

CITY OF WASHINGTON
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MEMORANDUM

TO: Mayor Manier and Committee of the Whole
FROM: Joanie Baxter, Controller *JB*
DATE: September 6, 2019
SUBJECT: Enterprise Resource Planning (ERP) Software Solution

Funds have been budgeted in FY19-20 in the amount of \$200,000 for replacement of the City's 22-year old accounting system. In addition, the Water and Sewer Funds will contribute as necessary in recognition of Utility Billing being a significant part of the system. In preparation, the Finance Department started having demonstrations done by various companies back in December and as a result of an RFP distributed in June, four responses were received as follows:

Civic Systems	\$120,413
Tyler Technologies	\$214,590
B S & A	\$263,195
Central Square	\$294,317

Please note, these responses represent a wide variety of combination of modules, applications and features and are not an apples-to-apples comparison. However, based on the demos that had been done and the other research into the programs, Finance staff narrowed down the vendors to the top two – Civic Systems and Tyler Technologies. By the end of the process, two on-site demos and one on-line demo was provided by each Civic Systems and Tyler.

Civic Systems has a very good product and one that is superior to our current program; however, it is my conclusion that this product is not as comprehensive as the Tyler product. For Civic Systems, third party vendors are required in order to accomplish advanced scheduling for payroll, e-billing for utility payments and for electronic document management. In contrast, all of this functionality is built right into Tyler for seamless integration, increasing efficiency and eliminating the need for duplication of entry. In addition, Tyler has advanced features they offer that are not offered by Civic Systems in relation to community development and e-government. Tyler has a proven record of local government installations with 1,360 to-date compared to Civic Systems installations of 363. They also have a large staff of over 400 employees dedicated to the Incode product line. They have been in the business of offering ERP solutions since 1997 and have a record of acquisitions of other companies in order to continually improve and enhance their software solution. I called and spoke with five different companies that use Tyler and asked questions about conversion, implementation, training, support and performance of the product. I received very favorable feedback and recommendations.

I believe that based on the research, demos, follow up questions to the vendors and reference checking, Tyler would be a company that we could partner with and continue to grow with well into the future. My recommendation would be to implement the software with the financial packages having the highest priority, including Utility Billing and Payroll followed by Community Development and e-government applications. The software costs will be paid up front, but the other costs such as

conversion, implementation, and training will be billed as incurred. As such, the total cost could overlap into the next fiscal year, but funds are available for the entire purchase in FY19-20. Please note that the maintenance fees are waived for the first year and thus the annual fees are less for the first year. Some of the options listed may end up being less than what is proposed in regard to Community Development and I will have a final cost for the meeting on the 16th, however the total will not exceed what is presented below, which is \$214,590 for the cost of the entire system and \$13,408 for the annual fees due for the first year and \$43,534 for succeeding years.

Please contact me if you have questions so I can make sure I have the answers for you on Monday night.

Recommendation for Enterprise Resources Program						
Tyler Technologies - Incode Version 10						
	Software	Implementation/ Proj. Management	Conversion	Total	1st Year Fees	After 1st Year Fees
Financial Management Suite						
Core Financials (General Ledger/Budgeting)	27,995	13,500	8,000	49,495		6,999
Purchasing/Accounts Payable	8,712	4,000		12,712		2,178
Fixed Assets	4,901	2,500		7,401		1,225
Customer Relationship Management Suite						
Utility Management	18,995	21,500	8,500	48,995		4,749
Cashiering	6,500	5,500		12,000		1,625
Mobile Service Orders	1,500	1,000		2,500		375
Utility Billing Online	-			-	1,000	1,000
Misc. Accounts Receivable	7,150	2,000		9,150		1,788
Personnel Management Suite						
Personnel Management/Position Budgeting	12,995	12,500		25,495		3,249
Benefits Enrollment		1,500		1,500	1,000	1,000
Employee Self Service/Portal		4,000		4,000		-
Executime	7,000	6,250		13,250		1,400
Executime Mobile	2,540			2,540		508
Advanced Scheduler	12,520	6,000		18,520		2,504
Advanced Scheduler Mobile	1,990			1,990		398
EnerGov						
Community Development	7,500		14,500	22,000		1,875
Citizen Self-Service	5,000			5,000		1,250
GIS	2,500			2,500		625
iG Workplace App (Code Enforcement mobile)	2,500			2,500		625
Tyler311	5,000			5,000		1,250
Report Toolkit	2,000			2,000		500
Licensing and Regulation	4,500			4,500		1,125
MyCivic						
MyCivic Engagement		2,500		2,500	1,075	1,075
MyCivic 311		2,500		2,500	2,125	2,125
Document Manager	12,639	5,000		17,639		3,160
Tyler University (on demand training)				-	1,000	1,000
Systems Management/Backups				-	2,500	2,500
Disaster Recovery				-	4,708	4,708
Project Management		5,000		5,000		
Project Management - EnerGov		2,500		2,500		
Implementation - Community Development		18,750		18,750		
Travel		28,480		28,480		
	154,437	144,980	31,000	330,417	13,408	50,816
Discount	115,827			115,827		7,282
	38,610	144,980	31,000	214,590	13,408	43,534