



Legislation Details (With Text)

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**On agenda:** 9/1/2022      **Final action:**

**Title:** Approve the award of Sole Source Procurement 22-253, Tyler Pace Premiere Program, to Tyler Technologies for an amount not to exceed \$56,000 and for a one-year term

**Sponsors:**

**Indexes:**

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**Attachments:** 1. Tyler - Sole Source Letter -Naperville IL 062420 RKJ

| Date | Ver. | Action By | Action | Result |
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**CITY MANAGER AUTHORITY PROCUREMENT AWARDS**

**ACTION REQUESTED:**

Approve the award of Sole Source Procurement 22-253, Tyler Pace Premiere Program, to Tyler Technologies for an amount not to exceed \$56,000 and for a one-year term

**DEPARTMENT:** Finance Department

**SUBMITTED BY:** Rachel Mayer, Director

**BACKGROUND:**

The City's ERP software maintenance agreement with Tyler Technologies includes technical support as part of the annual costs. The technical support is good for responding to issues that occur with the software during daily use.

However, support is not intended to assist with the implementation of new functionality or to train staff. For this, Tyler Technologies created a separate program, Pace, which provides enhanced training and consultation services.

The City began using the Pace program in 2019 after having difficulties implementing new functionality after going live with the software in 2018 and has had great success adding functionality over the last four years.

**DISCUSSION:**

A sole source is requested for a one-year term from August 1, 2022 to July 31, 2023 for the purchase of a PACE premiere membership to provide ongoing education and implementation assistance of new features and functionality associated with the following Tyler products:

- Enterprise ERP (fka Munis)
- Cashiering

- Enterprise Permitting and Licensing (fka EnerGov)

The award includes 30 implementation days, an investment assessment, a dedicated project manager and five passes to the annual conference. Staff is requesting an additional three implementation days compared to last year because Tyler expanded the PACE program to include consulting for Enterprise Permitting and Licensing. The 30 implementation days will be shared between the Finance Department, Human Resources Department, IT Department, TED Business Group and Community Services Department.

This purchase is identified as a sole source because the program is facilitated by Tyler Technologies, the software developer. The program gives the City direct access to Tyler implementers and developers, which cannot be reproduced by an outside vendor. A sole source letter from the vendor is attached.

If the City did not purchase the PACE program, staff could still request consultant days and investment assessments, but they would be at the full price (\$1200) per day rather than the reduced cost of \$820. Additionally, we would not have the same level of access to implementers and developers when we run into issues.

**FISCAL IMPACT:**

CIP: N/A

Annual membership to the Tyler Pace program is expensed to the Other Professional Services account listed below. The 2022 budget includes \$50,000 for this expense. The additional amount will be budgeted appropriately in 2023.

| Account Number  | Fund Description | Total Budget Amount |
|-----------------|------------------|---------------------|
| 15101100-531309 | General Fund     | \$59,534            |