DURHAM

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CITY OF MEDICINE

CITY OF DURHAM | NORTH CAROLINA

**Date:** July 22, 2014

**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, 2015 at a cost of $329,626.46.

**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. in the amount of $329,626.46 for the use and support of the MUNIS ERP software for a period of one year.

**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 nine 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 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 2015 Technology Solutions budget. The agreement covers the period of August 4, 2014 through August 3, 2015.

**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:

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|---|---|---|
| Total Workforce | 389 | 100% |
| Total Females | 130 | 33% |
| Total Males | 259 | 67% |
| Black Males | 22 | 7% |
| White Males | 196 | 50% |
| Other Males | 41 | 10% |
| Black Females | 14 | 3% |
| White Females | 89 | 23% |
| Other Females | 27 | 7% |