



Legislation Text

File #: 21-0734, Version: 1

CITY MANAGER AUTHORITY PROCUREMENT AWARDS

ACTION REQUESTED:

Approve the award of Sole Source Procurement 21-234, Munis Pace Program, to Tyler Technologies for an amount no to exceed \$53,600 and for a one-year term

DEPARTMENT: Finance Department

SUBMITTED BY: Rachel Mayer, Director

BACKGROUND:

In 2018, the City began using Tyler Munis for the financial and general revenue components of the City's ERP system. In 2019, the City added the human resource management (HR/payroll) module and intends to add utility billing in the future.

One of the reasons the City liked Munis when evaluating ERP solutions was Tyler Technologies is continually updating their software to meet the needs of their clients. When the City upgrades to Munis 2019 in July, we will have upgraded two versions in three years. While the release life cycle is good from the standpoint of being able to provide improved services to our internal and external customers, it can also be daunting to learn how to use the new functionality and verify the system is set up to work efficiently.

In July 2019, the Chief Procurement Officer awarded Contract 20-243 to begin using the Munis Planned Annual Continuing Education (PACE) Program. The contract included 10 continuing education days to implement new functionality and an assessment of the City's use of the Human Resource Management module. The continuing education days were used for benefits open enrollment, year-end processes and general billing. The number and magnitude of improvements HR and Finance made over the last year would not have been possible without the added support from the PACE program.

A change order was processed in February 2020 to add project management services and 11 additional continuing education days to provide extra resources to assist with the testing for the Munis 2019 upgrade. The 11 additional days were used to help staff learn how to use new functionality in the Employee Self Service (ESS) and Citizen Self Service (CSS) portals, Tyler Cashiering, benefits and applicant tracking.

DISCUSSION:

A sole source is requested for a one-year term from August 1, 2021 to July 31, 2022, for purchase of a PACE Premiere membership to provide ongoing education regarding new features and functionality in Tyler Munis. PACE Premiere is a new program Tyler Technologies introduced in 2021 to assist large and complex clients. The award will include 27 continuing implementation days, an investment

assessment, a dedicated project manager to help us roadmap our enhancements and five passes to the annual conference.

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

If the City did not purchase the PACE program, we could still request implementation days and investment assessments, but they would be at the full price cost rather than the reduced rate for PACE members and we would not have the same level of access to the implementers and developers.

FISCAL IMPACT:

CIP: N/A

The PACE membership fee will be expensed to the education and training accounts listed below. The costs for the membership will be split between Human Resources, Finance and Information Technology. A total of \$182,400 is budgeted for various training and education programs in 2021. Additional funds will be earmarked in the 2022 budget for this program.

Account Number	Fund Description	Total Budget Amount
14101100-532314	General Fund	\$46,000
15101100-532314	General Fund	\$52,400
16101100-532314	General Fund	\$129,000