



Staff Report – Consent Agenda

November 20, 2023 Council Regular Meeting

\$171,955 Right Systems Inc. Change Order #2 (Cathy Huber Nickerson, Finance Director)

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|---------------|-----------------------|
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BACKGROUND: The Change Order #2 with Right Systems Inc. is to continue to fund the City Project Manager for the Tyler ERP Implementation for the remaining two modules, Enterprise Asset Management and Utility Billing. The additional costs include: \$27,825 in 2023, \$110,110 in 2024, and \$34,020 in 2025 for a total of \$171,955. Cost allocation for Enterprise Asset Management would be spread between General Fund, Street Fund, CWFD, and the Utility Funds. The Utility Billing module would be funded between Stormwater, Solid Waste, Water and Sewer utility rate revenue.

SUMMARY: The City retained Cass in early 2022 before the ERP project started based upon recommendations from other cities. The City's Project Manager is responsible for overall oversight of the project and performs tracking, scheduling, documentation, managing internal meetings, troubleshooting, and working with Tyler Project Management to ensure the City is meeting deadlines, providing deliverables, and finding resources.

Her performance is demonstrated with modules coming in on time and under budget. Financials is the backbone to the system and the feedback staff received from several Tyler employees is that Camas could be a model they would refer other cities to.

Below is a table showing the Original Contract cost of \$198,450 for the City's project manager for the Financials and Human Resources. In early 2023, staff realized staff needed her assistance with the Permitting module for \$98,210. Each time, we thought with staffing that perhaps we could absorb the work she performs. With staffing positions not filled, we realized that the idea was not achievable. The staff is asking to continue her services for the two remaining yet most challenging: Asset Management and Utility Billing. The additional cost would be \$171,995 and as with the other phases it is a not to exceed contract.

To show some of the savings that we can demonstrate today, \$131,273 has been saved. Staff believes we may even save more as the modules wrap up.

Right System Contract - Cass Tang

| | Original Contract | Change Order 2/10/23 | Change Order 10/23 | Total Contract | Actual Paid | Variance |
|------|-------------------|-------------------------|-----------------------|----------------|-------------|-------------|
| 2022 | \$ 88,200 | | | \$ 88,200 | \$ 99,593 | \$ (11,393) |
| 2023 | \$ 110,250 | \$ 22,400 | \$ 27,825 | \$ 160,475 | \$ 113,895 | \$ 46,580 |
| 2024 | \$ | \$ 68,250 | \$ 110,110 | \$ 178,360 | | |
| 2025 | \$ | \$ 7,560 | \$ 34,020 | \$ 41,580 | | |
| | \$ 198,450 | \$ 98,210 | \$ 171,955 | \$ 468,615 | \$ 213,487 | \$ 35,188 |

| Module | Column1 | Hours Contracted | Hours Used | Remaining Hours | Cost/Hour | Savings |
|-----------------------|---------|------------------|------------|-----------------|-----------|----------|
| Financials | | 152 | \$ 113 | \$ 40 | \$ 175 | \$ 6,913 |
| Human Resource Mgmt | | 59.5 | \$ 32 | \$ 28 | | |
| Enterprise Permitting | | 155 | \$ 35 | \$ 120 | | |
| Utility Billing | | 38 | \$ - | \$ 38 | | |
| Enterprise Asset Mgmt | | 65 | \$ - | \$ 65 | | |
| Advanced Scheduling | | 12.5 | \$ - | \$ 13 | | |
| | | 482 | \$ 179 | \$ 303 | \$ 175 | \$ 6,913 |

| Contract Savings | |
|--------------------|--------------|
| Empl Exp Reimb | \$ (27,370) |
| IVR Gateway | \$ (25,540) |
| Recruiting | \$ (9,475) |
| Conversions | \$ (19,500) |
| Financials Savings | \$ (6,913) |
| Travel | \$ (40,000) |
| Annual Maint. | \$ (2,475) |
| Tyler Cost Savings | \$ (131,273) |
| Change Order | \$ 171,955 |
| Net Costs | \$ 40,683 |

9% May not use -not to exceed contract

BENEFITS TO THE COMMUNITY: The benefit of this contract is to keep the costs of the ERP project on time and under budget while ensuring quality outward facing and transparent online services to the community.

POTENTIAL CHALLENGES: Any ERP project inherently has challenges, but the goal of this contract is to mitigate risks by continuing to assess and address. This approach has been incredibly successful to date and should pay off in future years with documentation for future reference.

BUDGET IMPACT: This change order should be absorbed in the 2023-2024 budget with savings identified in the Tyler contract. The remaining costs will be included in the proposed 2025 Budget.

RECOMMENDATION: Staff recommends Council approve the Mayor to approve and sign the Right Systems Inc. Change Order #2.