Work Order Management System. The consulting services expense is detailed in the above chart related to CIP CE125 – ERP Software Migration. These items will be part of future award recommendations with more detailed funding breakdowns.

**RECOMMENDATION:**

Approve the Award of RFP 16-015, Enterprise Resource Planning (ERP) Software and Implementation, to Tyler Technologies for an amount not to exceed \$7,418,476 for a seven year contract period, plus a 3% contingency.

**ATTACHMENTS:**

1. CIP Page

# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 1

**PROJECT:** ERP Software and Implementation

**BID / RFP #:** 16-015

**CIP NUMBER:** CE125

**Contract #:** 109

**CONTRACTOR:** Tyler Technologies

**CHANGE ORDER JUSTIFICATION:** This change order is requested to modify Tyler Technologies Purchase Order form to allow the summary (totals) box at the bottom of the form to expand or contract depending upon the values entered into the Credit, Freight and Discount fields of the purchase order line items. This work requires additional programming that is outside the standard scope of work for the development of the purchase order form.

The amount of this change order exceeds/decreases the original contract amount by \$625.00 and by 0 days.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$362.50
40251300-551504	CE125 – ERP Software Implementation	N/A	\$187.50
41251500-551504	CE125 – ERP Software Implementation	N/A	\$75.0
			\$

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	30	\$222,554.28
Prior Cumulative Changes	\$0.00	(-) Previously Authorized	0	\$0.00
Subtotal	\$7,418,476.00	Subtotal	30	\$222,554.28
(+) This Change	\$625.00	(-) This Change	0	\$625.00
Total Contract	\$7,419,101.00	Balance Left	30	\$221,929.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

Requisition Number \_\_\_\_\_

APPROVED:	
<i>Rachel Myr</i>	<i>2/8/18</i>
Signature	Date
Title: <u>CPO / Finance Director</u>	

*Steve Cope* \_\_\_\_\_ *2/7/18*  
Division Manager/Department Date

- Requires CMO Signature  
 DOES NOT Require CMO Signature

KAS  
2/14/18

# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 2

**PROJECT:** ERP Software and Implementation  
**CIP NUMBER:** CE125  
**CONTRACTOR:** Tyler Technologies

**BID / RFP #:** 16-015  
**Contract #:** 109

**CHANGE ORDER JUSTIFICATION:** This change order is requested for the development of Naperville's specific design Business License and Permit Forms for the EnerGov implementation that is outside the standard scope of work and not included in the contract's Investment Summary. These forms are all custom design.

The amount of this change order exceeds/decreases the original contract amount by \$10,200.00 and by 0 days.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$6,395.00
16101300-551504	CE125 – ERP Software Implementation	N/A	\$2,535.00
16101500-551504	CE125 – ERP Software Implementation	N/A	\$1,270.00
			\$10,200.00

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	30	\$222,554.28
Prior Cumulative Changes	\$625.00	(-) Previously Authorized	0	\$625.00
Subtotal	\$7,419,101.00	Subtotal	30	\$221,929.28
(+) This Change	\$10,200.00	(-) This Change	0	\$10,200.00
Total Contract	\$7,429,301.00	Balance Left	30	\$211,729.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

Requisition Number \_\_\_\_\_

APPROVED:

[Signature]

Signature \_\_\_\_\_ Date 7/12/18

Title: CPO/Finance Director

[Signature]

Division Manager/Department \_\_\_\_\_ Date 7/10/18

- Requires CMO Signature
- DOES NOT Require CMO Signature

KAS  
7/10/18

# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 3

**PROJECT:** ERP Software and Implementation  
**CIP NUMBER:** CE125  
**CONTRACTOR:** Tyler Technologies

**BID / RFP #:** 16-015  
**Contract #:** 109

**CHANGE ORDER JUSTIFICATION:** This change order is requested to meet the needs and expectations of City staff to accurately and thoroughly setup and test the Payroll and Applicant Tracking modules in the HR/Payroll functional area. To ensure smooth and accurate payroll processing transition from the legacy system to the Tyler Munis system, the go-live date has been postponed to the first payroll in April 2019. The additional funds are required to provide additional hours and travel for the Tyler HR/Payroll implementer to continue to work with City staff during the additional time period.

The amount of this change order increases the contract amount by \$12,800 and by an additional 90-day period specifically for the HR/Payroll modules implementation.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$8,025.60
16101300-551504	CE125 – ERP Software Implementation	N/A	\$3,180.80
16101500-551504	CE125 – ERP Software Implementation	N/A	\$1,593.60
			\$12,800

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	30	\$222,554.28
Prior Cumulative Changes	\$10,825.00	(-) Previously Authorized	0	\$10,825.00
Subtotal	\$7,429,301.00	Subtotal	30	\$211,729.28
(+) This Change	\$12,800.00	(-) This Change	0	\$12,800
Total Contract	\$7,442,101.00	Balance Left	30	\$198,929.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

**Requisition Number**

*Days of King* 11/8/18  
*Steve Cope / CMO* 11/2/18  


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**Division Manager/Department** **Date**

APPROVED:

*Rachel Meyer* 11/9/18  
Signature Date

Title: CPO/Finance Director

- Requires CMO Signature
- DOES NOT Require CMO Signature

*KAS*  
11/2/18



# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 4

**PROJECT:** ERP Software and Implementation  
**CIP NUMBER:** CE125  
**CONTRACTOR:** Tyler Technologies

**BID / RFP #:** 16-015  
**Contract #:** 209

**CHANGE ORDER JUSTIFICATION:** This change order is requested to make two corrections in the EnerGov software product. The first correction is to remove the integration between EnerGov and GovQA. As a result, the \$4,000 annual fee for the integration is being removed from the annual SAAS fees for the period of 2019 through 2023 (\$20,000 reduction). This modification is approved via Amendment #1 to the contract.

The second correction is to replace the existing EnerGov Business Management Suite shown on the software application services document with the appropriate Business Management Suite which includes the licensing and registration module as required in the contract. An annual SAAS fee of \$8,100 will be added for the period of 2019 through 2023 (\$40,500 increase). This modification is approved via Amendment #2 to the contract.


The amount of this change order increases the contract amount by \$20,500.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

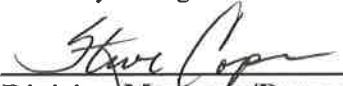
Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$20,500
16101300-551504	CE125 – ERP Software Implementation	N/A	
16101500-551504	CE125 – ERP Software Implementation	N/A	

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	30	\$222,554.28
Prior Cumulative Changes	\$23,625.00	(-) Previously Authorized	0	\$23,625.00
Subtotal	\$7,442,101.00	Subtotal	30	\$198,929.28
(+) This Change	\$20,500.00	(-) This Change	0	\$20,500.00
Total Contract	\$7,462,601.00	Balance Left	30	\$178,429.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

APPROVED:  Signature _____  Title: <u>CP O/CEO</u>	<u>1/30/19</u> Date
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1/30/19  
Date

  
\_\_\_\_\_  
Division Manager/Department.  
Days & Dept  
  
 Requires CMO Signature  
 DOES NOT Require CMO Signature

KAS  
1/30/19

# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 5

**PROJECT:** ERP Software and Implementation  
**CIP NUMBER:** CE125  
**CONTRACTOR:** Tyler Technologies

**BID/RFP #:** 16-015  
**CONTRACT #:** 209  
**PO #:** n/a

**CHANGE ORDER JUSTIFICATION:** This change order is requested to customize two Tyler forms that will be used by the Human Resources (HR) Department: the Personnel Action form and Termination Personnel Action form. These form changes are necessary to support Naperville-specific personnel action approval processes and system configuration.

The amount of this change order exceeds the contract amount by \$700 and by 0 days.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	439.00
16101300-551504	CE125 – ERP Software Implementation	N/A	\$174.00
16101500-551504	CE125 – ERP Software Implementation	N/A	\$87.00

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	29	\$222,554.28
Prior Cumulative Changes	\$44,125.00	(-) Previously Authorized	0	\$44,125.00
<b>Subtotal</b>	<b>\$7,462,601.00</b>	<b>Subtotal</b>	<b>29</b>	<b>\$178,429.28</b>
(+) This Change	\$700.00	(-) This Change	0	\$700.00
<b>Total Contract</b>	<b>\$7,463,301.00</b>	<b>Balance Left</b>	<b>29</b>	<b>\$177,729.28</b>

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

**APPROVED:**

*[Signature]* *[Date]*

Signature \_\_\_\_\_ Date \_\_\_\_\_

Title: \_\_\_\_\_

*[Signature]* \_\_\_\_\_ *8/23/19*  
Division Manager/Department \_\_\_\_\_ (Date)

- Requires CMO Signature
- DOES NOT Require CMO Signature

*KAS  
8/23/19  
AM  
8/22/19*

# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 6

**PROJECT:** ERP Software and Implementation  
**CIP NUMBER:** CE125  
**CONTRACTOR:** Tyler Technologies

**BID/RFP #:** 16-015  
**CONTRACT #:** 209  
**PO #:** n/a

**CHANGE ORDER JUSTIFICATION:** This change order is requested to add 36 Implementation Support Days and 10 Project Management Days to the contract. There is no additional cost to add the days; the days are being added by Tyler at no cost due to issues that occurred in the implementation of the EnerGov software. The amendment to add the days is attached.



The amount of this change order exceeds the contract amount by \$0 and by 0 days.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$0
16101300-551504	CE125 – ERP Software Implementation	N/A	\$0
16101500-551504	CE125 – ERP Software Implementation	N/A	\$0

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	29	\$222,554.28
Prior Cumulative Changes	\$44,825.00	(-) Previously Authorized	0	\$44,825.00
Subtotal	\$7,463,301.00	Subtotal	29	\$177,729.28
(+) This Change	\$0.00	(-) This Change	0	\$0.00
Total Contract	\$7,463,301.00	Balance Left	29	\$177,729.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

<b>APPROVED:</b>	
	8/27/19
Signature	Date
	
Title	

  
Division Manager/Department 8/23/19  
Date

- Requires CMO Signature
- DOES NOT Require CMO Signature

KAS  
8/23/19

# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 7

**PROJECT:** ERP Software and Implementation  
**CIP NUMBER:** CE125  
**CONTRACTOR:** Tyler Technologies

**BID/RFP #:** 16-015  
**CONTRACT #:** 209  
**PO #:** n/a

**CHANGE ORDER JUSTIFICATION:** This change order is requested to add two cash drawers and printers. These items will be used to add a cashier station at the TED Business Group front counter and the City Clerk's Office front counter in support of EnerGov business applications. One or both stations may also be used for testing software upgrades before launching in the LIVE environments.

The amount of this change order exceeds the contract amount by \$3,660 and by 0 days.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$2,295.00
16101300-551504	CE125 – ERP Software Implementation	N/A	\$910.00
16101500-551504	CE125 – ERP Software Implementation	N/A	\$455.00

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	29	\$222,554.28
Prior Cumulative Changes	\$44,825.00	(-) Previously Authorized	0	\$44,825.00
Subtotal	\$7,463,301.00	Subtotal	29	\$177,729.28
(+) This Change	\$3,660.00	(-) This Change	0	\$3,660.00
Total Contract	\$7,466,991.00	Balance Left	29	\$174,069.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

<p><b>APPROVED:</b></p> <p><i>[Signature]</i> <u>9/3/19</u></p> <p>Signature <span style="float: right;">Date</span></p> <p><u>Fin Dir / City Manager</u></p> <p>Title</p>	<p><u>Steve Cope</u> <u>8/27/19</u></p> <p>Division Manager/Department <span style="float: right;">Date</span></p>
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- Requires CMO Signature
- DOES NOT Require CMO Signature

KAS  
8/27/19  
RM 8/29/19



# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 8

**PROJECT:** ERP Software and Implementation  
**CIP NUMBER:** CE125  
**CONTRACTOR:** Tyler Technologies

**BID/RFP #:** 16-015  
**CONTRACT #:** 209  
**PO #:** n/a

**CHANGE ORDER JUSTIFICATION:** This change order is requested to modify Tyler Munis to facilitate integration between Tyler Munis and Cityworks, the City's warehousing and work order software. Specifically, this work will include modifying system settings and development of an Application Programming Interface (API) to facilitate the bi-directional flow of Purchasing module information between Tyler Munis and Cityworks. This work is required to support the deployment of Cityworks Storeroom which will be primarily used by the Electric Utility, Water Utility and Department of Public Works.

The amount of this change order exceeds the contract amount by \$37,800 and by 0 days.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$21,924.00
16101300-551504	CE125 – ERP Software Implementation	N/A	\$11,340.00
16101500-551504	CE125 – ERP Software Implementation	N/A	\$4,536.00

CONTRACT		Authorized Contingency	Days	Dollars
Original Contract	\$7,418,476.00	Original Amount	29	\$222,554.28
Prior Cumulative Changes	\$48,485.00	(-) Previously Authorized	0	\$48,485.00
Subtotal	\$7,466,961.00	Subtotal	29	\$174,069.28
(+) This Change	\$37,800.00	(-) This Change	0	\$37,800.00
Total Contract	\$7,504,491.00	Balance Left	29	\$136,269.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

**APPROVED:**

*[Signature]* 9/6/19

Signature Date

*City Manager*

Title

*[Signature]* 9/6/19

Division Manager/Department Date

- Requires CMO Signature
- DOES NOT Require CMO Signature

*KAS*  
9/6/19

# CONTRACT CHANGE ORDER FORM

## CHANGE ORDER # 9

<b>PROJECT:</b> ERP Software and Implementation	<b>BID/RFP #:</b> 16-015
<b>CIP NUMBER:</b> CE125	<b>CONTRACT #:</b> 109
<b>CONTRACTOR:</b> Tyler Technologies	<b>PO #:</b> n/a

**CHANGE ORDER JUSTIFICATION:** This change order is requested to modify the Utility Billing module and rectify an error made on Change Order #3.

A modification to Tyler Munis Utility Billing module is requested to provide for a sales tax calculation to be performed that will bill the lesser of the KWH consumption times a predefined rate or 5% of the total electric sale and to create a new file-based meter reading interface which adheres to a specific pipe-delimited format which imports consumption in place of a current reading for a given data range. Additional information is provided in the attached scopes of work. The total cost of these modifications is \$15,400.

A discrepancy with Change Order #3 has been identified and is corrected herein. Change Order #3 was a zero-cost transaction that simply cancelled \$12,800 of data conversions and converted them to Implementation Consultant Days. Change Order #3 inadvertently deducted \$12,800 from Contingency funds.

The amount of this change order exceeds the contract amount by \$2,600 and by 0 days.

I, Steve Cope, of the City Manager's Office certify that this work is necessary for successful completion of this work/project/contract. I further certify that: the circumstances said to necessitate the change in performance were not reasonably foreseeable at the time the contract was signed, or the change is germane to the original contract as signed, or the change order is in the best interest of the city and authorized by law.

Account Number	Project Number/Name	Work Order #	Dollar Amount
16102300-551504	CE125 – ERP Software Implementation	N/A	\$1,631.00
16101300-551504	CE125 – ERP Software Implementation	N/A	\$646.00
16101500-551504	CE125 – ERP Software Implementation	N/A	\$323.00

CONTRACT		Authorized Contingency	Days	Dollars
<b>Original Contract</b>	\$7,418,476.00	<b>Original Amount</b>	29	\$222,554.28
<b>Prior Cumulative Changes</b>	\$86,285.00	<b>(-) Previously Authorized</b>	0	\$86,285.00
<b>Subtotal</b>	\$7,504,761.00	<b>Subtotal</b>	29	\$136,269.28
<b>(+) This Change</b>	\$2,600.00	<b>(-) This Change</b>	0	\$2,600.00
<b>Total Contract</b>	\$7,507,361.00	<b>Balance Left</b>	29	\$133,669.28

Authorized Signatures  
(cumulative amount of change orders)  
Division and Department Required  
\$0 - \$25,000 – Purchasing Manager  
Over \$25,000 – City Manager

<b>APPROVED:</b>	
<i>Days X Kij</i>	<i>10/4/19</i>
Signature	Date
<i>City Manager</i>	
Title	

*Steve Lopez* *10/4/19*  
Division Manager/Department Date

- Requires CMO Signature
- DOES NOT Require CMO Signature