



Board of Aldermen Request for Action

MEETING DATE: 11/6/2023

DEPARTMENT: Administration

AGENDA ITEM: Resolution 1289, Authorizing Change Order No. 1 for the ERP Pro 10 Personnel and Financial Management Software Migration

REQUESTED BOARD ACTION:

A motion to approve Resolution 1289, approving Change Order No. 1 in the amount of \$9,070 for the ERP Pro 10 Personnel and Financial Management Software Migration.

SUMMARY:

The City of Smithville currently uses Tyler Technologies Enterprise Resource Planning (ERP) Version 9 software to manage the day-to-day finance, human resources, utility billing, and development (licensing & permitting) activities of the City. Beginning in 2022, with the approval of the FY2023 Budget, the City began coordinating efforts to migration to ERP Pro Version 10. The City is beginning the configuration and migration process mid-November of 2023 and the migration is scheduled through the Spring of 2024.

During the review process, Tyler Technologies informed staff of their Tyler Content Manager (TCM) Module. TCM would add the following functionality with the ERP Pro 10 Upgrade.

- **Accounts Receivable:** TCM provides the ability to upload and digitally store remittance and receivable documents. This lets you go back and access remittance that might have otherwise been destroyed within three years with the document retention standards the City has.
- **Utility Billing:** Ability to store utility applications, senior discounts applications, driver license and account documentation.
- **Call Center/Code Enforcement:** Inspector can take photos from the field using the new Mobile App, which will automatically store the photos on the incident itself and will no longer need to manage the documents or print them out for the file(s). It eliminates several redundancies related to these pictures. The customizable forms feature will also help us to modify our notifications more readily.
- **Building Projects/Permitting:** Inspectors can photograph failures and save them on the permit file directly. The builders will be able to get these with the failure notification/inspection result email that will be sent from the new Mobile App. The forms feature will also be easier to manage.

- **Business Licensing:** Not only will staff be able to scan or enter documents (Certificates of Insurance, Master licenses) but using the customizable forms you can allow applications to be submitted online, including uploading the licenses and insurance documents.
- **HR & Personnel:** Ability to store employee files electronically, provides redaction capabilities / lock-down documents, works directly with Employee Self Service Portal (Included with ERP 10) and will allow employees to view W-2 documents and past pay stubs.

In order to add this feature the first year of implementation is estimated to be \$9,070.

- Total Tyler Services: \$4,890
 - This is an estimate, the City would be billed as incurred for set-up and training.
- Total SaaS: \$4,180
 - Annual ongoing cost for the TCM module.

PREVIOUS ACTION:

The City approved \$60,000 for the entire migration to ERP Pro 10. The quoted cost for the migration of the personnel and financial management modules is \$42,270. These expenses have been approved for expenditure in the FY2023 Budget.

POLICY ISSUE:

FINANCIAL CONSIDERATIONS:

Estimated total cost for FY2024 \$9,070. Ongoing cost of \$4,180 in future budgets.

ATTACHMENTS:

- | | |
|--|-----------------------------------|
| <input type="checkbox"/> Ordinance | <input type="checkbox"/> Contract |
| <input checked="" type="checkbox"/> Resolution | <input type="checkbox"/> Plans |
| <input type="checkbox"/> Staff Report | <input type="checkbox"/> Minutes |
| <input checked="" type="checkbox"/> Other: Quote and Product Sheet | |

RESOLUTION 1289

A RESOLUTION APPROVING CHANGE ORDER NO. 1 IN THE AMOUNT OF \$9,070 FOR THE ERP PRO 10 PERSONNEL AND FINANCIAL MANAGEMENT SOFTWARE MIGRATION

WHEREAS, on August 28, 2023, the Board approved Resolution 1253 approving the ERP Pro 10 Personnel & Financial Management Migration; and

WHEREAS, it is advantageous to the City to add Tyler Content Management Core in the migration to update financial, personnel, utility billing, and permitting processes.

**NOW THEREFORE BE IT RESOLVED BY THE BOARD OF ALDERMEN OF
THE CITY OF SMITHVILLE, MISSOURI, AS FOLLOWS:**

THAT, the Change Order in the amount of \$9,070 to include the implementation of Tyler Content Management Core ERP Pro 10 by Tyler Technologies is approved.

PASSED AND ADOPTED by the Board of Aldermen and **APPROVED** by the Mayor of the City of Smithville, Missouri, the 6th day of November 2023.

Damien Boley, Mayor

ATTEST:

Linda Drummond, City Clerk



Sales Quotation For:

City of Smithville
 107 W Main St
 Smithville MO 64089-9384
 Stephen Larson
 +1 (816) 592-9018
 slarson@smithvillemo.org

Quoted By:

Lori Dudley

Quote Expiration:

11/16/23

Quote Name:

TCM Core

Tyler Annual Software – SaaS	
Description	Annual
Tyler One	
Content Manager Suite	
Core	\$ 4,180
TOTAL:	\$ 4,180

Services		
Description	Hours/Units	Extended Price
Content Manager Suite		
Professional Services	32	\$ 4,640
Other Services		
Project Management	1	\$ 250

	TOTAL:	\$ 4,890
Summary	One Time Fees	Recurring Fees
Total SaaS		\$ 4,180
Total Tyler Services	\$ 4,890	
Summary Total	\$ 4,890	\$ 4,180
Contract Total	\$ 9,070	

Comments

Work will be delivered remotely unless otherwise noted in this agreement.

Expenses associated with onsite services are invoiced as incurred according to Tyler's standard business travel policy.

SaaS is considered a term of one year unless otherwise indicated.

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms, subject to payment terms in an agreement, amendment, or similar document in which this sales quotation is included:

- License fees for Tyler and third-party software are invoiced upon the earlier of (i) delivery of the license key or (ii) when Tyler makes such software available accessible.
- Fees for hardware are invoiced upon delivery.
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware.
- Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software accessible to the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the agreement, with renewals invoiced annually thereafter in accord with the Agreement.

Fees for services included in this sales quotation shall be invoiced as indicated below.

- Implementation and other professional services fees shall be invoiced as delivered.

- Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
- Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, Tyler will invoice Client the actual services delivered on a time and materials basis.
- Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
- If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
- Notwithstanding anything to the contrary stated above, the following payment terms shall apply to fees specifically for migrations: Tyler will invoice Client 50% of any Migration Services Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Annual SaaS Fees will be invoiced upon availability of the hosted environment.

Any SaaS or hosted solutions added to an agreement containing Client-hosted Tyler solutions are subject to Tyler's SaaS Services terms found here:
<https://www.tylertech.com/terms/tyler-saas-services>.

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held
 For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval:	_____	Date:	_____
Print Name:	_____	P.O.#:	_____

Tyler Content Manager



FEATURES

Electronically capture, manage, and retrieve all of your documents with ease.



INTEGRATION

TCM is closely integrated with many other Tyler products, providing a seamless connection for viewing and creating content.



OPTIONS

Tyler offers two versions of TCM to meet your agency's unique document storage needs: Standard and Enterprise Editions.

INTEGRATED CONTENT MANAGEMENT PROMOTES EFFICIENCY AND TRANSPARENCY

Your time and office space are valuable. That's why you need innovative solutions to maximize your document storage and meet your management needs. Whether you're ready to lessen the paper shuffle or eliminate paper storage altogether, Tyler Content Manager™ (TCM) is an industry-leading solution that helps bring your physical document storage system into the digital age. Now you can electronically capture, manage, and retrieve all of your documents with Tyler's TCM. Flexibly built with options to meet any agency's needs, TCM handles all of your document management challenges with ease, precision, and an eye on your bottom line.

TCM is also closely integrated to many Tyler products, providing out of the box document types and a seamless connection for viewing and creating content directly tied to your business.

STANDARD EDITION

TCM Standard Edition (TCM SE) is ideal for clients wishing to store, manage, protect, and retrieve a wide range of documents for content related to the Tyler integrated products. TCM SE includes features such as our barcode recognition, full-text searching, mass scanning/importing functions, and much more.

- Captures and stores content and underlying metadata associated with each record to make advanced searches possible.
- Set security on individual documents and manually redact images, which will provide a high amount of control over the accessibility of documents and images.

Select the best edition of Tyler Content Manager for your agency's unique document storage needs:

TCM SE is an easy-to-deploy content management solution. Through the easy capture, storage, and retrieval of documents, it electronically manages and incorporates paper documents into your processes.

TCM EE includes all the TCM SE features but further expands those functions. It provides you with the ability to define custom document types and utilize workflow to support your specific business needs for content management beyond integrated Tyler products.

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- Integrated document retention schedules help you manage document inventory while meeting local mandates. It also creates an audit history of images and document related data.
- Provides exceptional search capabilities which gives you direct, broad-based access to all of your documents, rather than having to access them one by one.

ENTERPRISE EDITION

TCM Enterprise Edition (TCM EE) provides the same features as TCM SE, however, this platform expands TCM's useful functions outside of the Tyler solution and into your agency's complete daily workflow. TCM EE gives you the ability to capture, deliver, manage, and archive all of your documents on a broader basis, integrate third-party systems, and boost your return on investment.

TCM Enterprise Edition also provides you with the ability to define custom document types and utilize workflow to support your specific business needs for content management beyond integrated Tyler products. An employee onboarding module is included to facilitate routing and approval of employee forms that can be electronically signed. Tyler continues to assess TCM to develop new features and support your robust and varied business processes.

CAPTURE

FEATURE	DETAIL	SE	EE
Barcode recognition	Recognize TCM or third-party barcodes for automatic indexing and document grouping within the content capture feature.	●	●
Single record scan (TWAIN)	Scan documents directly to the TCM record from document explorer or the document viewer.	●	●
Capture and store documents in their native format	TIFF, PDF, text, image, MS Office®, etc.	●	●
Import utility	Mass import document data and electronic images.	●	●
Optical character recognition (OCR)	Capture text from attachments so users can search over all content stored in TCM. The OCR data will also provide quick indexing with extensive data, such as long addresses or names.	●	●
Content capture	Quickly scan or import content into TCM. Optionally update the documents from this view as soon as they are created.		●
Document type creator	Create custom document types, look ups, and search bins.		●
Employee onboarding	Deliver a touchless employee onboarding experience by eliminating paper-based processes and route electronic forms that allow new hires to fill out and sign their forms remotely before their first day of work. Data captured from the form will synch with the employee's ERP record, saving time creating new records.	●	●
Automatic indexing	Ability to extract metadata from an image into a field, reducing the manual labor required to index the info.	●	●
Automatic redaction	Ability to identify sensitive data and automatically place a redaction.	●	●

- Standard
● Optional
Not Available

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DELIVER

FEATURE	DETAIL	SE	EE
Email	Email document data and attachments directly from TCM.	●	●
Document extract utility	Mass export documents and images from TCM.	●	●

MANAGE

FEATURE	DETAIL	SE	EE
Document types and mappings	Preconfigured document types and mappings.	●	●
Security sync	Synchronize the standardized security roles from integrating Tyler applications to TCM.	●	●
Version management	Keep track of document versions, revisions, and new formats.	●	●
Annotations	Manually apply highlights, text stamps, sticky notes, and redactions to images stored in TCM.	●	●
Active directory integration	Integrate TCM security with your active directory via Tyler ID.	●	●
Retention	Provide document version control, full audit trail, restore options, comprehensive purge management, and set custom purge and retention schedules.	●	●
PDF-TIFF conversion utility	Convert PDF documents to TIFF images as content is imported into TCM.	●	●
Security	Control access to documents based on the document type, indexed field value, individual document level, and more.	●	●
Software updates	Easily patch and update management alongside other Tyler products through Tyler Deploy™.	●	●
Searching	Customize search criteria for better results using TCM filters. Search by keywords, phrases, full text of attachments (flat image files, MS Office documents, or text-based PDFs), and brief descriptions.	●	●
User access history	Identify the time and users that have viewed a document to ensure your organizations security.	●	●
Finalized documents	Set the document status to a read-only state when the document should no longer be editable.	●	●
Automatic date stamps	Select a date/time stamp to be added to images and documents stored in TCM.		●
Automatic text stamps	Customize text stamps to be added to images within TCM. The stamps can be added manually or automatically through workflow.		●
Workflow	Manage your business processes through customized workflows that meet your business needs.		●
Workflow status	Track the progress of a particular document's workflow status to identify stagnant tasks, resend emails, or view why a task was rejected.		●
Disaster Recovery	Tyler Disaster Recovery services will restore your latest data and images, and in most cases will have you up and running within hours of reporting a disaster.	●	●
Conversion services	Work with a consultant to convert data and images to TCM. Output reports provide balancing tools to ensure a complete and accurate conversion.	●	●
TCM self-service	Provide restricted access to specific content through TCM's public web interface.	●	●

STORE

FEATURE	DETAIL	SE	EE
Storage	Documents and images can be stored in the database or in the file system.	●	●
Web service API	Create intricate content management integrations between third-party applications and TCM.		●

- Standard
- Optional
- Not Available