



Date: October 24, 2012

To: Thomas J. Bonfield, City Manager
Through: Wanda S. Page, Deputy City Manager
From: Kerry Goode, Director of Technology Solutions
Subject: Annual Support and Licensing Agreement for MUNIS Software

Executive Summary

In June of 2005 the City entered into a contract with Tyler Technologies, Inc. to provide Enterprise Resource Planning (ERP) Software and implementation services. The City has completed the implementation of all major modules: Financial, Budget, Payroll, Human Resources, Fire Prevention, General Billing, and Utility Billing Services/Assessments.

An essential part of the on-going operation of the City's ERP system is the support and license agreement for the MUNIS software. The agreement allows for the ongoing use of the MUNIS ERP software products and provides software-related telephone support during business hours. The Annual Support and License Agreement is for a one-year term ending August 3, 2013 at a cost of \$300,850.77 (prior years' rates of \$1,326.31 for BMI Asset Tracking Interface and \$3,184.02 for Applicant Tracking were removed from the current Agreement; they were no longer needed).

The contract was renegotiated this year to lower costs which resulted in the delay in renewing the contract. This resulted in a savings of \$4,510.33.

Recommendation

The administration recommends that the City Council authorize the City Manager to execute the Annual Support Agreement and License Agreement with Tyler Technologies, Inc. for the use and support of the MUNIS ERP software for a period of one year at a cost of \$300,850.77.

Background

The Enterprise Resource Planning (ERP) Steering Committee unanimously selected MUNIS as the ERP software and Tyler Technologies, Inc. as the implementation vendor on March 30, 2005. The City Council authorized the City Manager to negotiate and execute the contract and related documents with Tyler Technologies, Inc. in the amount of \$3,571,105.00, which included an \$824,101 contingency, on May 16, 2005.

During the last six years, the following major modules were implemented:

Financials and Foundation: July 1, 2006

Primary functionality is General Ledger, Accounts Payable, Purchasing, Accounts Receivables, miscellaneous cash receipts, and on-line requisitions. The foundation for interfacing required systems were established.

Payroll and Human Resources: January 1, 2007
Primary functionality is Personnel Management and Payroll.

Budget Management: July 1, 2007
General Billing: September 1, 2008
Primary functionality is General Billing and Collections. Various General Billing segments were implemented over the course of 2 years, concluding in July 2010.

Utility Billing Services: January 20, 2009
Primary functionality is Utility Billing and Collection.

Utility Billing Assessments: July 1, 2010
Primary functionality is Assessment Billing and Collection.

The breakdown of the MUNIS software major modules covered include the following:

Accounting/GL/Budget/AP	Payroll
Accounts Receivable	Permits & Code Enforcement
Citizen Self Service	Role Tailored Dashboard
Business Licenses	Project and Grant Accounting
Business and Vendor Self Services	Purchase Orders
Contract Management	Requisitions
Employee Self Services	Treasury Management
Fixed Assets	Tyler Forms Postal Express
GASB 34 Report Writer	Tyler Forms Processing
General Billing	UB Interface
HR Management	UB Special Assessments
MUNIS Crystal Reports	Tyler Cashiering
MUNIS Office	Utility Billing CIS
NC Sales Tax Reimbursement	

Issues/Analysis

The annual support and license agreement is an operating cost that was contemplated during the ERP selection process and subsequently budgeted as part of the ERP capital project budget. Beginning in FY2010, these costs were budgeted in the Technology Solutions Department in order to reflect the transition from project implementation to ongoing system support.

Alternatives

There are no alternatives to this agreement. This agreement will allow the City to use the aforementioned MUNIS system modules to support the City's core operations.

Financial Impact

The funding required for the annual support and licensing for MUNIS ERP software is included in the FY 2013 Technology Solutions budget. The agreement covers the period of August 4, 2012 through August 3, 2013.

SDBE Summary

This is an annual support agreement and was reviewed for compliance with the Ordinance to Promote Equal Opportunity in City Contracting.

The workforce statistics for Tyler Technologies are as follows:

Total Workforce	1993	100%
Total Females	771	39%
Total Males	1222	61%
Black Males	18	1%
White Males	1097	55%
Other Males	107	5%
Black Females	26	2%
White Females	678	34%
Other Females	67	3%