

Agenda Report

April 15, 2019

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO ANNUAL SOFTWARE MAINTENANCE AND SUPPORT CONTRACTS WITH TYLER TECHNOLOGIES, INC. FOR THE CITY'S ENTERPRISE LAND MANAGEMENT SYSTEM

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed action is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b)(3);
2. Authorize the City Manager to enter into a contract without competitive bidding pursuant to City Charter Section 1002(F), contracts for professional or unique services, with Tyler Technologies, Inc. for software maintenance and support for the City's enterprise Land Management System (LMS) in an amount not to exceed \$144,856 for the twelve month period beginning May 1, 2019;
3. Grant the proposed contract an exemption from the Competitive Selection process pursuant to Pasadena Municipal Code Section 4.08.049(B) contracts for which the City's best interests are served;
4. Authorize the City Manager to execute future annual maintenance and support contracts for as long as the City utilizes the Tyler EnerGov LMS; and
5. Authorize the City Manager to amend Contract No. 30,045 with Tyler Technologies, Inc. to extend the performance term period of the contract to April 30, 2020.

BACKGROUND:

On July 27, 2015, City Council approved a contract with Tyler Technologies, Inc. to furnish and deliver an enterprise Land Management System (LMS). This contract was awarded through a competitive selection process. The new enterprise system replaces the current Tidemark LMS, which is utilized by multiple departments, most notably, Planning and Community Development, Fire, and Public Works, to issue various

permits, schedule inspections, track and update land and air parcel information, and manage code compliance complaints, citations, and follow-up activities. Since that time, project implementation has progressed, but there have been some delays along the way due to initial vendor availability, configuration of advanced functionality, review and collection of system requirements, and unexpected system errors that impacted the ability to begin testing. In light of these circumstances, the current project completion timeline has shifted, and anticipates the replacement of the existing Tidemark LMS (Phase 1) to occur in the summer of 2019 and online plan submission for customers (Phase 2) and additional online permitting and inspection functions for the Fire, Public Health, and Public Works departments (Phase 3) to be completed by the end of 2019. The current contract with Tyler Technologies, 30,045, expires May 1, 2019, therefore, a one-year extension through April 30, 2020 is recommended to accommodate the shift in the project completion date.

The contract with Tyler Technologies, Inc., 30,045, included one-time fees for the software license and maintenance and support costs for the first year. Future maintenance and support costs are to be covered through annual contracts inclusive of prices, terms and conditions. Ongoing support of the system is critical in maintaining system uptime, and enhancing City staff experience by adapting it, where feasible, to meet current operational needs. Maintenance and support will include these main items: 1) telephone and online support of the Tyler software products; 2) access to appropriately trained personnel to expedite resolution of issues; 3) access to new releases of Tyler software products without additional charge; and 4) support for prior releases of Tyler software products in accordance with Tyler's then current release lifecycle policy. These services can be discontinued at any time by the City. Fees for this service are invoiced annually and any changes thereto are to be provided by written notice no less than forty-five days prior to when they are to become effective. Any changes will be subject to staff review and if needed, negotiation with the vendor. It is anticipated that the minimum annual increase for this service will be 5%, but could range as high as 10%.

The current fees for the twelve month period beginning May 1, 2019 total approximately \$144,856, and covers the Permitting and Land Management Suite, inclusive of support for GIS integration, ePortal access, workforce apps, and report development services. The ongoing annual maintenance and support was reflected in the July 27, 2015 Council agenda report authorizing the software purchase.

The City has two active contracts with Tyler Technologies, Inc. The first contract was executed in April 2014 in the amount of \$3,434,400 for the Tyler Munis software application and implementation services for the financial, human resources and payroll systems. The second contract was executed in March 2016 in the amount of \$2,058,079 for the EnerGov software application and implementation services for the planning, permitting, code enforcement and inspection systems.

COUNCIL POLICY CONSIDERATION:

This action supports the City Council's three year goal to improve, maintain and enhance public facilities infrastructure; to provide a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

ENVIRONMENTAL ANALYSIS:

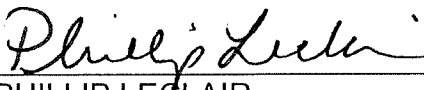
The proposed action is exempt from the CEQA per section 15061 (b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action provides maintenance on the new LMS system, and will not result in any new development or physical changes.

FISCAL IMPACT:

The total cost of this action is \$144,856. Funding for this action will be addressed by the utilization of existing budgeted appropriations in account 50114005-811400 in the amount of \$24,143 for two months of service beginning May 1, 2019 in FY 2019 and \$120,713 for ten months of service beginning July 1, 2019 in FY 2020. Future costs for annual maintenance and support on the LMS system will continue to be included in the DoIT operating budget on an annual basis.


There are no indirect or support costs anticipated as a result of this action.

Respectfully submitted,



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Approved by:



STEVE MERMELL
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Attachment A: Taxpayer Protection Amendment