



# **Agenda Report**

## **Fullerton City Council**

**MEETING DATE:** MAY 21, 2024

**TO:** CITY COUNCIL / SUCCESSOR AGENCY

**SUBMITTED BY:** ELLIS CHANG, DIRECTOR OF ADMINISTRATIVE SERVICES

**PREPARED BY:** ELLIS CHANG, DIRECTOR OF ADMINISTRATIVE SERVICES

**SUBJECT:** CONTINUED TYLER TECHNOLOGIES AND GLASS BOX TECHNOLOGIES – TYLER MUNIS UTILITY BILLING IMPLEMENTATION CONTINUED SUPPORT SERVICES APPROPRIATION REQUEST

---

### **SUMMARY**

Consideration of appropriating a combined \$100,000 from Water, Sewer and Refuse Funds for Tyler Technologies, Inc. and for Glass Box Technologies, Inc. to continue providing Tyler Munis Utility Billing implementation support services.

### **PROPOSED MOTION**

1. Approve budget transfers from available fund balance from the following funds and appropriate to Project 6381-Tyler ERP Project in the Information Technology Fund (Fund 68):
  - \$60,000 transfer from Water Fund
  - \$30,000 transfer from Sewer Fund
  - \$10,000 transfer from Refuse Fund.
2. Authorize City Manager, or designee, to execute related documents and issue a \$22,400 change order with Tyler Technologies, Inc. for continued Tyler Munis implementation support services.
3. Authorize City Manager, or designee, to execute related documents and issue a \$77,600 change order with Glass Box Technology, Inc. for continued Tyler Munis implementation support services.
4. Authorize Director of Administrative Services to issue future change orders within project budget (Project No. 6381 – Tyler ERP Project).

#### ALTERNATIVE OPTIONS

- Approve the Proposed Motion
- Other options brought by City Council.

#### STAFF RECOMMENDATION

Staff recommends the Proposed Motion.

#### CITY MANAGER REMARKS

The City Manager requests approval of proposed motion.

#### PRIORITY POLICY STATEMENT

This item matches the following Priority Policy Statements:

- Fiscal and Organizational Stability
- Infrastructure and City Assets.

#### FISCAL IMPACT

Staff would transfer and appropriate the combined \$100,000 budget transfer from available fund balance from the Water, Sewer and Refuse Funds to Project 6381–Tyler ERP Project in the Information Technology Fund (Fund 68). Approval of the recommended actions would enable the City to engage Tyler Technologies, Inc. for post-go-live implementation support services, cover budget overages and retain Glass Box Technologies, Inc. for continued implementation support services of the Tyler Munis Utility Billing software application through each post-go-live billing cycle through June 2024.

#### BACKGROUND AND DISCUSSION

The City approved an agreement with Tyler Technologies, Inc. in March 2021 for General Billing, Cashiering and Utility Billing Software as a Solution. The City went live with Tyler General Billing and Tyler Cashiering in July 2023 and EnerGov-related Tyler Cashiering in March 2024. Tyler Utility Billing and Tyler Cashiering went live in mid-May 2024.

The City postponed the initial late 2023 Tyler Utility Billing go-live date due to implementation issues. The City resolved data conversion issues in the first quarter 2024 and the Utility Services and Water Meter Division began test meter imports and parallel utility billing in April 2024. Staff decided to go-live in May 2024 and continue to parallel utility billing through June 2024.

Staff requests City Council approval to engage Tyler Technologies to continue to provide implementation and continued parallel utility billing support post-go-live through June 2024 for \$22,400.

The City engaged Glass Box Technologies, Inc. (Glass Box) in February 2023 for consulting services to support project management, data conversion, change management, software interface efforts related to Tyler Munis general billing implementation, utility billing, cashiering and Tyler Pay.

Glass Box supported project management, deploying hardware, chart of account mapping between the general ledger and the Tyler Munis applications, software application configuration and integrations, utility billing custom program development for data conversion, banking interface, rate and charge code set up, testing, implementation of a new citizen self-service portal and automated phone payment (IVR) system for customers, test scripts and user acceptance testing development, training, go live readiness and go-live support.

The City seeks to continue parallel utility billing through June 2024 for an additional \$77,600 appropriation. The need for a customized complex water consumption report and implementation issues resulted in a \$55,654 consulting support budget overrun through utility billing go-live in mid-May 2024. Staff requests City Council approve a \$77,600 change order to the Glass Box agreement to continue to provide implementation support through June 2024 to support continued parallel utility billing post-go-live, cover the cost of the customized consumption report and cover the budget overrun.

60% of the funding allocation for the additional implementation support will come from Water Fund, 30% from Sewer Fund and 10% from Refuse Fund. These enterprise funds have available fund balance to transfer and appropriate to the Information Technology Fund in Project 6381-Tyler ERP Project to cover the cost of change orders to Tyler Technologies and to Glass Box for continued Tyler Munis implementation support.

Attachments:

- Attachment 1 - Tyler Technologies Utility Billing Implementation Quote
- Attachment 2 - Glass Box Technologies Utility Billing Implementation Scope of Work

cc: City Manager Eric J. Levitt