

Council Meeting Staff Report

September 15, 2021

Agenda No.:	6.D.
Indexes (Council Goals):	* 2021 Council Goal - Enhancing Communication, * 2021 Council Goal - Investing in Infrastructure, DPU FY2022 - 3.0 Be a Customer Service Oriented Organization that is Communicative, Efficient, and Transparent, DPU FY2022 - 4.0 Sustain a Capable, Satisfied, Engaged, Ethical and Safe Workforce Focused on Customer Service, DPU FY2022 - 6.0 Develop and Strengthen Partnerships with Stakeholders
Presenters:	Philo Shelton
Legislative File:	AGR0782-21

Title

Approval of Amendment No. 1 to Professional Services Agreement No. AGR16-701 with Tyler Technologies, Inc. in the amount of \$160,965.00, for a Total Agreement Amount Not-to-Exceed \$3,593,323.00, plus Applicable Gross Receipts Tax, to purchase "Tyler Notify" and "MyCivic311™ Bundle."

Recommended Action

I move that Board of Public Utilities endorse Amendment No. 1 to Professional Services Agreement No. AGR16-701 with Tyler Technologies, Inc. in the amount of \$160,965.00, for a Total Agreement Amount Not-to-Exceed \$3,593,323.00, plus Applicable Gross Receipts Tax, for "Tyler Notify" and "MyCivic311™ Bundle" as drafted and attached, but may be subject to minor modifications, only if the final form is approved by the County Attorney and then forwarded to County Council with a recommendation for approval.

Utilities Manager Recommendation

The Utilities Manager and Staff recommend that the BPU approve the motion as presented.

Body

Ms. Pippa Freyer, Business and ERP Manager presented to the BPU on August 18, 2021. Mr. Steven Lynne, County Manager also responded to BPU member questions and provided clarifying information. Since Utilities Manager, Philo Shelton return travel from was delayed, the BPU chose to table this item until the next regular meeting. Also, the BPU requested some additional information that is contained in Attachment G - Tyler PowerPoint Presentation.

County Council approved in FY2021 budget option D-61 within the Administrative Services Department-Information Management Division for 311/Customer Relations Management software at a budget amount of \$250,000. Over the past year, a countywide committee was formed and reviewed several software services that offered 311/Customer Relations Management functions. Given the County uses Tyler for Work Orders and EnerGov for Building Permits and Code Enforcement, the committee recommended pursuing the "Tyler Notify" and "MyCivic311™ Bundle" to have the best software integration into the County's existing software services. In 2016 Tyler was awarded the contract for the County's new Enterprise Resource Planning (ERP) services and this will be the first amendment to this professional services agreement. The attached three product brochures provide a summary of the benefits of this amendment.

Alternatives

Direct staff to pursue other 311/Customer Relations Management services that may not integrate as well with existing software services that the County uses.

Fiscal and Staff Impact

The cost of this service is within the \$250,000 budget given in Administrative Services Department-Information Management Division for fiscal year 2021. The implementation of this 311/Customer

Relations Management software will significantly save time and effort by Customer Care Staff once implemented.

Attachments

- A - AGR16-701-A1 Tyler Technologies_ DRAFT_FINAL w Exhibit N
- B - AGR16-701 Original
- C - Tyler Notify - Product Brochure
- D - MyCivic Citizen Engagement and MyCivic 311 - Product Brochure
- E - Tyler 311 - Product Brochure
- F - MyCivic 311 SOW
- G - Tyler PowerPoint Presentation