

CAMBRIA COMMUNITY SERVICES DISTRICT

TO: Board of Directors

AGENDA NO. **6.D.**

FROM: Rudy Hernandez, Finance Manager
Jerry Gruber, General Manager

Meeting Date: March 22, 2018 Subject:

CONSIDERATION TO APPROVE
AGREEMENT BETWEEN CAMBRIA
COMMUNITY SERVICES DISTRICT
AND TYLER TECHNOLOGIES FOR
THE INCODE ACCOUNTING
SOFTWARE PROGRAM

RECOMMENDATION:

Staff recommends that the Board of Directors consider approving the contract with Tyler Technologies - Incode Division for Financial Accounting Software and Services and appropriation of the funding needed.

FISCAL IMPACT:

Staff recommends that the Board of Directors appropriate the funds needed to upgrade the financial accounting software program. The total project cost for the financial accounting software program is proposed to be a one-time fee in the amount \$68,850. Of this amount, \$17,500 will come from the current year's budget and the difference of \$51,350 will be funded from FY 2018/19 budget. Staff is also recommending that the Board appropriate an additional \$15,000 in the current year's budget to cover such cost as travel (Tyler Technologies), training and other related costs. Total current year budget request is \$32,500(\$17,500 + \$15,000). Once the accounting software program is up and running, there will be annual recurring fees in the amount of \$32,742.

DISCUSSION:

The District's current finance software (MOMS) was purchased in 2002. Although it is still functional, it is not state of the art and lacks many features and functionality that is available in today's systems. Some examples of work that Tyler Technologies - Incode can perform that MOMS cannot are listed below. Currently, CCSD customers must call Finance Department staff to get this information.

- Check water usage.
- Change address and request new service or stop service
- View utility bill on-line.
- Transfer water service to a new address
- Do e-billing. This is request is sometimes made by homeowners who live out of town and own a home in Cambria

- Service Outages – Currently if there is a power outage in Cambria, Finance Department staff must call customers and inform them of the service outage and this takes staff approximately 2 hours. Under Incode, this service will be performed via automated call.

As you can see, customer service will greatly be enhanced. On the other side, there is also enhanced financial accounting and reporting capabilities. For example, staff will be implementing a new purchasing system that will update purchase orders immediately and allow management staff to better manage their budgets.

Finance Staff reviewed five (5) governmental accounting software vendors which are listed below:

- Tyler Technologies - Incode Division for Financial Accounting Software
- Caselle
- Accela (Formerly Springbrook)
- Black Mountain
- Continental Utility Solutions, Inc. (CUSI)

Below are some features that separate Tyler Technologies from the other vendors:

1. It is the largest company in the country providing software and services to the public sector with over 15,000 clients.
2. All the modules are developed, sold, and implemented by one vendor.
3. Annual maintenance provides for all upgrades and enhancements. The District will never need to “re-buy” software.
4. Tyler is financially healthy. It is a public company traded on the NYSE.
5. Unlimited support, at no additional cost.
6. Online training center and Continuing Professional Education (CPE) accredited webinars.
7. California Users group meetings on annual basis in Fresno at the Fresno Irrigation District.
8. Over 100 public sector clients in California are using Incode Software.

Listed below is list of local government agencies that are using Tyler Technologies - Incode:

- Templeton Community Services District
- Oceano Community Services District
- Nipomo Community Services District
- City of Buellton
- Heritage Ranch Community Services District
- San Miguel Community Services District.

As part of the financial accounting software selection process, staff contacted the above-mentioned government agencies who are currently using Tyler Technologies (Incode) for a reference check and all six (6) spoke highly of Tyler Technologies. Everyone that staff talked to spoke very highly about Incode’s customer service and how quickly they responded and resolved issues. Customer Service is key for the Finance Department staff as we are

encountering demanding changes in our operations and the changing laws which we are required to follow.

Over the last year, staff has gathered a tremendous amount of information regarding the proposed finance software. During that time, we have seen a lot of features that can increase productivity and efficiency. If approved, the only down side of Tyler Technologies (Incode) is that it will take approxatemely 9 months to implement the financial accounting software program after the Board approves the financial accounting software package.

Attachments: Financial Incode 10 Implementation Timeline
Utility Billing V.X. Implementation Timeline
Contract with Tyler Technologies

BOARD ACTION: Date _____ Approved: _____ Denied: _____

UNANIMOUS ___RICE ___ BAHRINGER___FARMER ___WHARTON___PIERSON___