



ITEM SUMMARY

MEETING DATE: January 8, 2024
FROM: Georges Bayard, Director, Information Technology
SUBJECT: New World ERP Software Maintenance Agreement Renewal

BACKGROUND

The City of Greenacres entered into an original agreement with New World Systems on 11/4/1991 for the licensing, implementation and support of the i-Series version of their Logos Enterprise Resource Management (ERP) software application used in the daily operations of the Financial Management, Human Resources/Payroll and Community Development functions.

On 3/13/2013, the City entered into a new 10-year agreement with New World Systems for the licensing and support of and migration to the modern Windows .NET version of this application.

New World Systems merged with Tyler Technologies (Tyler) effective November 16, 2015, with Tyler as the surviving entity.

The current agreement expires in January 2024, and the City desires to update the maintenance and support services agreement for this critical software application.

ANALYSIS

New World ERP is the primary software in use by City personnel in all departments for the City's daily operations in the areas of Financial Management/Purchasing, Human Resources/Payroll and Community Development. It is a highly complex application that requires significant interaction with Tyler support personnel for maintenance, troubleshooting and training. Not securing access to those resources by renewing the support agreement would likely result in potential disruptions of the City's daily functions.

FINANCIAL INFORMATION

Tyler has presented the City with a Pro Forma invoice listing the annual maintenance costs for all the New World ERP software modules in use by the City, with pricing that is in line with what the City has paid in recent years, including a reasonable annual increase:

FY 2023 invoice	\$ 58,267.60
FY 2024 proforma invoice:	\$ 61,180.98
Increase amount	\$ 2,913.38
Increase percentage	5%

LEGAL

The recommendation for award is in accordance with the requirements of City policies and procedures.

STAFF RECOMMENDATION

Approval of Resolution No. 2024-04 authorizing the execution of a one (1) year term, with the provision to automatically renew for an additional one (1) year term unless terminated in writing by either party at least ninety (90) days prior to the end of the then-current term.