



Office of the City Manager

CONSENT CALENDAR
March 30, 2021

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 or her designee to authorize one-time funding of \$80,000 for a proposed amendment to Contract No. 32100021 with Telfords, for Consulting Services for Tyler Munis ERP system project management and implementation support services to fund the ERMA implementation support contract, for a total not-to-exceed \$180,000 and to extend the contract to December 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

Funding for this additional scope of work in the amount of \$80,000 will be provided by the FUND\$ replacement fund and Finance Department General Fund in Fiscal Year 2021 as itemized below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed citywide budget and Annual Appropriation Ordinances.

\$60,000 FY 2021: Professional Services
Budget Code: 503-35-362-376-0000-000-472-612990
FUND\$ Replacement Fund, ERMA

\$20,000 FY 2021: Professional Services
Budget Code: 011-33-321-327-0000-000-412-612990
Finance Department, General Fund

\$80,000 Total FY 2021: Professional Services

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. The ERMA system has launched payroll processing, and requires additional work to complete first quarter payroll troubleshooting. Telfords will continue to provide project management for the live Payroll module validations, development for an electronic core tool for Human

Resources employee management, coordination of first and second quarter activities, implementation support services for Executime, and the module which will replace paper timecards.

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 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, provides financial, human resources and payroll solutions for the City and replaces the core services previously supported through SunGard HTE system.

Telfords and staff conducted extensive testing of the ERMA system running parallel testing in FUND\$ and ERMA, and the ERP implementation project is now live with payroll functioning. However, the project timeline and pace were impacted by the COVID-19 pandemic in conjunction with the ransomware attack on Tyler’s system. As a result, the team 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 full release date to June 2021 that creates space for staff to respond to the ongoing COVID-19 pandemic impacts, and provides Telfords time to finalize the coordination of first and second quarter activities, and implement ExecuTime.

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 implement the Payroll Module and create an electronic Human Resources core tool.

Contract No. 32100021 Amendment: Telfords
ERP System (locally referred to as ERMA) Implementation Support

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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 to finalize 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 \$100,000 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 revise the project plan with a target date of December 30, 2021 to finalize the coordination of first and second quarter activities, and implement ExecuTime; and

WHEREAS, the funding for the agreement is available in the Fiscal Year 2021 budget and will be allocated through the FUNDS\$ Replacement Fund (503) in the amount of \$60,000 and the Department of Finance General Fund (011) in the amount of \$20,000 as part of the FY 2021 budget. This contract has been entered into the City's contract management database and assigned CMS No. 32100021.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of Berkeley that the City Manager or designee 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 \$80,000 for a total contract amount not to exceed \$180,000 and extending the contract term to December 30, 2021.