



## Legislation Text

---

File #: 23-1482, Version: 1

---

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

#### **ACTION REQUESTED:**

Approve the award of Sole Source Procurement 24-044, Tyler EPL Assist Program, to Tyler Technologies, Inc. for an amount not to exceed \$40,000 and for a one-year term

**DEPARTMENT:** Finance Department

**SUBMITTED BY:** Rachel Mayer, Director

#### **BACKGROUND:**

The City purchased the Tyler Technologies' (Tyler) ERP system for its financial, revenue, human resources, payroll, permitting, licensing, and code enforcement software in 2016. The Tyler ERP is comprised of a group of integrated software including:

- EERP: Financials, HR/payroll, and revenue modules
- EPL: Permitting, licensing, and code enforcement modules
- Cashiering: Cash register for in-person and mailed payments
- TCM: Electronic document management

The City's SaaS agreement with Tyler Technologies, Inc. includes technical support as part of annual costs. Tyler Technologies, Inc.'s technical support staff are trained to respond to issues that occur in our day-to-day operations.

Tyler Technologies, Inc.'s technical support is not intended to assist with the implementation and configuration of new functionality or to train City staff on the EPL software. For this purpose, Tyler Technologies, Inc. created the EERP Pace program and the EPL Assist program, which provide enhanced user training and consultation services. The City has been using the EERP Pace program since 2019 with great success and renewed the annual contract in June 2023.

#### **DISCUSSION:**

The City has not purchased the Tyler EPL Assist program previously because Tyler requires clients to be live in a software before you can begin using the service. In 2023, Tyler notified the City it is far enough along in its EPL implementation to begin to use EPL Assist. This Sole Source is requested for a one-year term for the purchase of Tyler Technology's EPL Assist Program.

The award includes client services account management and 150 consulting hours for training and software configuration requests. Access to the Assist program will be open to EPL users including the Finance Department, TED Business Group, and Community Services Department. The City will use the Assist program to optimize our permit and license configurations, train staff in the use of advanced features (such as property holds and GIS queries), reporting configuration, improve our application processes, and to supplement basic user training.

Finance has identified this purchase as a Sole Source because the program is facilitated by Tyler the software developer. The program gives access to enhanced user training and software development, 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 Assist program, staff could still request consultant days, but these would be charged at the full cost (\$1,600 per day) rather than the reduced cost of \$1,064. Additionally, the City would not have the same level of access to development staff for training or configuration support.

Term of contract is one year from January, 1, 2024 to December 31, 2024.

**FISCAL IMPACT:**

CIP#: N/A

Tyler EPL Assist Program is budgeted in the Other Professional Services account listed below. Tyler EPL Assist Program is in TED's budget, in 2024 TED budgeted \$52,000 for this service. The requested award is within budget for this expense.

Account Number	Fund Description	Total Budget Amount
30261100-531309	General Fund	\$67,000