

# AGENDA STAFF REPORT

**MEETING NAME:** REGULAR BOARD MEETING(S)

**MEETING DATE(S):** JUNE 16, 2025

**FROM:** ARTURO CEJA, DIRECTOR OF FINANCE

**FOR:** ACTION  X  DIRECTION \_\_\_\_\_ INFORMATION \_\_\_\_\_



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## SERVICE AGREEMENT WITH TYLER TECHNOLOGIES, INC. FOR ENTERPRISE RESOURCE PLANNING PRO 10 FINANCIAL MANAGEMENT SUITE

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### STAFF RECOMMENDATION

It is recommended to authorize the General Manager to execute a Service Agreement with Tyler Technologies, Inc. for an Enterprise Resource Planning Pro 10 Financial Management Suite.

### SUMMARY

The District's current financial and customer billing software is outdated and no longer meets operational needs. To ensure accuracy, efficiency, and compliance, staff prepared a request for qualifications and conducted a thorough evaluation of various replacement options. After reviewing multiple vendors and participating in three full-day demonstrations, Tyler Technology's Enterprise Resource Planning (ERP) Pro 10 emerged as the preferred solution due to its functionality, integration capabilities, and overall value. The proposed 5-year costs provided by Caselle, Tyler, and Springbook varied from \$354,766 to \$696,633.

### ANALYSIS

Transitioning to Tyler Technology's ERP presents several key benefits. First, enhanced efficiency through automation will reduce manual workload and errors, improving overall operational performance. Second, improved customer service features will streamline billing processes and enhance customer interactions. Third, stronger compliance and security measures will ensure regulatory adherence and protect financial data. Lastly, time savings for staff are expected through optimized workflow management and reduced system maintenance expenses, allowing staff to utilize their time in other areas.

### FISCAL IMPACT & STRATEGIC PLAN IMPLEMENTATION

The costs for this contract (\$640,724), consultant assistance (\$100,000), and staff time during implementation (\$312,500) are included in the capital improvement program budget for FY2025/26. This action is consistent with Strategic Plan Smart Goal #6.1.4: Finalize the solicitation for a new enterprise resource planning software platform, which will seamlessly integrate Finance, Customer Service, and Human Resources needs.

### ATTACHMENTS

Tyler Technologies, Inc. Service Agreement and Statement of Work dated May 19, 2025

FINANCIAL DATA		
Cost Associated with this action:	\$1,053,224	
Current FY cost:	\$0	
Future FY cost:	\$640,724	
Is it covered in current year budget:	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
Budget adjustment needed:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, year needed:	N/A	
All previous contracts including dates, amounts and board approvals are attached or have been made available.		
FUNDING SOURCES		
Source of funds:	General Fund/CIP	
BID/Job#	11791	
Current BID/Job balance	\$1,707,389	
Balance remaining if approved:	\$654,165	