



AGENDA REPORT

Information Technology

DATE:	December 20, 2022
TO:	Mayor Butt and Members of the City Council
FROM:	Sue Hartman, Director of Information Technology
Subject:	Proposed Amendment to the Contract with Tyler Technologies MUNIS Enterprise Resources Planning (ERP) System
FINANCIAL IMPACT:	Funding is allocated from the Information Technology operating budget (account 01262417-400502).
PREVIOUS COUNCIL ACTION:	9/18/2007, 11/15/2013, 11/21/2017, 3/20/2018, 5/18/2021, 7/26/2022
STATEMENT OF THE ISSUE:	The City of Richmond needs application support, services, and training to take advantage of additional functionality in the City's Enterprise Resources Planning (ERP) - Tyler Technology MUNIS system
RECOMMENDED ACTION:	APPROVE a twelfth amendment to the contract with Tyler Technologies MUNIS Enterprise Resources Planning (ERP) System for the purchase of services including application support, Planned Annual Continuing Education (PACE), training, and a revenue investment assessment, increasing the contract amount by \$107,425, for a total amount not to exceed \$9,131,199.75, with a term extending through June 30, 2024 – Information Technology (Sue Hartman 510-620-6874).

DISCUSSION:

Tyler Technologies MUNIS Enterprise Resource Planning (ERP) System integrates management information, including financial, 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 has approved an amendment to extend the agreement to June 30, 2024.

The initial contract followed an extensive review of ERP software options and replaced the former 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 as well as additional hours for the new SQL Server Reporting Services (SSRS) reporting 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 is a revenue 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 prepare for the next planned upgrade to the new version of Tyler Technologies MUNIS.

Next Steps

IT will coordinate and schedule the investment assessments and additional training for department staff to prepare for best practice ERP efficiencies for the City of Richmond.

DOCUMENTS ATTACHED:

Attachment 1 – Proposed Twelfth Amendment to the Contract
Attachment 2 – Contract Amendment No. 11
Attachment 3 – Contract Amendment Nos. 6-10
Attachment 4 – Contract Amendment Nos. 1-5
Attachment 5 – Original Contract