To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Henry Oyekanmi, Director, Finance Department
Subject: Agreement for Consulting Services with Telfords to Provide Implementation Support for Tyler Munis ERP System (locally referred to as ERMA)

RECOMMENDATION
Adopt a Resolution ratifying the action taken by the City Manager during recess to execute an agreement with Telfords to provide implementation support for Tyler Munis ERP system for the period of July 16, 2018 through July 30, 2019, for the total not to exceed amount of $200,000.

NEGATIVE EFFECT IF ACTION IS DELAYED UNTIL AFTER COUNCIL RECESS
The ERMA project target go-live date of October 1, 2018 for Phase I would have been pushed back significantly.

FISCAL IMPACTS OF RECOMMENDATION
This agreement will be for approximately one year in an amount not to exceed $200,000. Funding will be appropriated as part of the First Amendment to the FY 2019 Annual Appropriations Ordinance in the FUND$ Replacement Fund budget code 609-0701-410-3038. This contract has been entered into the City’s contract management database and assigned CMS No. W4H1F.

CURRENT SITUATION AND ITS EFFECTS
The implementation of the FUND$ replacement system – ERMA was initiated with a planned Phase I go-live date of July 1, 2018. The project team and other stakeholders recognized the need to delay the go-live date, re-assess organizational readiness, and revise the project plan with a target date of October 1, 2018. Professional project management support is needed to accomplish the tasks needed to complete the project plan.

The consultant was selected because the service required is very specialized since migration from the obsolete FUND$ system to Tyler’s Munis product requires a keen understanding of public-sector operations, expert project management skills, and the ability to replicate successful strategies to avoid or mitigate common problems encountered by organizations facing significant business process changes necessitated by the deployment of state of the art technology. Telfords has worked with many local cities to implement ERP systems in similar environments, including the cities of Sunnyvale and South San Francisco. As time was of the essence, Telfords was approached based on recommendations from these cities. A formal solicitation for the required services could not be completed in time to meet the target go-live date.
Consultant needs to assess the current state of the Tyler Munis implementation for the City, identify key issues, and work with the project team to develop a plan to meet the project objectives and deliverables of the target go-live date of October 1, 2018. The consultant will provide an independent analysis of the in-process results of the project and provide on-going support to the project team. The term of the agreement is July 16, 2018 to July 30, 2019.

BACKGROUND
Since 1991, the City has used the SunGard Public Sector (formerly HTE) solution for financials, budgeting, and payroll functions. In May 2015, the City contracted with the Government Finance Officers Association (GFOA) for a review of its current financial processes. GFOA was also tasked with identifying areas for improvement and to recommend business process changes to implement a modern Enterprise Resource Planning (ERP) software to provide improved core financial, human resources and payroll processes. This assessment led to the determination that a new enterprise system will improve integration, reporting and roll-up capabilities, organizational processes, and allow for the implementation of best practices for business processes.

The City has invested significant time over the past two years preparing for the ERP implementation. The needs assessment process included working with GFOA. GFOA worked with City Departments to map “as-is” processes for the preparation and procurement of a modern core ERP system which included developing new “to-be” processes that are modern, streamlined, and followed best practices. This process resulted in the City’s evaluation team recommending the City to proceed with Tyler Technologies. Tyler’s system, Munis, will provide financial, human resources and payroll solutions for the City and will replace the core services currently supported through SunGard HTE system.

ENVIRONMENTAL SUSTAINABILITY
The implementation of a modern ERP system will reduce the amount of paper used in processing the City’s business activities. The new system will also greatly reduce the paperwork involved in timesheet processing for the City employees.

RATIONALE FOR RECOMMENDATION
The consultant was selected because the service required is very specialized since migration from the obsolete FUND$ system to Tyler’s Munis product requires a keen understanding of public-sector operations, expert project management skills, and the ability to replicate successful strategies to avoid or mitigate common problems encountered by organizations facing significant business process changes necessitated by the deployment of state of the art technology. Telfords has worked with many local cities to implement ERP systems in similar environments, including the cities of Sunnyvale and South San Francisco. As time was of the essence, Telfords was approached based on recommendations from these cities. A formal solicitation for the required services could not be completed in time to meet the target go-live date.
Consultant needs to assess the current state of the Tyler Munis implementation, identify key issues, and work with the project team to develop a plan to meet the project objectives and deliverables. The consultant needs to provide an independent analysis of the in-process results of the project and provide on-going support to the project team.

ALTERNATIVE ACTIONS CONSIDERED
N/A. See Rationale for Recommendation

CONTACT PERSON
Henry Oyekanmi, Director of Finance, 510-981-7300
RESOLUTION NO. ##,###-N.S.

AGREEMENT WITH TELFORDS TO PROVIDE IMPLEMENTATION SUPPORT FOR TYLER MUNIS ERP SYSTEM

WHEREAS, the project team recognized the need to delay the go-live date, re-assess organizational readiness, and revise the project plan with a target date of October 1, 2018; and

WHEREAS, the City desires to hire a consultant to help identify key issues and work with the project team to develop a plan to meet the project objectives and deliverables; and

WHEREAS, the consultant needs to provide an independent analysis of the in-process results of the project and provide on-going support to the project team to meet project objectives; and

WHEREAS, it is important that these services be provided before the implementation of the ERP system; and

WHEREAS, the service required is very specialized since migration from the obsolete FUND$ system to Tyler’s Munis product requires a keen understanding of public-sector operations, expert project management skills, and the ability to replicate successful strategies to avoid or mitigate common problems encountered by organizations facing significant business process changes necessitated by the deployment of state of the art technology; and

WHEREAS, Telfords has worked with many local cities to implement ERP systems in similar environments, including the cities of Sunnyvale and South San Francisco; and

WHEREAS, the funding for the agreement will be allocated in budget code 609-0701-410-3038 in the FY 2019 budget. This contract will be funded through the FUND$ Replacement Fund (609), and has been entered into the City’s contract management database and assigned CMS No. W4H1F.

NOW THEREFORE, BE IT RESOLVED that the Council of the City of Berkeley ratifies the action taken by the City Manager to execute an agreement and any amendments with Telfords to provide implementation support for Tyler Munis ERP system for the period of July 16, 2018 through July 30, 2019, for the total not to exceed amount of $200,000.