

## General Business Item K.2. for October 27, 2020 – Supplemental Material

Questions asked by various board members regarding BOT item General Business:

1. How many hours can staff expect to spend on implementation: HR & Payroll and Finance – estimate is 207 hours over an 18 month implantation period.
2. Are the HR, Payroll and Finance modules developed by Tyler or purchased from another source? Tyler develops, implements, and supports the HR, Payroll and Finance modules at the ERP headquarters in Yarmouth, Maine. Nothing is outsourced. The ERP division has over 1,500 employees to support a full service software development operation.
3. Where are your data centers located? State side? Data Centers are only located in the US within 2 regions.
4. The Identified needs and requirements are not listed on the memo? Initially staff vetted through 182 must haves and would like to have functions for HR and Payroll and an additional 250 for Accounting and Finance. These were then narrowed as we went from 14 HRIS vendor options, to our top five to our top two.
5. Whose is hosting? It is a SaaS based solution, Tyler is hosting.
6. How many concurrent users are we going to need at any time? Core back office concurrent users is set at 32, we can increase if needed, staff feels this is sufficient at this time. It should be noted this is not a “lock-out” method of user counting; it’s meant to be a protection for customers to ensure there is enough system bandwidth to run inquiry, reporting, payroll, etc. without any slowdown.
7. Are we aware Tyler only provides support M-F? Our critical needs are weekends as regarding to Diamond Peak & Golf? Yes staff is aware, this will be an improvement from our current vendors support hours – however if there is a critical need we have the ability contact them off hours. HR, IT and Accounting all have staff that cover 1-2 days over the weekend.
8. No report on their history of downtime? How much system availability they can provide? 99.8% uptime
9. Concern for bandwidth for Accounting based on deadline of December 2020? December 2020 represents one specific deliverable from accounting. Currently live date for accounting is April of 2022.
10. Question regarding finances on page 55 (547K vs 891k)? The 547k is representative the HR/Payroll only option; the 891K encompasses all three modules - HR/Payroll and Finance - The summary information on page 55 reflects both “implementation” costs (year 1 and 2) as well as annual maintenance costs through first five years....
  - Implementation costs = \$257,308 for HR/Payroll ONLY and \$391,438 for HR/Payroll and Finance system
    - These are the figures referenced in the narrative on page 54 and are presented in relation to the \$300,000 budgeted in Fy2020/21 CIP
  - Annual maintenance costs = \$67,398 for HR/Payroll ONLY and \$119,138 for HR/Payroll and Finance
  - In an effort to be fully transparent, page 55 shows 5-year cost...,the annual costs are ongoing beyond 2024/25
11. Paul will be providing any more in depth answers to the financials at the board meeting.