



Date: August 13, 2013

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, HR, 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, 2014 at a cost of \$315,893.29.

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 \$315,893.29.

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 \$824,101.00 contingency, on May 16, 2005.

During the last eight 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 was 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 two 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 includes the following:

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

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 2014 Technology Solutions budget. The agreement covers the period of August 4, 2013 through August 3, 2014.

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	2,226	100%
Total Females	868	39%
Total Males	1,358	61%
Black Males	30	1%
White Males	1,197	54%
Other Males	131	6%
Black Females	28	1%
White Females	762	34%
Other Females	78	4%