

**MEMORANDUM**

**TO:** Board of Trustees

**THROUGH:** Karen Crocker, Interim District General Manager / Director of Parks and Recreation

**FROM:** Mike Gove, Director of IT/IS, Susan Griffith, Interim Director of Finance

**SUBJECT:** Review, discuss, and direct staff to work with Legal Counsel to finalize an agreement with Tyler Systems and authorize the Interim General Manager to execute the agreement for services noted in quote #2024-489621-K4S7M9 to include: Open Finance Public Finance Portal implementation; Employee Self Service Web Portal upgrade; and onsite Enterprise ERP training not to exceed amount of \$97,400. (Requesting Staff Members: Director of Information Technology Mike Gove and Interim Director of Finance Susan Griffith)

**DATE:** October 9, 2024

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**I. RECOMMENDATION**

That the Board of Trustees direct staff to work with Legal Counsel to finalize an agreement with Tyler Systems and authorize the Interim General Manager to execute the agreement for services noted in quote #2024-489621-K4S7M9 to include: Open Finance Public Finance Portal implementation; Employee Self Service Web Portal upgrade; and onsite Enterprise ERP training not to exceed amount of \$97,400.

**II. BACKGROUND**

IT and Finance staff have been working together to come up with a plan to perform several tasks with the support of Tyler Systems to assist in training and support for the Tyler ERP system. Most of the current finance staff are new to the District and were not involved with the initial implementation of the Tyler ERP. As staff exited the finance department, the knowledge of the setup and operation of the Tyler ERP was lost. In addition, as new staff have come into the department, there have been inefficiencies identified with current processes that staff are seeking the support from Tyler to resolve.

In exploring this engagement, staff chose to explore areas of manual effort as the first priority for support from Tyler. A few of those areas outlined here below are the Invoice Entry Workflow process, HR recruiting process as well as the Open Finance Portal integration. Staff requested that Tyler prioritize this work to be completed first.

Staff also requested that Tyler perform all of its work onsite with this engagement, starting with the investment assessments and working their way through the priorities identified in the quote. Any hours not consumed within District staff's identified priorities will be applied to findings from the investment assessments.

It should be noted that the current estimated lead time for this engagement to begin is 90 days from the execution of this quote. Staff will work with Tyler to expedite the execution of this agreement.

Please find attached a table summarizing the type of work needed for each quote line item with a description of the issue being addressed.

**III. BID RESULTS**

**IV. FINANCIAL IMPACT AND BUDGET**

Staff will transfer monies between functions within the General Fund. This will not create a budget augmentation.

**V. ALTERNATIVES**

**VI. COMMENTS**

**VII. BUSINESS IMPACT/BENEFIT**

**VIII. ATTACHMENTS**

1. Tyler Munis Quote

**IX. DECISION POINTS NEEDED FROM THE BOARD OF TRUSTEES**



Quoted By:  
 Quote Expiration:  
 Quote Name:

Christina Young  
 02/08/25  
 Incline Village GID-ERP-  
 Implementation Time

**Sales Quotation For:**

**Shipping Address:**

Incline Village General Improvement District  
 893 Southwood Blvd  
 Incline Village NV 89451-9425

**Tyler SaaS and Related Services**

Description	Qty	Imp. Hours	Annual Fee
Human Resources Management			
Payroll w Employee Access Migration	1	24	\$ 6,955.00
Data Insights			
Open Finance	1	0	\$ 12,000.00
		Sub-Total:	\$ 18,955.00
		<i>Less Discount:</i>	<i>\$ 6,955.00</i>
		<b>TOTAL</b>	<b>\$ 12,000.00</b>

**Professional Services**

Description	Quantity	Unit Price	Ext Discount	Extended Price	Maintenance
Install Fee - Open Finance	1	\$ 3,200.00	\$ 0.00	\$ 3,200.00	\$ 0.00
Investment Assessment - Financials	24	\$ 200.00	\$ 0.00	\$ 4,800.00	\$ 0.00

Investment Assessment - PR/HR	24	\$ 200.00	\$ 0.00	\$ 4,800.00	\$ 0.00
Investment Assessment Write Up - Financials	8	\$ 200.00	\$ 0.00	\$ 1,600.00	\$ 0.00
Investment Assessment Write Up - PR/HR	8	\$ 200.00	\$ 0.00	\$ 1,600.00	\$ 0.00
Phase 2 - Capital Assets Implementation	48	\$ 200.00	\$ 0.00	\$ 9,600.00	\$ 0.00
Phase 2 - Capital Budgets Training	32	\$ 200.00	\$ 0.00	\$ 6,400.00	\$ 0.00
Phase 2 - Cash Management - Implementation	24	\$ 200.00	\$ 0.00	\$ 4,800.00	\$ 0.00
Phase 2 - Inventory - Implementation	48	\$ 200.00	\$ 0.00	\$ 9,600.00	\$ 0.00
Phase 2 - Invoice Entry Improvement and Training	24	\$ 200.00	\$ 0.00	\$ 4,800.00	\$ 0.00
Phase 2 - Recruiting/On-Boarding	32	\$ 200.00	\$ 0.00	\$ 6,400.00	\$ 0.00
Project Management	40	\$ 175.00	\$ 0.00	\$ 8,000.00	\$ 0.00
Onsite Implementation	24	\$ 200.00	\$ 0.00	\$ 4,800.00	\$ 0.00
<b>TOTAL</b>				<b>\$ 70,400.00</b>	<b>\$ 0.00</b>

<b>Summary</b>	<b>One Time Fees</b>	<b>Recurring Fees</b>
Total Tyler License Fees	\$ 0.00	\$ 0.00
Total SaaS	\$ 0.00	\$ 12,000.00
Total Tyler Services	\$ 70,400.00	\$ 0.00
Total Third-Party Hardware, Software, Services	\$ 0.00	\$ 0.00
<b>Summary Total</b>	<b>\$ 70,400.00</b>	<b>\$ 12,000.00</b>
<b>Contract Total</b>	<b>\$ 82,400.00</b>	
<b>Estimated Travel Expenses excl in Contract Total</b>	<b>\$ 15,000.00</b>	

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held For six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

P.O.#: \_\_\_\_\_

All Primary values quoted in US Dollars

**Tyler Annual Discount Detail (Excludes Optional Products)**

Description	Annual Fee	Annual Fee Discount	Annual Fee Net
Human Resources Management			
Payroll w Employee Access Migration	\$ 6,955.00	\$ 6,955.00	\$ 0.00
Data Insights			
Open Finance	\$ 12,000.00	\$ 0.00	\$ 12,000.00
<b>TOTAL</b>	<b>\$ 18,955.00</b>	<b>\$ 6,955.00</b>	<b>\$ 12,000.00</b>

**Comments**

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms:

- License fees for Tyler and third party software are invoiced upon the earlier of (i) deliver of the license key or (ii) when Tyler makes such software available for download by the Client;
- Fees for hardware are invoiced upon delivery;
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware;
- Annual Maintenance and Support fees, SaaS fees, Hosting fees, and Subscription fees are first payable when Tyler makes the software available for download by the Client (for Maintenance) or on the first day of the month following the date this quotation was signed (for SaaS, Hosting, and Subscription), and any such fees are prorated to align with the applicable term under the Agreement, with renewals invoiced annually thereafter in accord with the Agreement.
- Fees for services included in this sales quotation shall be invoiced as indicated below.
  - Implementation and other professional services fees shall be invoiced as delivered.

- Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
- Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion module, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion module.
- Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
- If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
- Notwithstanding anything to the contrary stated above, the following payment terms shall apply to services fees specifically for migrations: Tyler will invoice Client 50% of any Migration Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Unless otherwise indicated on this Sales quotation, annual services will be invoiced in advance, for annual terms commencing on the date this sales quotation is signed by the Client. If listed annual service(s) is an addition to the same service presently existing under the Agreement, the first term of the added annual service will be prorated to expire coterminous with the existing annual term for the service, with renewals to occur as indicated in the Agreement.
- Expenses associated with onsite services are invoiced as incurred.  
Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the scope, level of engagement, and timeline as defined in the Statement of Work (SOW) for your project. The actual amount of services required may vary, based on these factors.

Tyler's pricing is based on the scope of proposed products and services contracted from Tyler. Should portions of the scope of products or services be altered by the Client, Tyler reserves the right to adjust prices for the remaining scope accordingly.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting. Installations are completed remotely but can be done onsite upon request at an additional cost.

In the event Client cancels services less than four (4) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

The Implementation Hours included in this quote assume a work split effort of 70% Client and 30% Tyler.

Implementation Hours are scheduled and delivered in four (4) or eight (8) hour increments.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

Your rights, and the rights of any of your end users, to use Tyler's Data & Insights SaaS Services, or certain Tyler solutions which include Tyler's Data & Insights data platform, are subject to the Terms of Services, available at <https://www.tylertech.com/terms/data-insights-saas-services-terms-of-service>. By signing this sales quotation, or accessing, installing, or using any of the Tyler solutions listed at the linked terms, you certify that you have reviewed, understand, and agree to said terms.

Your rights, and the rights of any of your end users, to use Tyler's Access applications are subject to the Terms of Services, available at <https://www.tylertech.com/terms/tyler-access-applications-migration-terms>. By signing this sales quotation, or accessing, installing, or using any of the Tyler solutions listed at the linked terms, you certify that you have reviewed, understand, and agree to said terms.

Standard Project Management responsibilities include project plan creation, initial stakeholder presentation, bi-weekly status calls, updating of project plan task statuses, and go-live planning activities.

Item from Quote	Function	Reason for request
Open Finance	Public access portal for financial information	Replacing OpenGov, staff are currently having to manually intervene with what should be an automatic upload of system data to Tyler. Tyler's portal is simpler to manage and use.
Employee Access Migration / Employee Self Service Portal Upgrade	Public web portal used by applicants and active/termed employees to access employment applications/W2's/Paystubs	The current site is outdated and needs to be updated. Tyler has discounted the cost of this to net-zero.
Investment Assessments	Tyler will review the current setup of the modules and how staff are leveraging the ERP System and provide a report to management staff about potential improvements or efficiencies.	Current staff were not trained by Tyler on the modules that are being requested for support in this interaction. As such, current staff do not know the scope of the software system they are interacting with on a daily basis.
Capital Assets Module	It is crucial that staff be able to track capital asset disposals and assets placed in service. Staff need to be able to depreciate within the accounting software	Current staff has not received training on this module. Auditors found that it was necessary to improve our capital asset tracking.
Inventory Module	Having the inventory module implemented will help identify areas of variance and improve upon internal controls.	Current staff has not received training on this module. Auditors discussed the physical inventory counts needed to be improved upon.
Cash Management Module	The cash management module will help to efficiently complete monthly bank reconciliations.	Current staff has not received training on this module. This module will help staff to utilize the tools to create a direct interface with our banking systems and ERP software.
Invoice Entry Improvement and Training	This module allows a streamlined workflow for accounts payable approval and invoice processing.	The current system relies upon email communications to request and receive purchase order numbers and approvals.
Recruiting and On-Boarding	This module allows for job applications to be hosted on the Employee Access portal, providing applicants and managers to interact directly through the Tyler ERP.	Additional training is required to get this module setup and operational on the new Employee self-service portal.
Project Management	Tyler will be providing the District with a Project Manager to oversee the completion of the requested and identified tasks.	This item is a requirement from Tyler to support their engagement with the District.