CITY OF McKINNEY, TEXAS

Legislation Text

File #: 16-978, **Version:** 1

Consider and Discuss a Resolution Authorizing the City Manager to Execute a Contract Amendment in the Amount of $286,880 with Tyler Technologies, Inc., for the Acquisition of an Enterprise Class Land Management Software System (ECLMSS) and Authorizes all Necessary Change Orders Under said Contract to an Aggregated Contract Amount not to Exceed $1,663,880

MEETING DATE: October 3, 2016

DEPARTMENT: Department of Information Technology
Development Services

CONTACT: Sid Hudson, Chief Information Officer
Michael Quint, Executive Director of Development Services

RECOMMENDED CITY COUNCIL ACTION:

- Approval of Resolution October 4, 2016.

ITEM SUMMARY:

- The Resolution will authorize a contract amendment with Tyler Technologies, Inc. for purchase and maintenance of a new Enterprise Class Land Management Software System (ECLMSS).

BACKGROUND INFORMATION:

- Due to staff attrition in the Information Technology Department, it is necessary to contract further assistance from Tyler Technologies in the form of UAT, (User Acceptance Testing), Data Conversion Services and Custom Report Building prior to Go Live.

Land Management Software System

- The City is in the process of acquiring and implementing software and supporting hardware as necessary to assist in the management of all aspects of land management, building permitting, code enforcement, citizen web access solution, mobile inspection solution, GIS integration, and interactive electronic plan review, along with a system for the management of the Capital Improvements Program, referred to as the ECLMSS.

- A request for proposals (RFP) was prepared for software vendors to respond to in April of 2014. The RFP clearly outlined the requirements of the ECLMSS and provided background information needed by all the vendors allowing them to prepare their proposals.

- The three software vendors proposals were evaluated by a committee consisting of Subject Matter Experts (SMEs) for each area, and all the vendors were chosen to give on-site demonstration of their software to the committee.

- Through this process, Tyler Technologies' ECLMSS was selected as the most qualified

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software solution.

- Tyler Technologies' ECLMSS is web-based and will enable the City to become more efficient, flexible, transparent and adaptable. It will improve the operation of the Development Services Department as follows:

  o Tyler Technologies' ECLMSS has a strong GIS integration, which gives the ability to view data such as addresses, parcels, permits, applications, inspections, complaints, or businesses on a geographic map, which allows for validation and analysis of data. Mobile applications allow for more efficiency for city staff in the field with their ability to look up permits, plans or complaints and attach photos, and approve or reschedule inspections.

  o Tyler Technologies' ECLMSS provides a Citizen Web Portal that allows a connection between City government and its citizens that will be expanded and more transparent.

  o Tyler Technologies' ECLMSS will provide integrated electronic plan review, with the following benefits:

    o Reduce traditional plan review processing times

    o Reduce physical trips to Development Services for plan drop off/pick up

    o Reduce the amount of space used for plan storage

    o Reduce the hard copies needed

    o Improve reviewer work environment and productivity through more efficient communication and non-linear plan review processes

    o Provide customers the ability to submit plans 24/7 on-line

    o Improve customer ability to track plans through the review process

    o Provide the ability to review plans from remote locations

  o Tyler Technologies' ECLMSS will provide a centralized system of development-related software applications that will allow staff to track and manage activities, thereby speeding up the process of getting from application to occupancy, while reducing errors and redundancy.

  o Tyler Technologies' ECLMSS has credit card processing which is a primary feature of the new system to allow credit card transactions through Bank Card Services Worldwide (BCSW), the software vendor's credit card processing company. Credit card charges involve a number of components, typically a percentage plus a flat amount. Credit card transactions will occur either through the Internet or as an "in person" card swipe transaction and carry a charge depending on the type of transaction. An advantage to accepting BCSW is customers can pay for their permits on line and print the permit from their office or home.

  o Provide tracking reports that will inform staff of approaching deadlines.

Timeline

- Upon selection of the software solution, a detailed calendar for the project, including elements similar to the following, will be developed:

- o   Signing of Software Contract
- o   Planning and Fundamental Training
- o   Assess and Define Project Scope
- o   System Configuration
- o   Testing
- o   Training
- o   Deployment

FINANCIAL SUMMARY:

- The Resolution will authorize a contract amendment with Tyler Technologies, Inc., for an amount not to exceed $286,880.00 with a total contract value of $1,663,880.

BOARD OR COMMISSION RECOMMENDATION: N/A