



Legislation Text

File #: 2016-3986, **Version:** 1

Consider a resolution authorizing the City Manager to issue a purchase order with Tyler Technologies for Utility Billing and related SaaS software applications.

In 2013, the City implemented an Enterprise Resource Planning (ERP) system that transitioned the City's financial, payroll and human resources software to Tyler Technologies' Munis software suite. At that time, the Utility Billing (UB) system was not included as part of that project.

The current UB system is Incode version 9, also a Tyler product. The City has used Incode for approximately 20 years. The Incode software is targeted toward much smaller utilities and cities, and Round Rock has long since outgrown that system.

Over the past 18 months, City staff have evaluated various providers and products used at comparably sized cities in Texas. After conducting site visits with other cities and product reviews with vendors, staff determined that Munis offers the best solution.

This new system will allow the City's Utility Billing division to move to an up-to-date Customer Information System (CIS) and allow the City to modernize its business processes and improve customer services. The Munis products will serve as the core engine for the City's utility billing, cashiering and customer service processes for water, wastewater, garbage and drainage. Bills and collections processed through this system totaled over \$55 million in FY 2016.

In conjunction with this implementation, staff are also evaluating add-on customer facing mobile and web applications and internal analytic tools. This software tool set will allow the city to take advantage of the enhanced capability offered by the Munis package and while greatly expanding the City's ability to interact with our customers, provide easily accessible billing and conservation tools, and provide better internal analytic tools to monitor customer and utility data. Staff expects to bring a recommendation to Council for this second phase in the first quarter of 2017.

The total project cost submitted for approval is \$560,000 over the next three years. This includes a first year estimated total cost of \$249,935 for the first year and includes implementation, travel, hosting and other support. The next two years total \$283,504 to be paid in equal installments for hosting, support and maintenance. The balance of \$27,561 is set aside as contingency funds to be used as authorized by the City. The attached quote \$532,439 does not include the \$27,561 of contingency funds.

The project is planned to start February 1, 2017 with go-live for the new system targeted for November 1, 2017.

The implementation and support will be provided under the City's existing contract with Tyler Technologies for the ERP system that was approved by Council in December 2012.

Cost: \$560,000

Source of Funds: Utility Fund

The 2016/17 adopted budget includes first year costs of \$306,929 for this project which includes the first year implementation costs above and temporary staffing support in Utility Billing to maintain good customer service and work flow during the implementation process.

Staff recommends approval