



To: Tom Kneeland
Members of Council
City Attorney

From: Joann Bury
Director of Finance

Date: February 26, 2018

Department of Finance Action Items:

Action Item #1 – Request an Ordinance to authorize the Mayor to sign a SaaS agreement with Tyler Technologies:

The City's current accounting and timekeeping systems are out dated and both companies have been sold multiple times resulting in a lack of customer support. During 2017 the City began working with Berry Dunn to identify a viable replacement for both systems. The process included an in depth needs assessment which became part of the RFP. Companies that responded were required to indicate if they could meet each technical and functional requirement that was determined to be critical during the needs assessment, as well as, provide background information on the company and staff and their implementation approach. A selection committee was formed to review and score each response based on the ability to meet the functional and technical requirements, their approach to implementation, experience as a company and experience of the staff being proposed for the implementation. Five companies responded and through the scoring process the City narrowed it down to two potential vendors, BS&A and Tyler Technologies. The two finalist were then brought in to provide demonstrations to the selection committee and any other City employees interested in attending. After demonstrations reference checks were conducted for both finalist. The selection committee then performed second round scoring based on the demonstrations and reference checks. The second round scoring resulted in a decision to use Tyler Technologies. I am respectfully requesting an ordinance to authorize the Mayor to sign the SaaS agreement with Tyler Technologies. I am also requesting waiver and emergency to avoid any further delay in getting our current systems replaced. These systems impact every employee of the City and no longer meet our functional and technical needs causing inefficiencies. In addition, the lack of customer support from our current vendors creates unnecessary delays in processing day to day activities when a problem arises.