Cathedral City

Legislation Details (With Text)

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9/27/2017	1	City Council		

City Council

MEETING DATE: 9/27/2017

TITLE:
Integrated Municipal Enterprise Resource Planning (ERP) Solution and Services

FROM:
Tami E. Scott, Administrative Services Director

RECOMMENDATION:
Staff recommends the City Council approve a contract with Tyler Technologies to Implement an Integrated ERP Solution and authorize the City Manager to execute the contract documents.

BACKGROUND:
Currently, the City of Cathedral City has various manual and disparate Financial, Human Resources and Community Development functions, processes and systems. Not only are these systems and processes outdated, they are not integrated with one another (stove-pipe) and can be inefficient and labor intensive. As a result, the City issued a Request for Proposal (RFP) for an integrated solution with these specifications:

+ Real-time integration of various system modules. Batch processing is not an acceptable integration method.

+ Support of industry best practices and requirements for municipal government, including updates related to state and federal laws.

+ Ability to define workflows including approvals and automated notifications to streamline

business processes, promoting a paperless environment and supporting on-going, recurring events, e.g., inspections.

  + Include excellent, easy-to-use reporting tools integrating with Microsoft Office products.

+ Support importing, formatting, and customizing capabilities of existing documents, such as letters, forms, notices, licenses, permits, and job cards.

  + Ability to batch, scan and manage documents, e.g., invoices.

+ Activity tracking and reporting providing an audit trail of events, e.g., phone calls, office visits, notices, and other correspondence.

  + Ability for remote access, e.g., mobile applications, tablet, etc.

  + Citizen and vendor self-services, including on-line payment capabilities.

DISCUSSION:

During the period of April 2017 - September 2017, the City researched and evaluated the RFP responses. As part of the evaluation, three different vendors demonstrated their software solutions to the various departments. The City obtained references from California agencies and verified comparable full-service cities (with both in-house Police and Fire as well as Public Employee Retirement System (PERS) reporting).

Inherent in this evaluation of ERP software solutions, the City determined these to be the primary measures of success resulting in the ability to better service our constituents and the public we support by:

  + Eliminating workflow redundancy and streamline work processes

  + Allowing City staff to focus on more important tasks

  + Reducing manual processes and flow of paper

  + Increasing availability and accuracy of data

  + Reducing the number of stand-alone systems

  + Updating and documenting processes and procedures

  + Managing and reporting revenue and expense data from an integrated financial backbone

  + Reducing the time to complete month-end and year-end closing

FISCAL IMPACT:

From the Technology Fund (614), a not-to-exceed $900,000 budget in one-time development and

implementation costs.

Regarding the General Fund (100), annual recurring maintenance costs are already budgeted as an operating expense in the previously adopted biennial budget.

ATTACHMENTS:
N/A