



# City of Norman, OK

Municipal Building  
Council Chambers  
201 West Gray  
Norman, OK 73069

## Master

**File Number: K-1213-125 AMD #2**

**File ID:** K-1213-125 AMD #2      **Type:** Contract      **Status:** Consent Item

**Version:** 1      **Reference:** Item 19      **In Control:** City Council

**Department:** Legal Department      **Cost:** \$201,297.00      **File Created:** 06/09/2020

**File Name:** Renewal of Tyler Technologies' Provision of Software Support and Maintenance Services      **Final Action:**

**Title:** AMENDMENT NO. TWO TO CONTRACT K-1213-125: BY AND BETWEEN THE CITY OF NORMAN AND TYLER TECHNOLOGIES, INC., FORMERLY NEW WORLD, INC., EXTENDING THE CONTRACT FOR ONE YEAR WITH A RENEWAL FEE IN THE AMOUNT OF \$234,983.68 TO PROVIDE MAINTENANCE AND SUPPORT SERVICES FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) SYSTEMS.

**Notes:** ACTION NEEDED: Motion to approve or reject Amendment No. Two to Contract K-1213-125 with Tyler Technologies, Inc., extending the contract for one year with a renewal fee in the amount of \$201,927; and, if approved, authorize the execution thereof.

ACTION TAKEN: \_\_\_\_\_

**Agenda Date:** 06/23/2020

**Agenda Number:** 19

**Attachments:** Tyler Amendment

**Project Manager:** Beth Muckala, Assistant City Attorney

**Entered by:** beth.muckala@normanok.gov

**Effective Date:**

### History of Legislative File

Version:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

### Text of Legislative File K-1213-125 AMD #2

Body

**BACKGROUND:** K-1213-125 was originally approved by the City Council on December 18, 2012 in the amount of \$1,821,745, along with authorization for the purchase of necessary third-party software and hardware products in the amount of \$154,341. Prior to obtaining the services under this contract, the City of Norman emergency responders (police and fire) had

been using multiple databases and software solutions to satisfy minimum response and reporting needs, which applications and database infrastructures had proven to be an inefficient and unreliable solution. The previous system created multiple serious issues, including delays, lock-ups, lengthy data back-ups computer process unit (CPU) spikes, and field-reporting limitations. Following a needs assessment performed by RCC Consultants, pursuant to K-1011-133, it was determined that replacement of the City's CAD, RMS and MD applications was warranted. New World was chosen through a bid process with RCC Consultants' assistance including thorough due diligence and evaluation of the applicants in light of the breadth of the City's needs. The goal for the New World Contract was for the City to invest in an integrated database system and to transfer necessary data for the purpose of reducing redundant data entry, improving application response, and enhancing public safety workflow, which would ultimately increase personnel efficiency and public service.

Since the City proceeded under the contract with New World, several situations arose in which New World and the City identified particular needs that were different or in addition to those initially realized at the time of the bid or the original approval of K-1213-125. Over the course of these years, a merger resulted in a transition of the contract work from New World to Tyler Technologies, Inc. ("Tyler"). Amendment No. 1 to K-1213-125 was approved by City Council on February 12, 2019, which formally substituted Tyler as a contracting party, substituted services under the contract for the original cost of the contract, and finalized payment for original services and an agreement regarding the services and software ultimately implemented the City, and to be provided by Tyler, under K-1213-125, in order to meet the City's goals for K-1213-125.

**DISCUSSION:** Amendment No. Two accommodates a year renewal for the coming fiscal year, and also allows for further annual renewals, of the support and maintenance services from Tyler based on Tyler's current rates for these services. Otherwise, the contract for these services would expire June 30, 2020. The cost of services for further fiscal years, if the contract is renewed according to its terms, are subject to appropriation under the law and will be identified based on then-current rates at the time of that appropriation. Based on current rates, the cost of the services for the coming fiscal year is \$234,983.68, which is an increase of \$33,056.68 from the previous fiscal year for these same services.

Fiscal Year 2021 funds are available in the Maintenance & Repair Contract Data Processing accounts in the General Fund and Public Safety Sales Tax Fund as follows:

10664143-44226	\$41,188
10660115-44226	74,174.44
15661115-44226	36,827
15661322-44226	20,412
15665143-44226	24,832
10660139-44226	37,550.24

**RECOMMENDATION:** Staff recommends the City of Norman approve Amendment No. 2, a year renewal between the City of Norman and Tyler Technologies in the amount of \$234,983.68

for the maintenance and support services for the computer aided dispatch (CAD), police records management services (RMS), and mobile data network (MDN) project.