



AGENDA MEMO
11/5/2019 Agenda

TO: Honorable Mayor and City Council

FROM: Dale Harwell, Director of Information Services

SUBJECT: Approval of Payment to Tyler Technologies for New World ERP Standard Software Maintenance for FY20

BACKGROUND:

City staff has used New World Enterprise Resource Planning (ERP) software from Tyler Technologies for financial management, utility management, and human resources since 1995. The following are examples of tasks that are completed by City employees using New World ERP software:

- Managing the general ledger
- Creating and monitoring budgets
- Issuing purchase orders
- Paying vendors
- Billing residents and businesses for utility services (i.e. water, sewer, and sanitation)
- Maintaining employee information (i.e. contacts, benefits, job titles, job history, etc.)
- Paying employees, tracking vacation and sick hour accruals, and facilitating annual employee benefits enrollment

In addition, the data in New World interfaces with many other City applications.

On an annual basis, Tyler invoices their clients to recover costs associated with software development, maintenance, and technical support. The cost levied to the City of University Park for the period 11/01/2019 – 10/31/2020 is \$63,548.32. This represents an annual increase of 3.98%. New maintenance costs for Benefits Administration and eBenefits Administration in the amount of \$2,171.06 are added resulting in a total invoice amount of \$65,719.38.

RECOMMENDATION:

Staff recommends the City Council approve payment for annual maintenance to Tyler Technologies for New World ERP software.