



# AGENDA REPORT

## Information Technology

<b>DATE:</b>	July 26, 2022
<b>TO:</b>	Mayor Butt and Members of the City Council
<b>FROM:</b>	Sue Hartman, Director of Information Technology Sandi Wong, IT Manager
<b>Subject:</b>	Eleventh Contract with Tyler Technologies MUNIS for Application Upgrade Support, Training, and an Investment Assessment.
<b>FINANCIAL IMPACT:</b>	Funding is allocated from the Information Technology operating budget (IT Software Maintenance 01262417-400502).
<b>PREVIOUS COUNCIL ACTION:</b>	<a href="#">Click or tap here to enter text.</a>
<b>STATEMENT OF THE ISSUE:</b>	The City of Richmond needs services and training to take advantage of additional functionality in the planned Tyler Technology MUNIS system upgrade.
<b>RECOMMENDED ACTION:</b>	APPROVE the eleventh amendment to the contract with Tyler Technologies MUNIS Enterprise Resources Planning (ERP) System for the purchase of software and support services, increasing the amount by \$30,400, with a total amount not to exceed \$9,033,774.75 – Information Technology (Sue Hartman 620-6874/Sandi Wong 620-6745).

### DISCUSSION:

The Tyler Technologies MUNIS enterprise resource planning (ERP) system integrates management information, including base financial and human resource and accounting

data, across the entire City organization. The City entered into an initial five-year Software as a Service contract with Tyler Technologies for the MUNIS ERP system in September 2007. The City's most recent approved amendment has extended the agreement to June 30, 2024.

The initial contract followed an extensive review of ERP software options and replaced the former System Applications and Products in Data Processing (SAP) system. The contract provides for the City's use of this ERP software, with hardware hosting and software maintenance provided by Tyler Technologies. This contract arrangement has proven to be efficient and cost-effective during the past dozen years, and the MUNIS system is effectively meeting the City's ERP system needs.

The City of Richmond's planned software upgrades are complex and require many resources from multiple departments to perform extensive research in preparation to successfully test and train for these software application changes. These proposed services and consulting hours will provide needed support and training for City staff.

Included in this amended agreement is a Planned Annual Continuing Education (PACE) program that offers ongoing education to train City staff on new features and functions as they become available, ensuring City staff is operating at peak efficiency and has the knowledge to meet the evolving software needs of the City of Richmond. Included in PACE is an Investment Assessment that reviews how the current ERP business practices align with available product functionality, as well as how existing processes can be streamlined to create efficiencies for current ERP users. Consulting hours are provided to improve the City of Richmond's performance review process and to assist with the upgrade to the new version of Tyler Technologies MUNIS.

**DOCUMENTS ATTACHED:**

- Attachment 1 – Amendment to the Contract
- Attachment 2 – Amendments Nos. 1-5
- Attachment 3 – Amendments Nos. 6-10