



DATE: December 13, 2023
TO: Ty Lasher, City Manager
FROM: Ted Henry, Assistant City Manager/ Finance Director
SUBJECT: Purchasing Summary for Enterprise Resource Planning (ERP) System

Current Situation

City Staff is experiencing operational issues created by our current 20+ year-old Enterprise Resource Planning (ERP) system. The existing system, which supports finance, court, licensing and permitting, recreation, utility billing, and human resources, has reached a point of obsolescence and is inhibiting our ability to meet the evolving needs of our community.

To address this challenge, we have engaged the expertise of Mr. Brian Mackey, a Bel Aire citizen, and an expert in deploying enterprise IT solutions. Mr. Mackey has reviewed our current processes and has played a key role in assisting our staff with the selection of a recommended ERP system that aligns with the specific needs of the City of Bel Aire.

The proposed ERP system will not only replace our outdated technology but also integrate and streamline various standalone systems across different departments. This consolidation includes modules for finance, court, licensing and permitting, recreation, utility billing, and human resources, providing a unified and efficient platform for the operations of our city.

Mr. Mackey presented his findings at the December 12th, 2023, workshop and Ted discussed how the new system would significantly streamline our current processes. Of note is the emphasis on improving online customer service, a crucial aspect of modern governance that aligns with our commitment to providing accessible and efficient services to our community.

As our city continues to grow, deploying a modern ERP system will not only enhance service delivery but will also optimize our operations, making our employees more productive. This approach is essential to managing increased service demands without the necessity of hiring additional personnel, thereby ensuring fiscal responsibility and efficient resource allocation.

Bel Aire developed a Request for Proposal (RFP) for a new Enterprise Resource Planning (ERP) System in September of 2023. Following this, we received a total of four bids, yet only two of them aligned with the RFP requirements, prompting the advancement to the next stage, which involved comprehensive demonstrations of their respective systems.

Our Bel Aire team, with Mr. Mackey, dedicated their time to review and score each proposal put forth by the two finalists. Caselle Software and Tyler Technologies both specialize in delivering ERP solutions tailored specifically for local government entities. Despite this common ground, their offerings exhibit distinct differences in terms of features, functionality, and overall approach to addressing our unique needs and challenges.

(See scoring attached) Tyler Technologies clearly scored better in each category.

Bids Received:

Four bids were received, Two bids meet RFP requirements:

<u>Company (One-Time Fee and Year 1)</u>	<u>Total</u>
Tyler Technologies	\$304,178
Caselle	\$141,477
<u>Annual Subscription</u>	<u>Total</u>
Tyler Technologies	\$107,845
Caselle (with 3 rd party Recreation)	\$77,212
Current Spend	\$69,383
Current Spend (with CC Fees Included)	\$124,279

Budgetary Considerations:

The CIP has budgeted for the initial replacement of the ERP system in 2024. Additional annual cost will be planned and added to the 2025 General Fund Budget.

Recommendation:

Staff highly recommend the selection of Tyler Technologies as our ERP provider. The consolidation onto a single ERP will effectively eliminate the complexity and costs associated with legacy systems. With Tyler Technologies, we gain access to a fully functional utility portal, enabling the City to align with online customer service and transaction practices observed in other municipalities. The introduction of a self-service court portal enhances operational efficiency by freeing up the Court Clerk for more strategic activities. Tyler Technologies also offers fully automated timesheet and payroll processes, eliminating the need for paper-based documentation. The fully integrated Utility Billing within the Tyler system streamlines operations, eliminating wasteful Close Out reconciliation processes between eCity and gWorks. Real-time utility payment processing is a key feature, significantly improving efficiency by eliminating wasteful aspects of the cutoff process.

Moreover, Tyler Technologies ensures fully PCI-compliant payment processing hardware and software, addressing and eliminating risks. This move not only streamlines our operations but also strengthens our posture concerning data security, privacy, and accessibility, making Tyler Technologies a robust and comprehensive choice for our ERP needs.

The City of Bel Aires' procurement policy emphasizes the pursuit of optimal value in every city purchase. Quality and service are just as important as pricing in securing the best good or service for the purpose intended. This multifaceted approach aims to ensure the efficient operation of city facilities while maintaining responsible financial stewardship.

We acknowledge the higher upfront cost. However, this decision will eventually lead to measured and unmeasured benefits in the long run. As our city continues to grow, deploying a modern ERP system will not only enhance service delivery but will also optimize our operations, making our employees more productive. This approach is essential to managing increased service demands without the necessity of hiring additional personnel, thereby ensuring fiscal responsibility and efficient resource allocation.