



## Legislation Text

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File #: 23-0610, Version: 1

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### **CITY MANAGER AUTHORITY PROCUREMENT AWARDS**

#### **ACTION REQUESTED:**

Approve the award of Sole Source Procurement 23-147 2023/24 PACE Premiere Program, to Tyler Technologies for \$50,268.75 and a one-year term

**DEPARTMENT:** Finance Department

**SUBMITTED BY:** Rachel Mayer, Director

#### **BACKGROUND:**

The City began using Tyler Technology's PACE (Planned Annual Continuing Education) program in 2019 after having difficulties implementing new functionality. The PACE program was developed by Tyler to provide clients with a higher level of assistance than the standard technical support included in their software's annual costs. The standard technical support is intended to assist with day-to-day issues whereas the PACE program provides enhanced consulting services to help clients implement new functionality and train staff.

During the 2022/23 term, staff used PACE to assist with the following:

- Set up the 2023 benefits enrollment process.
- Implement liquor and tobacco license renewals and project accounting in Enterprise ERP (EERP).
- Evaluate the functionality of the EERP training and grant modules.
- Provide general training for collections, general billing, accounting, accounts payable, benefits, procurement and IT staff.
- Conduct an investment analysis to identify opportunities for efficiencies in the General Revenues module.

#### **DISCUSSION:**

A sole source is requested for a one-year term from August 1, 2023 to July 31, 2024 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
- Cashiering
- Hub
- Tyler Content Manager (TCM)
- ReadyForms

The award includes 20 implementation days, an investment assessment, a dedicated project manager and five passes to the annual conference. The implementation days will be shared

between the Finance Department, Human Resources Department and IT 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 (\$1600 per day) rather than the reduced cost of \$840. Additionally, the City 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 2023 budget includes \$60,000 for this expense. The additional amount will be budgeted appropriately in 2024.

| Account Number  | Fund Description | Total Budget Amount |
|-----------------|------------------|---------------------|
| 15101100-531309 | General Fund     | \$81,500            |