#### **AGENDA**

Joint Administrative Services Board January 27, 2014 1:00 p.m. Joint Government Center

#### 1. Call to Order.

Determination of Quorum
Selection of Chairperson
Selection of Vice-Chairperson
Establishment of meeting calendar. Please consider the following:

Date	Time	Location	Topic(s)
02/24/14	1:00:00 PM	JGC	Health Ins, Budget, Technology
03/24/14	1:00:00 PM	JGC	Health Insurance, Technology
04/28/14	1:00:00 PM	JGC	Health Insurance, Technology
05/19/14	1:00:00 PM	JGC	Health Insurance, Audit, Technology
06/23/14	1:00:00 PM	JGC	Technology
07/28/14	1:00:00 PM	JGC	Technology
08/25/14	1:00:00 PM	JGC	Technology
09/29/14	1:00:00 PM	JGC	Technology
10/27/14	1:00:00 PM	JGC	Director Evaluation, Technology
11/24/14	1:00:00 PM	JGC	Technology
12/22/14	1:00:00 PM	JGC	Technology
01/26/15	1:00:00 PM	JGC	Organization, Budget, Technology

- 2. Approval of Minutes. (December 16 Minutes Attached).
- 3. Joint Technology Plan. The attached plan has been reviewed by Gordon and Ed, and is submitted for the Board's approval.
- 4. SaaS vs. Local Server. The Tyler Proposal presented two options: i) Software-as-a-Service whereby the software is "rented" and runs on Tyler Technology servers, and ii) traditional licensed software running on Clarke County servers. It is necessary that the Board decide which option to pursue before commencing negotiations with Tyler Technologies. Please note the following:
  - a. See attached list of communities in Virginia using Tyler Munis, and their respective software delivery choices.
  - b. See attached graph from "IT Budgeting and Decision Making" showing lower cost profile for SaaS.

- c. See cost analysis from another, somewhat larger, community showing cost approximately equal.
- d. Tyler Technologies states that a choice for SaaS now can be converted to the traditional licensing option in the future, and vice-versa. The mechanism for doing so would be built into the contract.
- e. See list of pros and cons from Plante and Moran (forthcoming).
- f. Dennis Bagley of Plante and Moran will be available by conference call beginning at 1:30 pm to provide advice in making this decision.
- 5. Decision to Commence Negotiation with Tyler Munis. Since this was last discussed we have visited City of Staunton, Virginia; have obtained references from several communities; and have established a contract with Plante & Moran to advise us during contract negotiation (see attached). It is requested that the board review this information, and vote to proceed to contract with Tyler Technologies for provision of an ERP system. This decision will need to be confirmed by the School Board and the Board of Supervisors but, if confirmed, it is recommended that it be the last such approval prior to actual contract and implementation since we will be investing substantial resources in the contract negotiation over the coming months, and time is getting short to meet the July 1 cutover of the General Ledger. Curt Steddum of Tyler Technologies will be on hand to answer any questions that might remain. Mr. Steddum will demonstrate the Software for the School Board and Board of Supervisors at a 4:30 meeting later this day.
- 6. Pay and Classification Studies. The School Division and the Government are each engaged in Pay and Classification Studies. Because JAS operates under School Personnel Policies, it is recommended that it participate in the School Division's study.
- 7. JAS FY 15 Budget. Please find a proposal attached. This may be discussed, modified, and adopted for inclusion in the Board of Supervisors FY 15 Budget.
- 8. Director Evaluation. The Board may wish to go in to closed session to discuss the evaluation of the Director.

Joint Administrative Services Board

December 16, 2013

Regular Meeting

1:00 pm

At a regular meeting of the Joint Administrative Services Board held on Monday, December 16, 2013 at 1:00 pm in Berryville Clarke County Government Center Meeting Room AB, Berryville Clarke County Government Center, 101 Chalmers Court, 2nd Floor; Berryville, Virginia.

#### Members Present

Sharon-Keeler; David Ash; J. Michael Hobert; Michael Murphy; Chip Schutte

Members Absent

None

Staff Present

Tom Judge; Gordon Russell, Ed Shewbridge, Lora Walburn

Others Present

None

1. Call to Order - Determination of Quorum

At 1:00 pm, Chairman Schutte called the meeting to order.

2. Approval of Minutes

Mike Hobert, seconded by David Ash, moved to approve the November 14, 2013 and November 25, 2013 meeting minutes as presented. The motion carried as follows:

David Ash

Aye

J. Michael Hobert

- Aye

Sharon Keeler

Aye

Michael Murphy

Absent

Charles "Chip" Schutte

Aye

## 3. ERP System Procurement

# a. Tyler Presentation

Tyler Technologies, Inc. Munis Demonstration Agenda Joint Government Center Conference Rooms December 19, 2013

Time	<u>Application</u>
9:00 – 9:15	Introductions and Overview
9:15 - 10:30	GL/AP/Budgeting
10:30 - 11:00	Purchasing
11:00 12:00	HR/Payroll
12:00 – 1:00	Lunch
1:00 – 2:30	Tax Billing (RE and PP)
2:30 - 3:00	Business Licenses / Animal Licenses
3:00 - 3:30	Utility Billing
3:30 - 4:00	Permits / Code Enforcement
4:00 - 4:30	Cashiering

Mike Murphy, Rick Catlett, and Ed Shewbridge joined the meeting at 1:05 pm.

# b. Trip to Staunton: who should go, dates available early in January.

Highlights of review include:

- Suggested tour dates: January 3, 9 or 10.
- Chip Schutte will not be available on those dates.
- IT Directors are encouraged to attend.
- Rick Catlett would prefer to meet with School officials.
- Renee Weir, School Administration Office Manager, will attend.
- David Ash, Sharon Keeler and Mike Hobert would like to attend.
- Sally Sheckels and/or Annette Gilley may attend.

#### c. Answers to queries

Tom Judge reviewed the following responses provided by Tyler.

#### Queries

The proposal addresses what we asked for, but some of what we asked for was to be sure we had room to grow, so we may need to prune a few things back in the near term.

- 1. I understand the difference between TCMSE and TCMEE, and I believe the Board will want the TCMEE, but what is the cost differential for both the SaaS and local server options?
  - \$11,000. Suggest we start with SE and upgrade to EE if we determine we need it.
- What is the concurrent user calculation for the SaaS option? The numbers I provided in the RFP may not accurately represent what Tyler would define "concurrent user", and before I do the whole SaaS vs. Local Server Total Cost of Ownership calculation I'd like to be sure of the SaaS number.
  - 32 concurrent users. Next step down is 16 (too little).
- 3. Is Tyler Forms a mandatory element, or only needed for custom forms? Our goal would be to use only Tyler's standard forms.
  - Mandatory to have it. They will need to customize certain forms like checks, invoices, etc. but we can minimize. They will only bill for what they actually do.
- 4. Is Tyler Reporting Services (SSRS?) a mandatory element, or only needed for custom reports? Is it included? Our goal would be to use only Tyler's standard reports.
  - Mandatory to have it. We can create our own custom reports, or pay them to do it, but they have many standard reports.
- 5. If we get Munis Permitting now, but want to extend the breadth of our land use applications in the future, would we get backed into EnerGov, and find our Munis Permitting license fee to be a sunk cost?
  - Tyler will credit any investment in their software toward investment in another type of their software sharing similar function, so no sunk cost.
- 6. I see that we will only be charged for the conversions we actually make. This is good because it's hard to know at this point. Is the same true of external system interfaces?
  - Yes.
- 7. FYI: We are trying to get an estimate of the reduced audit cost if we order your CAFR tool.
  - Awaiting word from auditor.

8. We currently license Versatrans. Will the Maplink GIS Integration extend to that application as well?

Versatrans will connect with ESRJ ArcInfo, but not through Maplink. Tyler will confirm this.

We don't want Performance Based Budgeting right now. Please confirm that it is not included.

Not included.

10. Can you provide an xls template for the TCO calculation between SaaS and local Server? There are a great many issues to consider, primarily in the ongoing costs like server license upgrades, disaster recovery, off-site backup, etc. There are a few templates on the web, but thought you might have something tailored to Tyler Munis.

Tyler is looking for this.

11. I will ask the Board about the Performance Bond requirement.

This is about \$15K. We should evaluate the risks and decide whether we want to insure the project.

12. There are substantial costs for "Software Modification Services" in the Cost section. It is our goal not to modify the software, but we need to understand what the tradeoff is if Tyler sees that our requirements are driving the need for modifications.

The requirements that drove the modifications do not appear to be critical. Suggest moving forward without modifications. In many cases Tyler provides another way to accomplish the same purpose. If it is truly necessary, another community will pay for the modification, and it will be rolled into our updates at no charge.

13. What's the difference between UB Interface and Utility Billing CIS? Is there an option to do one and not the other?

UB Interface merely provides for an automatic meter reader capability. Mike Legge is considering this need.

14. Tyler now has 20% of clients on SewS, expect 50% in the next few years. They don't push clients either way. No matter which way customers choose (SewS or Local Server), they will give you credit toward the other solution, if you switch Madison and Prince George Counties (Government and Schools) are currently using SaaS.

#### d. Reference checks.

Client Reference Localities: City of Staunton and Schools; Isle of Wight County and Schools, VA; Montgomery County and Schools, VA; Norfolk Schools, VA; Portsmouth, VA City and Schools

Additional Localities: Town of Leesburg; Madison County; Orange County; Prince George County; Alexandria.

- Tom Judge will develop a list of five to six questions.
- Tom Judge put forth that he could contact the listed localities or a group approach could be employed.
- Mike Murphy offered to make cold calls to Schools in the user localities.
- Gordon Russell suggested asking jurisdictions that have recently implemented Tyler Munis what lessons they learned, what to look for, and the cost of change order costs. The Board supported the proposed questions.
- Tom Judge will proceed with the client reference localities.
- Board members and IT staff will contact peers in the additional localities.

#### 4. ERP Evaluation Consultant

The cost of the Scope of Work and contractual negotiations consultations is a flat fee \$18K. However, Tyler is accustomed to devising the draft scope of work using its management software and best practice, and as a large corporation, resists changes to its standard terms and conditions. Nevertheless Plante and Moran believes that there is value to their services even with Tyler, considering the likely duration and complexity of the contract. However, Plante and Moran suggests that they are willing to perform the services on a time and materials basis, which would leave Clarke in the position to manage the process to a smaller consultation cost. The goal is to get a draft contract to Plante and Moran by January 1. Should it be lump sum, or T&M?

Tom Judge opined that given the anticipated longevity and project scope it was prudent to employ a consultant.

Following discussion of its options, contracting with a consultant and whether the contract should be for time and material or lump sum, by consensus, the Board agreed to a lump-sum option with Plante and Moran.

# 5. Technology Governance

Update technology plan. Fiber Optic. Training.

<u>Joint Technology Plan</u>: Tom Judge asked the Board to supply him with any additional initiatives for the proposed update.

<u>Fiber Optic</u>: Gordon Russell provided an update on the fiber optic project. Highlights include:

- Extended existing structure under existing franchise agreement.
- A new 15-year franchise agreement is in process.

- Recommended pursuing a second fiber network with Shentel, who would like to partner with the County to run fiber to the Town of Boyce.
- A second system would enhance the network making it more robust and less prone to failure.
- Has not contacted REC regarding potential use of utility poles.
- Current cost to hang fiber on poles is \$60,000 per mile.

<u>Training</u>: Several training sessions on MicroSoft programs has been conducted at the high school.

#### 6. Hybrid Plan

Reminder to consider revision of leave policies for members of this retirement group (employees brought into the system after 1/1/14).

Tom Judge advised that at 10 am Wednesday, December 18 VACo would be providing training on the new hybrid plan, including suggestions on leave policy revisions.

## 7. Pay and Classification Studies

A clerical error prevented Springsted from proposing to the School Division. As neither the Government nor the Schools have contracted at this point, but time is very short to dovetall with the FY 15 budget process, the Board should consider whether there is still a way to achieve the goal of establishing a common basis for the calculation of compensation.

Tom Judge asked the Board for direction on how to proceed.

Chip Schutte put forth that the School Board had voted to move forward.

Mike Hobert opined that this was a very unfortunate situation. He said that Constitutional Officers have complained of delays already and change at this point would result in further delay.

Mike Murphy covered the various options available to the Schools opining that the ideal would be using the same organization to evaluate both the County and Schools.

The Board agreed that timing was a major factor.

Tom Judge suggested that Mike Murphy and he review the RFP's; then, they could contact the higher ranking companies and solicit a cost proposal for adding the County to the proposal. David Ash stated that for the County going with a different vendor would be a new project. He also noted that the Board of Supervisors had not discussed using someone other than the established vendor.

## 8. January Meeting Date

By consensus, the Board scheduled the January meeting for Monday, January 27, 2014 at 1 pm in Meeting Room AB. It further canceled the meeting scheduled for Thursday, January 23, 2014 in favor of the standard Monday meeting day.

#### 9. Performance Evaluation

Mike Murphy noted various circumstances, including the recent inclement weather, that have impeded his ability to complete the Joint Administrative Services Director's evaluation. He stated that he had been communicating with David Ash and promised that a pdf of the evaluation for review by Mr. Ash, Sharon Keeler and Mike Hobert would be forthcoming.

# Next Meeting

The next regular meeting is scheduled for January 27, 2014.

# Adjournment

Chairman Schutte adjourned the meeting at 2:47 pm.

Minutes Recorded and Transcribed by Lora B. Walburn

#### **JOINT TECHNOLOGY PLAN**

Proposed by the Joint Administrative Services Board 1/27/2014

# Telephone System Extensions and Upgrades

The telephone system originally purchased from Avaya for certain government buildings has since been extended to include most school buildings and the Town of Berryville. Funds currently budgeted in the School Capital Projects fund should be adequate to complete work at Johnson-Williams Middle School. Installation of systems at both the newly renovated Elementary School and at the vacated Primary School, are expected to come from Capital funds for those projects. If events do not permit this as a source of funds, these systems will be provided by currently appropriated School technology funds in the Capital Budget. It will be necessary to upgrade/replace the central switch (aka PBX) in FY 15. The Courthouse Complex is still running on old digital handsets and need to be upgraded to IP telephones. Timeframe is 0 to 1 year and cost estimate \$20 to 25K. Funds for these upgrades are expected to come General Government Capital Projects, or from existing budgets.

# **Information Security**

The School Division and the Government each have separate connections to the internet, so security elements such as firewalls, spam filters, and antivirus are funded through each organization's IT budget. Maintaining separate internet connections is a security feature in itself because it permits redundancy. The Government utilizes an off-site backup service in California for certain data, and the School Division is considering the same.

The budget includes funding for a disaster recovery system. This would provide a mechanism for putting government and school computer systems back into operation within a short period of time after a disaster such as theft, fire, weather events, etc. If a software-as-aservice option is chosen for the ERP system, ERP data would benefit from the disaster recovery system provided by the SaaS vendor. The budgeted funds are necessary for non-ERP data, and possibly for ERP data as well.

# **Energy Management System Extensions**

An energy management system would tie together a network of sensors and control devices installed over the County's major buildings (schools, recreation center, courthouses, Joint Government Center) to a central software application. This software application could be managed by the Joint Maintenance department to optimize the energy consumption of buildings. An additional HVAC technician position with extensive training would probably be

more practical than a maintenance contract to keep it running. Such a system was installed by TAC Americas (later Schneider) for the Clarke County Public Schools in 2005.

The system installed at the new high school in 2012 is manufactured by Siemens, but includes its own software system for its management. It is not clear whether the Siemens software application can be made compatible with the original TAC equipment. However, it will be important to quickly evaluate the effectiveness of the Siemens system before major HVAC upgrades are undertaken. The renovation of the old high school will include installation of a "headend" software application based on the BACnet protocol, and open standard that should permit communication with a variety of controllers in school and government buildings. Experience will be gained with this system during FY 15, and funds are budgeted in FY 16 and beyond to replace controllers and connect other school buildings as it becomes practical to do so.

# **Building Security Systems**

The federal *Secure Our Schools* grant of \$328,235 obtained in 2007, along with a local match of the same amount, led to an expenditure of \$656,470 to provide security systems in the schools. The consultant, Kimball, reviewed the security needs of the schools and various configurations of door access systems, video surveillance systems, and weapon detection systems at each of the five buildings. The final decision implemented extended video surveillance systems at JWMS and (old) CCHS consisting of cameras, switches, recorders, and monitors. This was considered the most effective use of the funds. Most of the local match went toward upgrading the network infrastructure to accommodate video signals.

The original plan called for extending security systems to other buildings, and connecting them to the Sheriff's dispatch office to permit monitoring during emergency events (the "head-end" of the system). A security design for the Joint Government Center and the Circuit Courthouse were developed but not implemented due to budget limitations in those capital budgets. The new high school is equipped with an extensive video system, leaving the old high school system available for the elementary school renovation.

The "head-end" at the Sheriff's Office is expected to be installed during FY 14. However, this would connect only the new CCHS because of changes in the technical standards. The old CCHS and JWMS would remain separately monitored by the School Resource Officer. Data ownership and data privacy issues between the School Division and the Sheriff's office are being investigated.

Although the Joint Administrative Services Board believes building security itself to be important, completion of this system to additional buildings is not a high priority unless grant

funding can be obtained. Opportunities to improve security will be assessed on a case by case basis as needs arise.

# Fiber Optic Network

The Schools and Government utilize a network of fiber optic lines to connect all buildings, with the exception of Boyce Elementary School (served separately by a Comcast connection). This network carries voice, video, and data packets for a variety of computer applications. Some of these lines are owned, and some are leased through the Cable Television Franchise agreement with Comcast (previously Adelphia). This lease agreement expires December 19, 2015.

The high cost of leasing fiber optic lines, and the relatively short distances between the buildings, has made County ownership of the complete fiber optic network a longstanding goal. The following two part plan is proposed for maintaining the Fiber Optic Network while transitioning to County ownership:

- A. Extension of Comcast Lease. Negotiation on the extension of the lease with Comcast is underway and expected to be complete in spring 2014. The terms of the lease appear favorable: it would run concurrently with the franchise agreement for a period of 15 years. There will be a one-time payment of approximately \$36,000 to cover the last 10 years of support with Comcast. The original agreement called for \$300 per month maintenance fee that has never been billed to the County/Schools, and part of the negotiations involves paying this past due amount.
- B. Installation of new, County-owned fiber optic lines to replace Comcast leased lines. Over the next 15 years the County and Schools will take advantage of opportunities to install fiber optic lines where necessary. Shentel telephone is interested in providing us a fiber network similar to the Comcast network we now use. There would be some advantages to building a Shentel based network to augment (and eventually replace) our Comcast network.

The best long-term solution to serving Boyce Elementary School and the Sanitation Authority has not been determined. Microwave service was previously ruled out as lacking in reliability, but should be further explored as an option. Boyce Elementary is currently served by a 5 year managed services agreement with Comcast, with the expiration of the contract ending in January of 2018. This will prevent the schools from pursuing the 44% reimbursement under Erate that could be leveraged to build a fiber or wireless solution, until closer to 2018.

#### Network Switches

Network switches route internet traffic, data application communications, telephone communications, and energy management system communications. As such, these devices are critically important to the functioning of all other software and hardware in the County. The network switches consist of 10 "core" switches, but dozens of switches total. Many of these switches were installed 5-6 years ago, and should start receiving scheduled replacement in 1-3 years. This replacement can be phased in over 3 years at a cost of \$10,000-\$40,000 per switch. Network replacement/upgrades over the next 3 years are likely to cost \$80000 per year. It will be practical to coordinate the replacement of network switches with any changes to the fiber optic network.

# **Employee Training**

The ERP system includes initial training for that system. Beyond that it is critically important that end users of the ERP system receive continuing training to take advantage of upgrades, and that new employees receive basic training. In addition, IT and HVAC technicians will require training to keep abreast of system upgrades. Much of this training can be delivered across the internet to groups or individuals from the County's various organizations, adding an economy of scale, and saving on travel costs.

In addition, it is important that employees receive training in office applications, web page maintenance, and email/address/calendar applications. There is general agreement that the full capabilities of these systems are underutilized. The School Division recently held joint training for office applications. Budgets for training are included in the School and Government IT operating budgets.

# <u>Shared Data Storage</u>

Both the School Division and the Government have each had a 6.5 terabyte data storage unit. Each unit housed the organization's data, and backed up that data to the other's unit each night in a configuration known as a Storage Area Network (SAN). Recently, the Schools and Government jointly purchased a 15 terabyte unit housed at the Joint Government Center at a cost of \$35,000, and shared this cost equally. This new unit will free the two 6.5 T units to back up to a third unit, rather than each other. This additional capacity should be adequate for several years, after which it will be necessary to purchase a fourth unit, a project to be carried out jointly by the Government and School IT Directors. This SAN infrastructure is well suited to accommodate the incoming ERP system.

# Video Conferencing

Consideration should be given to the costs and benefits of video conferencing among school and government employees to reduce time and the cost of travel between buildings. The need is not imminent, though the technology exists in a wide variety of options. Two important considerations are: 1) the quality of the video signal should be very high; 2) our local intranet should be utilized, and connection to the internet avoided, to prevent hogging the bandwidth utilized by other users communication to the internet.

# Software Adoption and Replacement

There are currently only a few shared software applications. However, there may be advantages to sharing software systems such as:

- 1. Email, calendaring, address book.
- 2. Facility scheduling.
- 3. Citizen alert.
- 4. Web development tools.
- 5. Productivity software licensing (word processing, spreadsheets, etc.)
- 6. Project Management.
- 7. Board Record-keeping.

No budget estimates are provided for this category as software system charges do not currently span organization budgets. Efforts have been made to introduce the Government to the Schools BoardDocs software, and by the Government to introduce the Schools to the Zimbra Email and Calendaring system. However, to date these efforts have not led to a decision to share these systems.

## Joint Technology Plan

Source: Joint Administrative Services

01/23/14

<u>EVENT</u>	2015	<u>2016</u>	2017	2018	2019	<u>2020</u>	2021	2022	<u>2023</u>	Notes
Telephone System	30,000						30,000			PBX replacement
Information Security	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	Disaster Recovery System
Energy Management System		100,000	100,000	100,000	100,000	100,000				Await head-end during Elem renovation; then extend
Building Security System		50,000	50,000	50,000	50,000					For extensions of current system
Fiber optic infrastructure	60,000		300,000							60k=shentel augmentation in town, 300k = Boyce w/o Erate
Network Switch Upgrades	80,000	80,000	80,000				80,000	80,000	80,000	replacement cycle six years
Shared Data Storage			•	35,000				35,000		
Video Conferencing						25,000	•			Need and cost not defined
TOTAL	195,000	255,000	555,000	210,000	175,000	150,000	135,000	140,000	105,000	

KEY:

Bold = School 100%

Italic = Government 100%

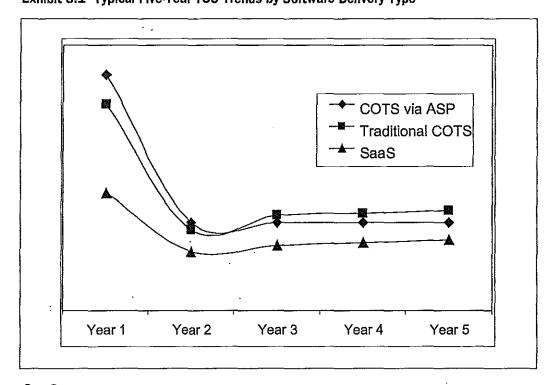
Normal = Split 50/50

# Tyler Munis Virginia Clients

Community	Government	<b>Schools</b>	SaaS*	Licensed
Alexandria	x	X		X
Leesburg	x			X
Staunton	x	X		X
Isle of Wight County	x	X		X
Montgomery County	x	X		X
Norfolk		X		X
Portsmouth	x	X		X
Orange County	x	X		X
Madison County	x	x	X	
Prince George County	X	X	X	
Washington County	x	X		X
Franklin County	x	X		X
Harrisonburg (tax only)	x			X
Botetourt County		X		X
Fluvanna County	X	x		X
Newport News	X	X		X
Fauquier County	x	x		X

<sup>\*</sup>Software as a Service

Note: the SaaS offering is relatively new. Several of the communites above are considering moving to SaaS. There are 450 SaaS Tyler users nationwide.



#### SaaS

80

A variant of the ASP model, SaaS is priced based on the volume of use of the software, rather than software license ownership. SaaS vendors employ a multi-tenant architecture, meaning that multiple customers are accessing the same software over the Internet, on a single database, but in separate "virtual" data environments. This means one application can be accessed over the Internet by many customers.

With SaaS there are minimal hardware costs because end users only require a desktop with an Internet browser. The only technical support the customer need be concerned

with is limited to desktop support, security administration, and basic system modification. Software updates/patches are performed by the SaaS vendor, requiring little if any technical interaction from the customer.

SaaS is best for applications for which the customer can accept base or "vanilla" functionality. The multi-tenant architecture of the SaaS model makes it nearly impossible tocustomize the system to accommodate serious customization of baseline functionality. While SaaS solu-

#### SaaS Costs

SaaS subscription fees can be monthly or annual and are often lower than traditional software license fees. SaaS applications are generally priced on a per-user basis, with additional fees for usage.

tions are extremely difficult, if not impossible to customize, business processes and workflows are embedded within the software. The SaaS approach removes the temptation to customize a new system, thereby streamlining the implementation process and reducing the risk of replicating inefficient old business practices in the new system.

January 27, 2014 John Affininistrative Spayices Meeting Placet // - Shill (/////////

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	İ	Software as a Service								Self Hoste	ed So	lution (	present co	nfiguration	1)	
Item	Year 1 Cost	Year 2 Cost	Year 3 Cost	Year 4 Cost	Year 5 Cost	5 Year Total		Yea	r 1 Cost	Year 2 Cost	Year	r 3 Cost	Year 4 Cost	Year 5 Cost	5 Ye	ar Total
		-													\$	
Initial Installation Cost	n/a							Cor	npleted 2	009					\$	
Annual Maintenance Fee	\$ 295,312	\$ 310,078	\$ 325,581	\$ 341,861	\$ 358,954	\$ 1,631,785		\$	162,976	\$ 171,125	\$	179,681	\$ 188,665	\$ 198,098	\$	900,545
Software Licensing Fee	n/a							Inc	luded abo	ve					\$	-
Training Services	TBD							TBI	)						\$	
OSDBA Support Fee	1							\$	30,000	\$ 30,000	\$	30,000	\$ 30,000	\$ 30,000	\$	150,000
Hardware- Production Environment			,		-			\$	62,844						\$	62,844
Hardware- Burr Disaster Recovery site								s	62,844				-		\$	62,844
hardware- Support Costs ( warranty)				1				\$	7,711	\$ 7,711	. \$	7,711	\$ 7,711	\$ 7,711	\$	38,557
Server Software						***************************************		\$	23,015	\$ 23,015	\$	23,015	\$ 23,015	\$ 23,015	\$	115,076
MS SQL licensing	1							\$	20,222						\$	20,222
Electrical costs								\$	14,000	\$ 14,000	\$	14,000	\$ 14,000	\$ 14,000	\$	70,000
Cost of internal support- allocated by															T	
ticket count						:	#1.	\$	36,982	\$ 36,982	2 \$	36,982	\$ 36,982	\$ 36,982	\$	184,910
Cost of Remote Back up of Data and													1			
application to third party	1							Ś	8,100	\$ 8,100	) \$	8,100	\$ 8,100	\$ 8,100	\$	40,500
Total Cost by year and Summary						\$ 1,631,785		\$	428,695	\$ 282,833	\$ \$	291,390	\$ 300,374	\$ 309,807	\$	1,645,498

#### Additional Important Benefits:

- Application available to any authenticated user at any Internet enabled site. In the case of a disaster, like Sondy, any location with Internet would provide the ability to use the application. We would only need an appropriate printer available to execute check creation
- Access from anywhere for credentialed users
- · No need for Software licensing-charges for the Operating Systems and SQL Database licenses updates when required
- . Recover lost rack space at Kings Highway for other endeavors (currently 2 TB) (This server room is presently maxed out and limits the district's capacity to support needed servers and network storage)
- Application performance at maximum as Tyler Munis would be managing their data center.
- · Multiple "backups" for system performance
- Recovery of data storage space at Network Synergy (backup system)
- . Tyler has backup systems set up across the country to insure redundancy and business continuity should their Maine site be affected.
- #1 Reduce the support impact on the IT engineering staff (205 incidents at an average of 4 hours per incident @ \$45.10 per hour=\$ 36,982. On the BOE side)

#### Conclusion

Adopting Munis software as a service would benefit us, in saved engineering time; and in savings of capital dollars that would not be required in 2014. The added benefit of a built in disaster recovery site, through internet access from any source, indicate this is the best decision for both the Town and school district.

#### MASTER SERVICES AGREEMENT

This Agreement for SERVICES DESCRIPTION (this "Agreement") is entered into as of this 22nd day of January, 2014, between the County of Clarke, a political subdivision of the Commonwealth of Virginia acting jointly with the Clarke County Public Schools, and having its offices at 524 Westwood Road, Berryville, Virginia (the "Government") and the Plante and Moran PLLC, a Michigan corporation, having its offices at 27400 Northwestern Highway, Southfield Michigan ("Consultant" or "Plante Moran").

#### RECITALS

WHEREAS, the Consultant has made a proposal to the County in response to RFP # 13-1112-B, and

WHEREAS, the Government desires to hire Consultant to perform certain services and Consultant is willing to provide such services in accordance with the terms and conditions of this Agreement,

NOW, THEREFORE, in consideration of the covenants contained herein and other good and valuable consideration, the receipt, adequacy and sufficiency of which are hereby acknowledged by the parties, the parties agree as follows:

#### **AGREEMENT**

#### I. DEFINITIONS

- A. "Project Manager" shall mean Dennis Bagley, Partner at Plante Moran.
- B. "Contract Administrator" shall mean Thomas Judge, the Director of Joint Administrative Services for the County of Clarke, Virginia.

#### II. TERM

This Agreement shall become effective as of January 22, 2014, and shall remain in effect until all Services (as defined below) are performed by Consultant or January 22, 2015, whichever occurs first, unless sooner terminated as provided in this Agreement.

#### III. SERVICES

- A. <u>General Scope</u>: Consultant shall perform the work and services as described in <u>Exhibit A</u>, which is hereby made a part of this Agreement (all such services and work performed hereunder is collectively referred to herein as the "Services").
- B. Standard of Work: The performance of the Services pursuant to the terms of this Agreement shall conform to high professional standards in the field of information technology consulting. Consultant shall use commercially reasonable efforts to formulate opinions and create information upon which the Government may rely. The substance of such opinions and information, however, is not

guaranteed by Consultant to be free from omission or errors except insofar as such errors or omissions occur as a result of gross negligence or willful misconduct by Consultant.

- C. <u>Compliance with Applicable Law</u>: Consultant shall perform the Services under this Agreement in compliance with all applicable laws, ordinances and regulations.
- D. <u>Location</u>: Consultant shall provide the Services to the Government at one or more locations mutually agreed upon by the Contract Administrator and Project Manager.

#### IV. RELATIONSHIP OF PARTIES

- A. <u>Independent Contractor</u>: Consultant is an independent contractor and shall not be deemed a partner or agent of or joint venturer with the Government. The employees and agents of Consultant who will be involved in the performance of the Services shall not be deemed the employees or agents of the Government. Neither party shall have any right, power or authority to create any contract or obligation on behalf of, or binding upon, the other party, without the prior written consent of such other party.
- B. No Interest: Consultant hereby acknowledges that it (i) has no personal or financial interest in the project requiring the performance of the Services other than the fee it is to receive under this Agreement; (ii) shall not acquire any such interest, direct or indirect, which would conflict in any manner with the performance of the Services hereunder; and (iii) does not and will not employ or engage any person with a personal or financial interest in the project requiring the Services under this Agreement.

#### V. PROPRIETARY ITEMS

All work product produced as a result of the Services provided hereunder shall be the property of the Government; however, Consultant's methodologies (e.g., surveys, reference databases) that it has developed before and during this engagement are the property of Consultant (collectively, and together with any Consultant proprietary assessment tools, the "Intellectual Property"). In particular, in the course of performance hereunder, Consultant may use (and may authorize the Government's personnel to use) certain Intellectual Property to assist in engagement completion. The Government shall not have or obtain any right or title to or interest in such Intellectual Property (or in any modifications or enhancements thereto). Consultant makes no express or implied warranties of any kind regarding the Intellectual Property.

#### VI. COMPENSATION OF CONSULTANT

The Consultant shall be paid on the basis of a firm fixed price of \$18,000 for Phases 2 and 3 as described in the October 11 proposal. The fixed price and Consultant's hourly billing rate are set forth in <u>Exhibit A</u>. Payment shall be made by the Government to Consultant on the basis of Services and the work product rendered as shown in <u>Exhibit A</u>, following the Government's receipt of an invoice, which invoice shall be due within thirty (30) days of the date thereof (the "Payment Date").

Invoices shall be mailed to:

Clarke County Accounts Payable 524 Westwood Road
Berryville, Virginia 22611

#### VII. INSURANCE

Consultant agrees to procure and maintain in effect during the term of this Agreement insurance policies as set forth in RFP # 13-1112 – B.

#### VIII. INDEMNIFICATION; LIMITATION ON LIABILITY

- A. Mutual Indemnification: Subject to any limitation set forth below in Clause B, each party (the "Indemnifying Party") shall indemnify, defend and hold harmless the other party (the "Indemnified Party") and its respective officers, directors, employees and agents against any and all actions, controversies, demands, suits, proceedings, claims, causes of action, liabilities, losses, costs, interest, penalties, demands, expenses and damages of any kind whatsoever (including reasonable attorneys' fees and costs incurred in connection with the arbitration or resolution of any dispute as set forth herein) (collectively, "Losses") related to or arising, directly or indirectly, from any claims of third parties against an Indemnified Party arising out of the acts or omissions of the Indemnifying Party or any of its employees and/or agents.
- B. <u>Limitation of Liability</u>: Consultant's liability for any matter arising under this Agreement or from any transaction contemplated herein, including without limitation the provision of the Services, shall not exceed the actual amount paid by an insurer as a result of any claim made with respect to such matter under Consultant's insurance policies as set forth in <u>Section VII</u> (the "Liability Cap"). The Government acknowledges that the Liability Cap is a material term upon which Consultant has relied in entering into this Agreement and that Consultant would not have entered into this Agreement in the absence of such provision.

#### IX. ACCEPTANCE

The Government shall be deemed to have accepted all Services in a given Phase and the work product resulting therefrom upon the earlier to occur of: (i) the Government's payment of the invoice received from Consultant in respect of the Services; or (ii) the Payment Date; *provided, that* prior to such date the Government did not provide written notice to Consultant that it believes Consultant has breached this Agreement.

#### X. DISCLAIMER

The Government hereby acknowledges that (i) Consultant is not the software provider or systems integrator, (ii) Consultant's role is to provide information, analysis and advisory services, and (iii) the decision on a software and services vendor is solely that of the Government. Accordingly, the Government agrees that Consultant shall bear no responsibility and shall incur no liability with respect to the performance or provision of the software, hardware, or implementation services.

#### XI. NONDISCRIMINATION

The Consultant agrees to comply with the nondiscrimination provisions of all applicable laws and to take affirmative action to assure that applicants are employed and that employees are treated during employment in a manner that provides equal employment opportunity and tends to eliminate any inequality based upon race, national origin or sex.

#### XII. TERMINATION OF AGREEMENT AND RIGHTS UPON TERMINATION

- A. Termination without Cause: Either party may terminate this Agreement at any time, with or without cause, upon thirty (30) days prior written notice to the other party.
- B. Termination for Cause: Either party may immediately terminate this Agreement in the event that (i) the other party seeks protection under the bankruptcy laws (other than as a creditor) or (ii) any assignment is made for the benefit of creditors or a trustee is appointed for all or any portion of such other party's assets.
- C. Effect of Termination: If the Services are terminated under this Section XII, (i) Consultant shall provide to the Government all work product completed through the date of termination, (ii) each party shall return to the other party any and all Confidential Information of the other party and all other information, data, software, documentation or equipment in its possession or control which the other party has supplied to such party, and (iii) the Government shall pay Consultant all fees charged through the date of termination on a time and materials basis using rates shown in Exhibit A.
- D. Survival: The provisions of Sections V, VI, XIII, IX, X, and XII, and any definitions provided herein for purposes of aiding in the interpretation of this Agreement, shall survive any termination of this Agreement.

#### XIII. OBLIGATIONS OF THE GOVERNMENT

- A. The Government agrees to give Consultant access to staff and the Government owned properties as required to perform the Services under the Agreement.
- B. The Government shall immediately notify Consultant in writing of any defects in the Services upon the Government's actual notice of the same.

#### XIV. ASSIGNMENT

Neither party may assign or transfer any of its rights or obligations under this Agreement without obtaining the prior written consent of the other party.

#### XV. DISPUTES

In the event of any dispute between the parties arising from this Agreement or the Services provided hereunder, each party shall, prior to seeking judicial resolution of such dispute, escalate the dispute to a senior representative of such party, and such senior representatives shall use good faith efforts to resolve the dispute between them. If such senior representatives are unable to resolve the dispute, such dispute shall then be decided by mediation pursuant to procedures jointly agreed upon by the Government and Consultant. Consultant and the Government shall make good faith efforts to resolve any and all disputes as quickly as possible.

#### XVI. NOTICE

All notices, submissions, consents, and other communications required or permitted under this Agreement shall be in writing and sent via overnight carrier, first class mail, postage prepaid, or transmitted via facsimile or electronically, with confirmation of such transmission, to the Administering Department, care of the Contract Administrator or to the Project Manager, as the case may be, at the address stated in this Agreement or such other address or facsimile number as either party may designate by prior written notice to the other.

#### XVII. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties pertaining to the subject matter hereof; supersedes any and all prior agreements, proposals, letters of intent, understandings, negotiations and discussions of the parties, whether oral or written, relating to the subject matter hereof; and shall be binding upon the parties' respective successors and permitted assigns.

#### XVIII. AMENDMENTS

Any modifications to this Agreement shall be made only in writing, signed by the duly authorized representatives of both parties, and a copy shall be attached to the original Agreement.

#### XIX. SEVERABILITY OF PROVISIONS

If any part of this Agreement is found by a court of competent jurisdiction or other competent authority to be invalid, unlawful, or unenforceable, then such part shall be severed from the remainder of this Agreement, which shall continue to be valid and enforceable to the fullest extent permitted by law.

#### XX. CHOICE OF LAW

This Agreement shall be construed, governed, and enforced in accordance with the laws of the Commonwealth of Virginia.

#### XXI. INTERPRETATION

The headings included in this Agreement are for convenience or reference only, and shall not be considered in the construction hereof. The singular number shall include the

plural and vice versa. All uses of the word "including" herein shall, unless otherwise indicated, be interpreted to mean "including, but not limited to."

#### XXII. WAIVER

No failure on the part of either party to exercise, and no delay in exercising, any right, power or privilege hereunder operates as a waiver thereof; nor does any single or partial exercise of any right, power or privilege hereunder preclude any other or further exercise thereof, or the exercise of any other right, power or privilege.

#### XXIII. COUNTERPARTS

This Agreement may be executed in counterparts, each of which taken together shall constitute one single agreement between the parties.

By the signatures of their duly authorized representatives below, the Consultant and the Government, intending to be legally bound, agree to all of the provisions of this Agreement, including any and all Exhibits attached hereto.

PLANTE & MORAN, LLC	THE COUNTY OF CLARKE, YIRGINIA
BY:	BY: MMM) July
PRINT NAME: Dennis Bagley	PRINT NAME: Thomas J. Judge
PRINT TITLE: Partner	PRINT TITLE: Director of Joint Administrative Services
DATE:	DATE:

#### APPENDIX A

#### Services.

- A. Statement of Work Development. The purpose of this phase is to assist the Government in the development of a comprehensive Statement of Work (SOW) with the selected ERP vendor. This SOW will clearly define the hardware, software, and services to be provided by the selected ERP vendor. This phase will include the following assistance by the Consultant:
  - i. Facilitate discussions with the Government to finalize the project scope.
  - ii. Provide guidance regarding services that the Government should consider, including consideration of government staff in performing certain implementation services (e.g. report writing, project management, process redesign, etc.)
  - iii. Review the SOW developed by the selected software vendor and provide input to the Government for consideration before finalizing.
- B. Contract Negotiations Assistance. The purpose of this phase is to assist the Government with its negotiation of a contract with the selected ERP vendor. This will include negotiating pricing for hardware, software, and services with the selected vendor, as well as negotiating contract terms and conditions. This phase will include the following assistance by the consultant:
  - i. Review license and support agreements provided by the finalist vendor and propose recommended changes to the contract.
  - ii. Participate with the Government via phone to plan and conduct negotiations with vendor.
  - iii. Contract terms, conditions, and costs will be reviewed with the goal of recommending language changes designed to protect the Government's long-term interests. Terms and conditions to be reviewed will include: term, termination, purchase and support costs, caps on price increases, recourse for non-performance, software acceptance criteria, rights to source code in the event of vendor bankruptcy, warranties and incorporation of vendor's RFP response, governing law, insurance coverage, rights to new releases, payment terms, expense controls, implementation plan development, etc. Plante Moran will participate in contract negotiation sessions upon request.
  - iv. Present a draft of final license and support agreements to Government's legal counsel for review.

#### Costs.

- A. Statement of Work Development. For the provision of these services the government will compensate the consultant a fixed fee \$9,000.
- B. Contract Negotiations Assistance. For the provision of these services the government will compensate the consultant a fixed fee \$9,000.
- C. Hourly Rates and expenses. Work outside the project scope will be charged at a rate of \$225 per hour inclusive of travel expenses, and \$205 per hour exclusive of travel



# Clarke County Virginia Reference Check for Tyler Technologies ERP System

Instruction: Please bold, or otherwise indicate, the rating for the qualities below.

Please rate the following: <u>Software</u>	Does not meet needs	Meets basic needs (minimum standard)	Exceeds basic needs	Far exceeds basic needs	Technology and quality is state of the art	Don't know or not applicable
Degree of integration within the package	1	2	3	4	5	N/A
Ability to integrate with e-mail, desktop,	•	~	•	•	ŭ	* 1122
or other external applications	1	2	3	4	5	N/A
Use of or modeled on best practices	1	2	3	4	5	N/A
Quality of technical architecture	1	2	3	4	5	N/A
Workflow capabilities	1	2	3	4	5	N/A
Query and reporting capabilities	1	2	3	4	5	N/A
System and user documentation	1	2	3	4	5	N/A
Vendor support	1	2	3	4	5	N/A
Flexibility and ease of configuration	1	2	3	4	5	N/A
Security set up and administration	1	2	3	4	5	N/A
Ease of use/easy to learn	1	2	3	4	5	N/A
General Ledger	1	2	3	4	5	N/A
Accounts Payable	1	2	3	4	5	N/A
Accounts Receivable	1	2	3	4	5	N/A
Budgeting	1	2	3	4	5	N/A
Purchasing	1	2	3	4	5	N/A
Human Resources	1	2	3	4	5	N/A
Payroll	1	2	3	4	5	N/A
Billing/Cashiering	1	2	3	4	5	N/A
Project and Grant accounting	1	2	3	4	5	N/A
Fixed Assets	1	2	3	4	5	N/A
Inventory	1	2	3	4	5	N/A
Treasury	1	2	3	4	5	N/A
Utility Billing	1	2	3	4	5	N/A
Vendor vision	1	2	3	4	5	N/A
Overall usability	1	2	3	4	5	N/A
Value for the Investment	1	2	3	4	5	N/A
Ease of Maintenance	1	2	3	4	5	N/A
Package as a whole	1	2	3	4	5	N/A
Implementation	-	_	_		-	
Implementation method and approach	1	2	3	4	5	N/A
Value for the Investment	1	2	3	4	5	N/A
Data Conversion	1	2	3	4	5	N/A
Interface Development	1	2	3	4	5	N/A
Ease of implementation	1	2	3	4	5	N/A
Change management approach	1	2	3	4	5	N/A
Training Development	1	2	3	4	5	N/A
Training Delivery	1	2	3	4	5	N/A
Technical Support	1	2	3	4	5	N/A
Post-implementation Support	1	2	3	4	5	N/A
Quality of Project manager	1	2	3	4	5	N/A
Expertise of consulting staff	1	2	3	4	5	N/A
Knowledge of Public Sector	1	2	3	4	5	N/A
Responsiveness to issues raised	1	2	3	4	5	N/A
responditions to make tuned	*	~	•	•	•	



# Clarke County Virginia Reference Check for Tyler Technologies ERP System

Instruction: Please bold, or otherwise indicate, the rating for the qualities below.

Degree of integration within the package         1         2         3         4         5         N/A           Ability to integrate with e-mail, desktop, or other external applications         1         2         3         4         5         N/A           Use of or modeled on best practices         1         2         3         4         5         N/A           Quality of technical architecture         1         2         3         4         5         N/A           Workflow capabilities         1         2         3         4         5         N/A           Workflow capabilities         1         2         3         4         5         N/A           Query and reporting capabilities         1         2         3         4         5         N/A           System and user documentation         1         2         3         4         5         N/A           Vendor support         1         2         3         4         5         N/A           Flexibility and ease of configuration         1         2         3         4         5         N/A           Security set up and administration         1         2         3         4         5         N/A
Ability to integrate with e-mail, desktop, or other external applications 1 2 3 4 5 N/A Use of or modeled on best practices 1 2 3 4 5 N/A Quality of technical architecture 1 2 3 4 5 N/A Workflow capabilities 1 2 3 4 5 N/A Query and reporting capabilities 1 2 3 4 5 N/A System and user documentation 1 2 3 4 5 N/A Vendor support 1 2 3 4 5 N/A Flexibility and ease of configuration 1 2 3 4 5 N/A Security set up and administration 1 2 3 4 5 N/A Ease of use/easy to learn 1 2 3 4 5 N/A General Ledger 1 2 3 4 5 N/A Accounts Payable 1 2 3 4 5 N/A Accounts Receivable 1 2 3 4 5 N/A Budgeting 1 2 3 4 5 N/A Purchasing 1 2 3 4 5 N/A Purchasing
Use of or modeled on best practices       1       2       3       4       5       N/A         Quality of technical architecture       1       2       3       4       5       N/A         Workflow capabilities       1       2       3       4       5       N/A         Query and reporting capabilities       1       2       3       4       5       N/A         System and user documentation       1       2       3       4       5       N/A         Vendor support       1       2       3       4       5       N/A         Flexibility and ease of configuration       1       2       3       4       5       N/A         Security set up and administration       1       2       3       4       5       N/A         Ease of use/easy to learn       1       2       3       4       5       N/A         General Ledger       1       2       3       4       5       N/A         Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1
Quality of technical architecture       1       2       3       4       5       N/A         Workflow capabilities       1       2       3       4       5       N/A         Query and reporting capabilities       1       2       3       4       5       N/A         System and user documentation       1       2       3       4       5       N/A         Vendor support       1       2       3       4       5       N/A         Flexibility and ease of configuration       1       2       3       4       5       N/A         Security set up and administration       1       2       3       4       5       N/A         Ease of use/easy to learn       1       2       3       4       5       N/A         General Ledger       1       2       3       4       5       N/A         Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3
Workflow capabilities       1       2       3       4       5       N/A         Query and reporting capabilities       1       2       3       4       5       N/A         System and user documentation       1       2       3       4       5       N/A         Vendor support       1       2       3       4       5       N/A         Vendor support       1       2       3       4       5       N/A         Flexibility and ease of configuration       1       2       3       4       5       N/A         Security set up and administration       1       2       3       4       5       N/A         Ease of use/easy to learn       1       2       3       4       5       N/A         General Ledger       1       2       3       4       5       N/A         Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4
Query and reporting capabilities       1       2       3       4       5       N/A         System and user documentation       1       2       3       4       5       N/A         Vendor support       1       2       3       4       5       N/A         Flexibility and ease of configuration       1       2       3       4       5       N/A         Security set up and administration       1       2       3       4       5       N/A         Ease of use/easy to learn       1       2       3       4       5       N/A         General Ledger       1       2       3       4       5       N/A         Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4       5       N/A
System and user documentation         1         2         3         4         5         N/A           Vendor support         1         2         3         4         5         N/A           Flexibility and ease of configuration         1         2         3         4         5         N/A           Security set up and administration         1         2         3         4         5         N/A           Ease of use/easy to learn         1         2         3         4         5         N/A           General Ledger         1         2         3         4         5         N/A           Accounts Payable         1         2         3         4         5         N/A           Accounts Receivable         1         2         3         4         5         N/A           Budgeting         1         2         3         4         5         N/A           Purchasing         1         2         3         4         5         N/A
Vendor support         1         2         3         4         5         N/A           Flexibility and ease of configuration         1         2         3         4         5         N/A           Security set up and administration         1         2         3         4         5         N/A           Ease of use/easy to learn         1         2         3         4         5         N/A           General Ledger         1         2         3         4         5         N/A           Accounts Payable         1         2         3         4         5         N/A           Accounts Receivable         1         2         3         4         5         N/A           Budgeting         1         2         3         4         5         N/A           Purchasing         1         2         3         4         5         N/A
Flexibility and ease of configuration       1       2       3       4       5       N/A         Security set up and administration       1       2       3       4       5       N/A         Ease of use/easy to learn       1       2       3       4       5       N/A         General Ledger       1       2       3       4       5       N/A         Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4       5       N/A
Security set up and administration       1       2       3       4       5       N/A         Ease of use/easy to learn       1       2       3       4       5       N/A         General Ledger       1       2       3       4       5       N/A         Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4       5       N/A
Ease of use/easy to learn       1       2       3       4       5       N/A         General Ledger       1       2       3       4       5       N/A         Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4       5       N/A
General Ledger         1         2         3         4         5         N/A           Accounts Payable         1         2         3         4         5         N/A           Accounts Receivable         1         2         3         4         5         N/A           Budgeting         1         2         3         4         5         N/A           Purchasing         1         2         3         4         5         N/A
Accounts Payable       1       2       3       4       5       N/A         Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4       5       N/A
Accounts Receivable       1       2       3       4       5       N/A         Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4       5       N/A
Budgeting       1       2       3       4       5       N/A         Purchasing       1       2       3       4       5       N/A
Purchasing 1 2 3 4 5 N/A
Human Recourage
Payroll 1 2 3 4 5 N/A Billing/Cashiering 1 2 3 4 5 N/A
Project and Grant accounting 1 2 3 4 5 N/A Fixed Assets 1 2 3 4 5 N/A
Inventory 1 2 3 4 5 N/A Treasury 1 2 3 4 5 N/A
Utility Billing 1 2 3 4 5 N/A
Vendor vision 1 2 3 4 5 N/A
Overall usability 1 2 3 4 5 N/A
Value for the Investment 1 2 3 4 5 N/A
Ease of Maintenance 1 2 3 4 5 N/A
Package as a whole 1 2 3 4 5 N/A
Implementation
Implementation method and approach 1 2 3 4 5 N/A
Value for the Investment 1 2 3 4 5 N/A
Data Conversion 1 2 3 4 5 N/A
Interface Development 1 2 3 4 5 N/A
Ease of implementation 1 2 3 4 5 N/A
Change management approach 1 2 3 4 5 N/A
Training Development 1 2 3 4 5 N/A
Training Delivery 1 2 3 4 5 N/A
Technical Support 1 2 3 4 5 N/A
Post-implementation Support 1 2 3 4 5 N/A
Quality of Project manager 1 2 3 4 5 N/A
Expertise of consulting staff 1 2 3 4 5 N/A
Knowledge of Public Sector 1 2 3 4 5 N/A
Responsiveness to issues raised 1 2 3 4 5 N/A



# Clarke County Virginia Reference Check for Tyler Technologies ERP System

Instruction: Please bold, or otherwise indicate, the rating for the qualities below.

Please rate the following:	Does not meet needs	Meets basic needs (minimum standard)	Exceeds basic needs	Far exceeds basic needs	Technology and quality is state of the art
<u>Software</u>				_	
Degree of integration within the package	1	2	3	(4)	5
Ability to integrate with e-mail, desktop, or				_	
other external applications	1	2	3	4	5
Use of or modeled on best practices	1	2	<u> </u>	4	5
Quality of technical architecture	1	2		4	5
Workflow capabilities	1	2	3 3 MM 3 3 MM 3 NM 3 NM 3 NM 3 NM 3 NM	4	5
Query and reporting capabilities	1	2	3	4	5
System and user documentation	1	2	3	4	5
Vendor support	1	2	<u> </u>	4	5
Flexibility and ease of configuration	1	2	3	4	5
Security set up and administration	1	2	3	4 4	5
Ease of use/easy to learn	1	2	3		5
General Ledger	1	2		<b>(</b> )	5
Accounts Payable	1	2	3	<b>4</b> )	5
Accounts Receivable	1	$\frac{2}{2}$	3	4	5
Budgeting	1	2	3	4	5
Purchasing	1	2	3	4	5
Human Resources	1	2	3	4	5
Payroll	1	2	3	<b>4</b>	5
Billing/Cashiering	1	2	3	4	5 (N/A)
Project and Grant accounting	1	2	3	4	5 (NA)
Fixed Assets	1	2	<u>3</u>	4	5
Inventory	1	2	3	4	5 (N/A)
Treasury	i	2	3	4	5 (NA)
Utility Billing	1	2	3	4	5 (N/A)
Vendor vision	1	2	3	4	5 (NIA)
Overall usability	1	2	3	4	5
Value for the Investment	1	2	3	<b>4</b>	5
Ease of Maintenance	1	2	Ø	4	5
Package as a whole	1	2	<b>Ø</b> <b>③</b>	4	5
<u>Implementation</u>			•		
Implementation method and approach	1	2	3	4	5
Value for the Investment	1	$\frac{\mathcal{Q}}{2}$	3 3 3 3	4	5
Data Conversion	1	2	3	4	5
Interface Development	1	<sup>2</sup>	3	4	5
Ease of implementation	1	2	3	4	5

Change management approach	1	2	③	4	5
Training Development	1	<b>②</b>	3	4	5
Training Delivery	1	2	<b>③</b>	4	5
Technical Support	1	2	3	<b>4</b> )	5
Post-implementation Support	1	2	3	<b>(4)</b>	5
Quality of Project manager	1	2	3	4	5
Expertise of consulting staff	1	2	3	4	5
Knowledge of Public Sector	1	2	3	4	<b>③</b>
Responsiveness to issues raised	1	2	<b>(3</b> )	4	5

#### JAS FY 15 BUDGET PROPOSAL

1/21/2014

	FY 12	FY 13	FY 14	FY 15	\/AB/4NOE	110mmo
FUNC 12240 INDEPENDENT AUDITOR	<u>ACTUAL</u>	ACTUAL	<u>ADOPTED</u>	REQUEST	VARIANCE	NOTES
	20 650	24 400	24 500	22 000	(4 500)	May degrees many if auraham CAED Duilder
3120 PROFESSIONAL SERVICES	30,650	31,100	34,500	33,000	(1,500)	May decrease more if purchase CAFR Builder
FUNC 12510 DATA PROCESSING						
3100 PROFESSIONAL SERVICES		500				
3320 MAINTENANCE SERVICE CONTRACT	24,181	25,008	26,100	26,100	-	
5540 TRAVEL CONVENTION & EDUCATION	24,101	25,006	20,100	۵۵, ۱۵۵	-	
6001 OFFICE SUPPLIES					-	
8207 EDP EQUIPMENT					-	
12510 DATA PROCESSING	24,181	25,508	26,100	26,100	-	
12510 DATA PROCESSING	24,101	25,506	20,100	26,100	-	
FUNC 12530 FINANCE & PURCHASING						
1100 SALARIES - REGULAR	343,960	364,389	367,598	382,016	14,418	2% plus catchup, plus day adjust
1300 SALARIES - PART TIME	,	·	, <u>-</u>	•	· -	
2100 FICA BENEFITS	25,555	27,455	28,123	29,224	1,101	
2210 VSRS BENEFITS	38,971	42,488	42,862	55,392		Rate increase
2300 HEALTH INSURANCE BENEFITS	26,577	23,752	24,261	27,068		Rate increase
2400 LIFE INSURANCE	963	4,336	4,374	5,043	-	Rate increase
2750 RETIREE HEALTH CARE CREDIT		4,045	4,080	4,508		Rate increase
2800 OTHER BENEFITS	150	3,400	.,	.,	-	
3000 PURCHASED SERVICES		-,	_		<b></b>	
3320 MAINTENANCE SERVICE CONTRACTS					_	•
3500 PRINTING AND BINDING					<b>-</b>	
3600 ADVERTISING	196	354	200	400	200	
4300 CENTRAL PURCHASING/STORE	(1,292)	(558)		-	-	
5210 POSTAL SERVICES	2,688	2,210	2,800	2,200	(600)	More EFT
5230 TELECOMMUNICATIONS	1,309	1,392	1,339	1,400	61	
5510 TRAVEL MILEAGE	620	468	700	700	· <del>-</del>	Rate increase
5540 TRAVEL CONVENTION & EDUCATION	1,320	121	700	100		More Webinar
5810 DUES & MEMBERSHIPS	864	335	900	900	-	
6001 OFFICE SUPPLIES	2,209	1,381	3,000	2,000	(1,000)	Fewer forms, more electronic
6012 BOOKS AND SUBSCRIPTIONS	159		200	200	(1,000)	
6014 OTHER OPERATING SUPPLIES	-				-	
8201 MACHINERY AND EQUIPMENT					_	
12530 FINANCE & PURCHASING	444,249	475,568	481,137	511,151	30,014	
		•	•	•	•	
TOTAL	499,080	532,176	541,737	570,251	28,514	

#### Proposed FY 15 Staffing Configuration

					JAS					
	CURRENT		NEW	PERCENT	FY 13	Day	Total	CCSA	JAS	
POSITION	<u>TOTAL</u>	<u>Increase</u>	SALARY	<b>INCREASE</b>	Catchup	<u>Adjusts</u>	Salary	<u>PORTION</u>	<u>PORTION</u>	<u>Health</u>
Director	106,715	2,134	108,849	2.00%	2,134		110,984		110,984	exclude
Accountant	62,196	1,244	63,440	2.00%	1,244		64,684		64,684	547.82
Accountant	54,784	1,096	55,880	2.00%	1,096	1,629.82	58,605		58,605	502.32
Purchasing Manager	53,667	1,073	54,740	2.00%	1,073		55,814	33,488	22,325	502.32
Accounts Payable Specialist	37,500	750	38,250	2.00%	750	(1,084.01)	37,916		37,916	exclude
Payroll and Benefits Coordinator	44,405	888	45,293	2.00%	888		46,181		46,181	502.32
Administrative Assistant	39,731	795	40,526	2.00%	795		41,320		41,320	502.32
	398,998	7,980	406,978	2.00%	7,980	546	415,504	33,488	382,016	30,685
BENEFITS	RATES									
Health	10% inc			•				3,617	27,068	
FICA	7.65%							2.562	29,224	
VRS	14.50%									
Retiree Health Care Credit	1.18%							395	4,508	
Life	1.32%							442	5,043	
	Director Accountant Accountant Purchasing Manager Accounts Payable Specialist Payroll and Benefits Coordinator Administrative Assistant  BENEFITS Health FICA VRS Retiree Health Care Credit	POSITION         TOTAL           Director         106,715           Accountant         62,196           Accountant         54,784           Purchasing Manager         53,667           Accounts Payable Specialist         37,500           Payroll and Benefits Coordinator         44,405           Administrative Assistant         39,731           398,998           BENEFITS         RATES           Health         10% inc           FICA         7.65%           VRS         14.50%           Retiree Health Care Credit         1.18%	POSITION         TOTAL         Increase           Director         106,715         2,134           Accountant         62,196         1,244           Accountant         54,784         1,096           Purchasing Manager         53,667         1,073           Accounts Payable Specialist         37,500         750           Payroll and Benefits Coordinator         44,405         888           Administrative Assistant         39,731         795           398,998         7,980           BENEFITS         RATES           Health         10% inc           FICA         7.65%           VRS         14.50%           Retiree Health Care Credit         1.18%	POSITION         TOTAL         Increase         SALARY           Director         106,715         2,134         108,849           Accountant         62,196         1,244         63,440           Accountant         54,784         1,096         55,880           Purchasing Manager         53,667         1,073         54,740           Accounts Payable Specialist         37,500         750         38,250           Payroll and Benefits Coordinator         44,405         888         45,293           Administrative Assistant         39,731         795         40,526           398,998         7,980         406,978           BENEFITS         RATES           Health         10% inc           FICA         7.65%           VRS         14,50%           Retiree Health Care Credit         1.18%	POSITION         TOTAL         Increase         SALARY         INCREASE           Director         106,715         2,134         108,849         2.00%           Accountant         62,196         1,244         63,440         2.00%           Accountant         54,784         1,096         55,880         2.00%           Purchasing Manager         53,667         1,073         54,740         2.00%           Accounts Payable Specialist         37,500         750         38,250         2.00%           Payroll and Benefits Coordinator         44,405         888         45,293         2.00%           Administrative Assistant         39,731         795         40,526         2.00%           BENEFITS         RATES           Health         10% inc           FICA         7.65%           VRS         14,50%           Retiree Health Care Credit         1.18%	POSITION   TOTAL   Increase   SALARY   INCREASE   Catchup	CURRENT   NEW   PERCENT   FY 13   Day	CURRENT   NEW   PERCENT   FY 13   Day   Total	CURRENT   NEW   PERCENT   FY 13   Day   Total   CCSA	CURRENT   NEW   PERCENT   FY 13   Day   Total   CCSA   JAS