



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 9/1/2020

Agenda Placement: 6J

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Tracy Schulze - Auditor-Controller
Auditor - Controller

REPORT BY: Tracy Schulze, Auditor-Controller - 299-1733

SUBJECT: Contract Amendment No.1 with Tyler Technologies

RECOMMENDATION

Auditor-Controller, Director of Human Resources, and Chief Information Officer request approval of and authorization for the Chair to sign Amendment No.1 to Agreement No. 200281B with Tyler Technologies, revising the payment structure for travel and removing the change management component from the Statement of Work, resulting in a contract reduction of \$15,900.00.

EXECUTIVE SUMMARY

On March 10, 2020, the Board of Supervisors approved Agreement No. 200281B with Tyler Technologies for implementation and hosted software services of a new Countywide Financial and Human Resource ERP system in the amount of \$4,103,352. The purpose of this amendment is to a) revise the milestone payment structure to remove travel costs due to result of COVID-19 and the inability to travel; and b) remove the change management services provided by Tyler Technologies. The Project Management Team, consisting of the Auditor-Controller, Director of Human Resources and Chief Information Officer, along with the consultant working with the team from the Government Finance Officers Association (GFOA), have agreed these changes are in the best interest of the County and the project.

The amendment would remove travel costs from the milestone payments and shift them to a travel "bucket" that may be used once travel resumes. The County will save all unused travel dollars at the end of project implementation. The Project Management Team is committed to closely monitoring travel expenses once travel resumes.

The amendment also would remove change management services by Tyler Technologies. Tyler would have conducted employee surveys, prepared a change management plan, and conducted a training session with staff regarding change management. The total cost for this service was to be \$17,820.00, consisting of both travel

costs and eight hours of a Tyler consultant. After an introduction by Tyler, the Project Management Team determined these services are redundant with services provided by GFOA for the project, and that GFOA has a wider range of experience and understanding to complete this task for less cost. The County has incurred \$1,920.00 in costs for the introduction; the balance of \$15,900.00 would be net savings to the County under this amendment.

The amendment would also delete an "Evolution Plan" that Tyler Technologies would have prepared, which the Project Management Team agrees is no longer necessary.

FISCAL & STRATEGIC PLAN IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	The Financial and Human Resource ERP Project is budgeted in the capital projects fund.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	This is a savings to the contract.
Is the general fund affected?	No
Future fiscal impact:	This is a savings to the contract.
Consequences if not approved:	The County would not realize the savings for the reduction of travel or services rendered by Tyler Technologies.
County Strategic Plan pillar addressed:	Effective and Open Government
Additional Information:	

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

On March 10, 2020, the Board of Supervisors approved Agreement No.200281B with Tyler Technologies for implementation and hosted software services of a new Countywide Financial and Human Resource ERP system in the amount of \$4,103,352. The purpose of this amendment is to a) revise the milestone payment structure to remove travel from milestones due to result of COVID and the inability to travel, and b) to remove the change management services provided by Tyler Technologies. The Project Management Team, consisting of the Auditor-Controller, Director of Human Resources and Chief Information Officer, along with the consultant working with the team from the Government Finance Officers Association (GFOA), have agreed these changes are in the best interest of the County and the project.

Due to COVID, Tyler Technologies consultants have not been able to travel to implement the project on site at Napa County. However, the project has been going strong and continues to make progress through GoTo

Meetings over the internet. All sessions and trainings have been conducted remotely and on schedule. Travel costs were originally built in the contract milestone payment structure. The Project Management Team, worked with Tyler Technologies to remove the travel costs from the milestone payments and shift them to a travel "bucket" to be used once travel resumes. The County will save all unused travel dollars at the end of the project implementation. The Project Management Team is committed to closely monitoring the travel expense once travel resumes.

The amendment also would remove the change management services provided by Tyler Technologies. Tyler would have conducted employee surveys, prepared a change management plan, and conducted a training session with staff regarding change management. The total cost for this service was \$17,820.00, consisting of both travel costs and eight hours of a Tyler consultant to perform these services. After an introduction by Tyler, the Project Management Team determined these services are redundant with the services that are under contract with GFOA for the project, and that GFOA has a wider range of experience and understanding to complete this task for less cost. The introduction, including prep work, was one hour of Tyler's time at a cost of \$1,920.00. The balance of \$15,900.00 would be the net savings to the County under this amendment.

The amendment would also delete an "Evolution Plan" that Tyler Technologies would have prepared, which the Project Management Team agrees is no longer necessary.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Samuel Ross