



# City of Broken Arrow

## Request for Action

---

**File #:** 19-1350, **Version:** 1

---

**Broken Arrow City Council**  
**Meeting of: 11-05-2019**

**Title:**

Approval of and authorization to execute Amendment No. 1 to the License and Services Agreement between the City of Broken Arrow and Tyler Technologies

**Background:**

The City Council approved the License and Service Agreement with Tyler Technologies for the new Enterprise Resource Planning Solution at the July 16, 2019 Council meeting. Staff is recommending two changes be made to this agreement.

The first change results in moving the implementation of the Inventory module from Phase 4 to Phase 1 of the project. This creates a better alignment with the Fleet Maintenance application and auto parts inventory. Also, the Purchasing Requisition application within Tyler's system interfaces directly with the Purchasing inventory that is stored at the Stark Trust building. It makes sense to have these applications implemented at the same time.

The second change is the purchase of System Management Services that was quoted by Tyler Technologies as an optional service for \$45,026.00. System Management Services provides proactive system monitoring of Tyler application availability, server monitoring (Disk, Central Processing Unit (CPU)), Microsoft Windows updates, and monthly system status reports. Also provided, is unlimited remote technical support for troubleshooting and migration of applications to new hardware when needed. Database administration and back-up assistance are also part of the System Management Services being considered.

Funds are available for the purchase of System Management Services through the 2018 general obligation bonds.

**Cost:** \$45,026.00

**Funding Source:** 2018 General Obligation Bonds

**Requested By:** Stephen Steward, Director of Information Technology

**Approved By:** City Manager's Office

**Attachments:** Amended License and Service Agreement

**Recommendation:**

Approve and authorize execution of Amendment No. 1 to the License and Services Agreement with Tyler Technologies.