Proposal:

City of Coachella

Consulting Assistance for Implementation of the

Tyler Enterprise Software System

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HOLISTIC
SYSTEM INTEGRATION SOLUTIONS

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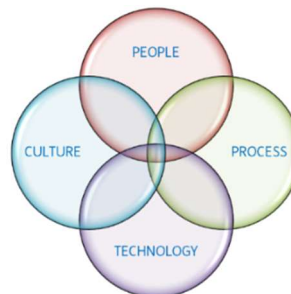# PROPOSAL FOR SERVICES

Overview

Holistic System Integration Solutions is pleased to submit this proposal to the City of Coachella to provide Consulting Services for assistance in the Implementation of the Tyler Enterprise Software System.

In 2018, the City of Coachella procured consulting services to prepare a Land Management Software Needs Analysis for their Development Services Department. The in-depth analysis provided a comprehensive audit of the City's existing land management system needs and touched on areas of City processing that directly impact Land Development related activities such as Business License, Utilities, Environmental Compliance and Records Management as well as payment processing via the City's existing Financial Software System, Eden. This in-depth analysis provided a road map for the City to procure a new software system that would resolve approximately 90% of the needs identified in the analysis. In 2022, the City entered into a Software as a Service (SaaS) agreement with Tyler Technologies, Inc. for their Tyler Enterprise Software System.

The City seeks to receive consulting services to assist in the implementation process of the new Tyler Enterprise Software System. In order to achieve successful implementation of the Tyler Enterprise System, the City of Coachella desires to contract a Local Project Partner that possesses software system implementation and process integration experience.

Our in-depth understanding of Development Services, municipal land development processes and proven system implementation/integration experience, paired with the City's desire to expand current business process and system effectiveness while successfully achieving future system implementation, ensures a seamless collaboration.

Holistic System Integration Solutions has developed solutions that utilize a holistic approach to system design and integration by balancing four major elements that are key to successful system implementation – People, Culture, Process, and Technology. This approach delivers system integration on a global scale while taking-into-account and minimizing adverse impacts to the organization.

Execution Strategy

Our success is attributed to an execution strategy that incorporates the Lean Six Sigma, DMAIC (Define, Measure, Analyze, Improve, Control) method to software implementation/integration. The DMAIC approach allows us to continually identify and apply improvements to business processes through software system design that result in enhanced system performance.

Change management strategies have been built into our programs to assist with the least impactful introduction of end-users to the new environment. This approach is imperative to organizational health.

Scope of Work

Provide Consulting Services to assist with the Implementation of Tyler's Enterprise software system:

- Configuration/Business Process Integration
- Workflow Development
- Fee Schedule/Structure configuration
- System Report Development Coordination (Forms/Documents/Reports)
- GIS Coordination
- Electronic Plan Review Implementation/integration
- Testing
- Data mapping guidance for data migration
- Develop Standard Operating Procedures (SOP's)
- Develop Training materials
- Conduct Staff training
- Ticket creation to report system issues, monitoring and follow through to resolution
- Conduct one-on-one and/or group sessions with City staff
- On-site project management/support services – To be scheduled and agreed upon between City and HSIS
- Remote support services via phone/video conference
- Develop Process/Project Action Team's to accomplish project goals
- Go Live - Onsite implementation support during week of Go Live, as needed

Optional Services
- SQL/Cognos/Crystal Report Writer services
    - Coordinate temporary services to be directly contracted by City
- GIS Consultant
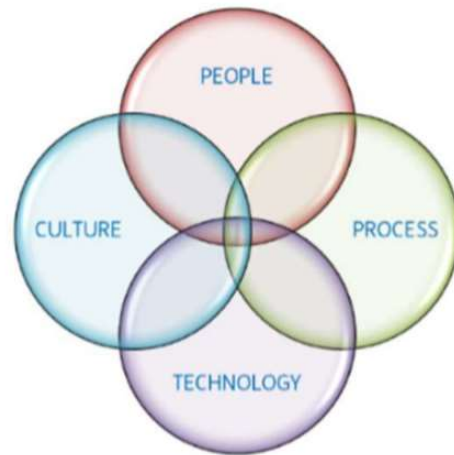   - Coordinate temporary services to be directly contracted by City

Qualifications

HOLISTIC SYSTEM INTEGRATION SOLUTIONS

OUR PURPOSE

Based in Riverside County, **Holistic System Integration Solutions** is dedicated to providing smart holistic solutions for software implementation and process integration.

Holistic's in-depth understanding of land management systems, comprehensive knowledge of municipal land development processes and proven system implementation/integration experience, paired with our client's desires to achieve future system goals and capitalize on their investment while delivering exceptional customer service, ensures seamless and streamlined collaborations.

Holistic has developed streamlined solutions that utilize a holistic approach to system design and integration by balancing four major elements that are key to successful system implementation – People, Culture, Process, and Technology. This approach delivers system integration on a global scale while taking-into-account and minimizing adverse impacts to the organization.

EXECUTION STRATEGY

Our success is attributed to an execution strategy that incorporates the Lean Six Sigma, **DMAIC** (Define, Measure, Analyze, Improve, Control) **method** to software implementation/integration. The DMAIC approach allows them to continually identify and apply improvements to business processes through software system design that result in enhanced system performance.

Change management strategies are also built into our programs to assist with the least impactful introduction of end-users to their new land management environment. This approach is imperative to organizational health.

SERVICES PROVIDED (all of which may be provided remotely)

- RFP Development
- Software System Implementation (New or Upgrade)
- Software Configuration/Integration
- Workflow Development, Design and Automation
- Fee Schedule/Structure Calculations
- System Reports Development Coordination (Forms/Documents/Reports)
- GIS Implementation Coordination
- System Testing
- Streamlined Strategies for Data Mapping/Migration
- Develop Standard Operating Procedures (SOP's)

- Develop Training Materials and Conduct Staff Training
- Vendor issue creation to report system issues, monitoring and follow through to resolution
- Conduct one-on-one and/or group sessions with staff
- Remote support services via phone/video conference
- On-site and/or remote project management/support services
- Electronic plan review software Implementation/ integration
- Develop Process/Project Action Team's to achieve project goals
- Develop performance metrics and key performance indicators (KPI's) for increased productivity

References

Agency	Contact	Phone Number	Email Address
Holistic References			
City of Medford, Oregon	Barbara Madruga, Technology & Innovation Director	541.774.2064	blmadruga@cityofmedford.org
City of San Clemente, California	Brian Brower, Information Technology Manager	949.361.8259	browerb@san-clemente.org
City of Folsom	Desmond Parrington Planning Manager	916.461.6233	dparrington@folsom.ca.us

Fee Information

Modules	Timeframe	# of hours	Cost of Service
Phase 1			**$125/hour**
ENTERPRISE ERP FINANCIALS	July 24 – July 25	780	$97,500
ENTERPRISE ERP PRODUCTIVITY	July 24 – July 25	Included Phase 1	Included
		Phase 1 Subtotal	*$97,500*
Phase 2			
ENTERPRISE ERP HUMAN RESOURCES MANAGEMENT	Jan 25 – Jan 26	520	65,000
		Phase 2 Subtotal	*$65,000*
Phase 3			
ENTERPRISE ERP UTILITY BILLING	Jul 25 – Jul 26	208	$26,000
		Phase 3 Subtotal	*$26,000*
Phase 4			
ENTERPRISE PERMIT AND LICENSING	Jan 26 – Jan 27	1040	$130,000
		Phase 4 Subtotal	*$130,000*
		Total Contract Amount	**$344,500**
Reimbursable Expenses			
Mileage			2024 IRS Business Rate plus 10%
Printing, Reproduction, Scanning, etc.			Direct Cost plus 10%