



Office of the City Manager

CONSENT CALENDAR
November 17, 2020

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: LaTanya Bellow, Director, Human Resources Department
Subject: Contract No. 32100021 Amendment: Telfords for Tyler Munis ERP System (locally referred to as ERMA) Implementation Support

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32100021 with Telfords, for Consulting Services for Tyler Munis ERP system project management and implementation support services and to increase the contract amount by \$50,000 for a total not to exceed \$100,000 and to extend the contract through June 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

This proposed contract amendment will provide funding through June 30, 2021 in an amount not to exceed \$100,000. The initial funding of \$50,000 for the contract is being appropriated as part of the First Amendment to the FY 2021 Annual Appropriations Ordinance, which is on tonight's Council agenda. The additional \$50,000 will be appropriated as part of the Second Amendment to the FY 2021 Annual Appropriations Ordinance. All of the funding for the contract and the contract amendment are being appropriated in the FUND\$ Replacement Fund.

CURRENT SITUATION AND ITS EFFECTS

The City entered into a contract with Telfords to provide the City with consulting services for Tyler Munis ERP System (locally referred to as ERMA) Implementation. Telfords will continue to help project manage the Payroll module implementation and make sure all the tasks and testing that are needed in order to "GO Live" are conducted efficiently and are delivered as intended.

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.

Telfords and staff have conducted extensive testing of the ERMA system running parallel testing in FUND\$ and ERMA, and the ERP implementation project is now in the final Go Live testing phase. However, the ERMA team’s time working on the project has been impacted by the COVID-19 pandemic and the Tyler’s system has recently been a victim of a ransomware attack. As result, the team has moved to a phased approach to launch the payroll function before finalizing the electronic time keeping tool, ExecuTime, resulting in increased costs. This phased implementation will extend the launch date to February 2021 and creates space for staff to respond to the ongoing COVID-19 pandemic impacts, and provides Telfords time to respond to the ransomware attack.

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 additional funding is necessary to continue to support and guide the project team through the final project objectives and deliverables needed to replace the Payroll Module.

ALTERNATIVE ACTIONS CONSIDERED

None.

CONTACT PERSON

LaTanya Bellow, Director of Human Resources, 510-981-6807

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO 32100021 AMENDMENT: TELFORDS AGREEMENT FOR CONSULTING SERVICES FOR THE TYLER MUNIS ERP PROJECT IMPLEMENTATION

WHEREAS, the City desired 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 provided an independent analysis of the in-process results of the project and provides 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, 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 City entered into a Contract No. 32100021 in the amount not to exceed \$50,000 with Telfords to provide implementation support for Tyler Munis ERP System locally referred to as ERMA; and

WHEREAS, the project team recognized the need to delay the go-live date, and revise the project plan with a target date of February 28, 2021; and

WHEREAS, the funding for the agreement is being appropriated in the Fiscal Year 2021 budget in the FUNDS\$ Replacement Fund (503) as part of the First and Second Amendments to the FY 2021 Annual Appropriations Ordinance.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 32100021 with Telfords to provide implementation support for Tyler Munis ERP system and to increase the contract amount by \$50,000 for a total not to exceed \$100,000 and to extend the contract through June 30, 2021.

