

Five-Year SaaS Agreement for Enterprise Resource Planning, Enterprise Permitting & Licensing, and Auxiliary Systems

April 21, 2026



BACKGROUND

- July 17, 2018, City Council Award \$1,745,267
 - Enterprise Resource Planning (ERP) - RFP No. 1123-17
 - Enterprise Permitting & Licensing (EPL) - RFP No. 1139-18
- Contract Extensions
 - Amendment No. 7 (ERP & Tyler System Management (TSM)) & Amendment No. 2 (EPL)
 - Amendment No. 8 (ERP & TSM) & Amendment No. 3 (EPL)
- Staggered System Implementations
 - EPL - Phase I (Jan. 2020) & Phase II (June 2020)
 - ERP - Financials & Cashiering (Jan. 2021); Inventory, Payroll, Timekeeping, Utility Billing (March 2023); Web portals: Financial Transparency & Finance Citizen Self Service (2025)
 - Enterprise Asset Management - on hold



New 5-Year SaaS Services Agreement

- Overall Amount \$3,400,000
 - Total 5-Year Agreement Cost \$3,374,471
 - Subscription \$3,257,853
 - \$17,677 discount
 - 5% annual uplift Years 2 – 5
 - Four new modules added, estimated \$143,982
 - Pace training \$26,247
 - One-time professional services \$28,618
 - \$7,453 for web services configuration fully discounted
 - Implementation services transfer \$88,000
 - Lower hourly rate for implementation services
 - Contingency \$25,529
- SaaS Cost Offset
 - EPL Technology Fee



Why Migrate to SaaS

- Industry shifting to cloud-based software services
 - Latest software features and technologies
 - Certain features available only for SaaS clients
- Removing 10 servers and related costs
 - Server maintenance, licensing, & associated staff time
- Including Tyler System Management & cybersecurity
 - 24/7 system accessibility
 - 24/7 support for critical outages
- Enhanced overall service delivery to the public



CONCLUSION

City Council to approve Resolution No. 26-0025 for a five-year agreement with Tyler Technologies for Software-as-a-Service (SaaS) cloud subscription for Enterprise Resource Planning (ERP), Enterprise Permitting and Licensing (EPL), and auxiliary systems, including a potential contingency for a not-to-exceed amount of \$3,400,000 (Budgeted)



