



Enterprise Resource Planning Consulting Services

October 5, 2021



BACKGROUND

In March 2021, City Council approved a Software as a Service (SaaS) agreement with Tyler Technologies for cashiering, utility billing, and general billing software.

- Implementation period of 18 – 24 months
- Implementation scheduled to begin November 1, 2021.

A Request for Qualifications for Enterprise Resource Planning Consulting Services to manage the new software implementation was issued in June 2021.

KOA Hills Consulting Services, LLC was selected to lead and support Tyler Technologies software implementation.



Consultant Services

Implementation Consulting Services:

- Project Management
- Change Management
- Data Conversion/Validation
- Interface / Integration
- Training



Agreement with KOA Hills & Implementation Contingency

Professional Services Agreement (PSA) with KOA Hills:

- Cost of \$482,275, includes a 15% contingency

Additional Project Implementation Contingency Request at 20%:

- Cost of \$96,455

Total Implementation Support Cost of \$578,730



Cost Allocation by Fund & Year

Fund	% Allocation	Year 1	Year 2	Total
General Fund	23%	\$66,554 *	\$66,554	\$133,108
Water	29%	83,916	83,916	167,832
Sewer	15%	43,405	43,404	86,809
Sanitation	15%	43,405	43,404	86,809
Refuse	15%	43,405	43,404	86,809
Airport	3%	8,681	8,682	17,363
Total	100%	\$289,366	\$289,364	\$578,730

* Year 1 General Fund costs absorbed within the FY 2021-22 Information Technology Fund budget.



Recommendations

1. Approve the Professional Services Agreement with KOA Hills in an amount of \$482,275 and authorize the City Manager or designee to execute and administer the agreement in a form approved by the City Attorney.
2. Approve additional Enterprise Resource Planning software implementation contingency of \$96,455.
3. Authorize necessary Fiscal Year 2021-22 budget transfers and appropriations for Year 1 of costs from the following funds: \$83,916 Water Fund, \$43,405 Sewer Fund, \$43,405 Sanitation Fund, \$43,405 Refuse Fund, and \$8,681 Airport Fund.
4. Authorize the Director of Administrative Services to issue change orders within budget.