



CITY OF DUNWOODY

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MEMORANDUM

To: Mayor and City Council
From: Chris Pike, Finance Director
Date: September 28, 2009
Subject: **Financial Software RFP 09-175**

ITEM DESCRIPTION

Approve recommendation of the Finance Director to Award Purchasing Contract 09-175 (Financial Software) to Tyler Technologies, authorize Staff to negotiate a contract with Tyler Technologies, and authorize the City Manager to execute the necessary documents following satisfactory review by Staff and legal counsel.

BACKGROUND

The Dunwoody Finance Department has no comprehensive financial software in place. It is essential that the City has a comprehensive financial package in order to improve internal control and to improve our ability to report accurately and timely. The current software was always intended to be a short-term option and is very limited in its ability to perform governmental fund accounting. A comprehensive financial software package is a critical component of the City's overall program to maintain regulatory compliance and adhere to Governmental Accounting Standards Board (GASB) requirements. The City intends to select a vendor that can supply and deploy such a system.

To accomplish this goal, the City issued a request for software companies to provide proposals for a complete system that is functional to the City and addresses the needs expressed within the RFP. The City attempted to identify but was unable to locate any Dunwoody businesses that develop and resale governmental accounting software. In response to that request, four firms submitted proposals. Of those four, three firms did not progress to the pricing stage as portions of their proposals were deemed responsive, but not acceptable. The four proposals that Staff evaluated included (in alphabetical order):

- Cogsdale
- New World Systems
- Springbrook
- Tyler Technologies (Tyler)

All participants were made aware of the budget for this project at the prebid conference.

ISSUES

The RFP included a very detailed list of features covering a comprehensive spectrum of system requirements. Each proposal was reviewed by a team of staff members who evaluated them according to their areas of expertise. The features offered in all the proposals were similar. Two proposals were ruled out immediately due to certain features (or lack of features) which were unacceptable to the review team. Springbrook had limited support hours due its being located on the west coast, a smaller client base and limited exposure in the Southeast. New World Systems did not use distinct accounting periods but instead relied on dates alone to define accounting periods. The team viewed this as a serious weakness in the system and deemed this system unacceptable.

The initial consensus was that Tyler offered the best blend of both technology and features to meet our requirements. The review team also considered Cogsdale and acceptable solution based solely on the proposal received. From there we scheduled site visits with references from the two top choices, Tyler and Cogsdale. Cogsdale was subsequently ruled out due to its being geared too heavily towards utility billing, which is not suitable for Dunwoody. The consensus from Cogsdale users was the software is “good enough” for their use, but they would not choose them again if they had the choice. Based on our site visits and interviews with references, it became evident the best fit for the City of Dunwoody is the Tyler Incode product suite.

This item was included in the Finance and Administration original FY2009 Budget Request to automate the accounting, budgeting, purchasing and work order systems for the City of Dunwoody. In addition, the Tyler product suite also includes Fixed Assets, Central Cash Collection, Business License, and Court Case Management. However, staff recommends carving the Court module from the Contract and soliciting this software separately. The FY2009 Approved Budget also includes a Court software package to integrate with the Police RMS and the Financial Management software package. The Tyler Suite also meets both those requirements. The total contract value for all requirements including general and administrative costs, profits, travel, per diem and all costs associated with this contract is \$189,543, and is within budget. Maintenance, support and upgrades are typically around 20% of the acquisition price and paid annually pending budgetary approval. Tyler proposal included five annual maintenance contracts (excluding the court module) of \$39,539.40 each year. The first year’s maintenance will be paid and financed through the capital lease program and then budgeted thereafter beginning with the 2011 fiscal budget.

Though initially discouraged by just four proposals, Staff is satisfied that the best proposal was submitted for this project. Tyler has fantastic references with not one single negative comment. Tyler’s software is within budget and provides a complete suite of modules to meet the City’s current and future needs for many years to come.

RECOMMENDED ACTION

It is respectfully requested that Council (a) Approve recommendation of the Finance Director to Award Purchasing Contract 09-175 (Financial Software) to Tyler Technologies, (b) authorize Staff to negotiate a contract with Tyler Technologies, and (c) authorize the City Manager to execute the necessary documents following satisfactory review by Staff and legal counsel.