



City of Rowlett

Special Meeting Agenda

City Council

4000 Main Street
Rowlett, TX 75088
www.rowlett.com

City of Rowlett City Council meetings are available to all persons regardless of disability. If you require special assistance, please contact the City Secretary at 972-412-6115 or write 4000 Main Street, Rowlett, Texas, 75088, at least 48 hours in advance of the meeting.

Tuesday, January 14, 2014

5:30 P.M.

Annex Building – 4004 Main Street

As authorized by Section 551.071 of the Texas Government Code, this meeting may be convened into closed Executive Session for the purpose of seeking confidential legal advice from the City Attorney on any agenda item herein.

The City of Rowlett reserves the right to reconvene, recess or realign the Regular Session or called Executive Session or order of business at any time prior to adjournment.

1. **CALL TO ORDER**
2. **AGENDA ITEMS**
 - 2A. Hear a presentation outlining the preliminary results of the 2013 City of Rowlett Employee Climate Assessment Survey. (60 minutes)
 - 2B. Discuss Information Technology Update and Software Acquisition. (60 minutes)
 - 2C. Discussion and consideration of a resolution on methods, cost, and additional funding for ice storm debris removal. (60 minutes)
3. **ADJOURN**

Laura Hallmark

Laura Hallmark, City Secretary

I certify that the above notice of meeting was posted on the bulletin boards located inside and outside the doors of the Municipal Center, 4000 Main Street, Rowlett, Texas, as well as on the City's website (www.rowlett.com) on the 10th day of January, 2014, by 5:15 p.m.



City of Rowlett

Staff Report

4000 Main Street
P.O. Box 99
Rowlett, TX 75080-0099
www.rowlett.com

AGENDA DATE: 01/14/14

AGENDA ITEM: 2A

TITLE

Hear a presentation outlining the preliminary results of the 2013 City of Rowlett Employee Climate Assessment Survey. (60 minutes)

STAFF REPRESENTATIVE

John Murray, Director of Human Resources & Risk Management

SUMMARY

As previously briefed to Council, the City conducted an Employee Climate Assessment Survey in order to solicit direct feedback from employees on a myriad of issues pertaining to perceptions of leadership, recognition, training & development, teamwork/communication, and job satisfaction, among others. The survey, which was both voluntary and anonymous, was conducted by TH Enterprises (Rockwall) from December 9-14, 2013. The purpose of this discussion is to highlight trend items captured by the survey.

In all, 268 Full-time and Part-time employees completed the 23-question survey—a 78% participation rate. This represents an increase of over 100 respondents from a different survey conducted last year, which underscores employees are actively engaged in shaping the strategic direction of City staff operations for the next several years. We're also confident that an aggressive campaign undertaken by City leadership to assure anonymity and pledges for positive action based on results directly contributed to the high survey completion rate.

BACKGROUND INFORMATION

As reported through previous reports, the City has endured a high employee turnover rate for the past four years. We view this turnover rate as a legitimate strategic threat to daily operations and our ability to provide exemplary support to Rowlett citizens as the continuous flow of departing employees has resulted in manning shortfalls/gaps, loss of experience/continuity in virtually every Department, and morale/safety issues from requiring employees to work longer hours with less available support.

To help pinpoint factors that are potentially contributing to employee departures, the City designed a 20-question "Likert Scale" survey providing the opportunity to select "Strongly Agree", "Agree", "Disagree" or "Strongly Disagree" for each question. (Note: three additional "commentary" questions were added after Council input.) Each question was specifically crafted in a way that would, once aggregated, (a) provide clearly defined actionable results and (b) show "left-to-right" comparative data (as in, left is "Strongly Agree", right is "Strongly Disagree) in a bar chart pictograph.

It's worth mentioning that the City went to great lengths to encourage maximum employee participation. One obstacle we directly confronted during the planning stage was employee concerns regarding the true anonymity of the survey. In short, it was made clear to us that, despite our assurances to the contrary, many employees would not complete the survey for fear of being identified (and, potentially, retaliated against) for having offered critical feedback of leadership or programs. To resolve this concern, we hired TH Enterprises of Rockwall to administer and analyze the survey results. We worked closely with designers to implement and deploy a survey that was extremely user friendly and one which would generate easy-to-interpret analytical data for each of the questions. We also provided TH Enterprises our employee email database, which enabled them to issue individual employee logins to the survey. All information was collected and housed on TH Enterprises' server. We communicated this strategy, along with leadership's commitment to put into effect positive changes, to employees through a series of Stakeholder meetings in late October-early November 2013, and several "kick-off" emails prior to the survey launch date. We're confident these efforts contributed to the high survey response rate.

DISCUSSION

The survey results, with initial analysis, are scheduled to be provided to us by January 9, 2014. We will receive the aggregate data for each of the first 20 questions. In addition to the City-wide aggregate data, we provided limited demographic data to TH Enterprises, which will further enable us to assess by Department and by tenure with the City. The tenured stratification was broken into 0-3 years, 3-7 years, and more than 7 years.

Due to the open-endedness of questions 21-23, we will perform a manual analysis to determine common trends provided by employees. Upon receipt of the data, we will begin preparation of a presentation for delivery to Council at the Work Session on January 14, 2014. Specific observations will be made at that time.

After we have presented the information to Council, we will then present to our employees through a series of Employee Stakeholder meetings, which begin on January 21, 2014.

FINANCIAL/BUDGET IMPLICATIONS

At this time, there are no direct financial/budget implications. However, the Executive Team will analyze the results and will directly address each trend item in order to develop meaningful, long-lasting solutions to resolve any areas of concern.

It is entirely conceivable that proposed response actions may generate requests for increases in funds to support training, employee recognition programs, equipment/technology, safety/personal protective gear and facility improvements. Those actions will be addressed through more formal channels after varying courses of action are explored and vetted.

RECOMMENDED ACTION

No action required. This is for informational purposes only.

AGENDA DATE: 01/14/14

AGENDA ITEM: 2B

TITLE

Discuss Information Technology Update and Software Acquisition. (60 minutes)

STAFF REPRESENTATIVE

Alan Guard, Director of Financial and Information Services

SUMMARY

Since 2007, the City of Rowlett has faced significant financial constraints that were exacerbated in 2008 with the near collapse of the country's financial institutions and continued through the period called the Great Recession. Since that time, we have eliminated over 40 employees and seen our property tax revenues decline by \$1.9 million. This has impacted all departments in the City and has forced the City to be very strategic about where it allocates its investment and has challenged the City in being fiscally sustainable.

In FY2010, the City began having conversations about our sustainability issues. While significant progress has been made toward a number of these issues, two sustainability items – public amenities and antiquated technology, must now be addressed. Staff has been engaging the City Council in discussions addressing public amenities since this summer. The City Council was briefed on the sustainability issue specific to the state of our technology at the Council work session on April 2, 2013.

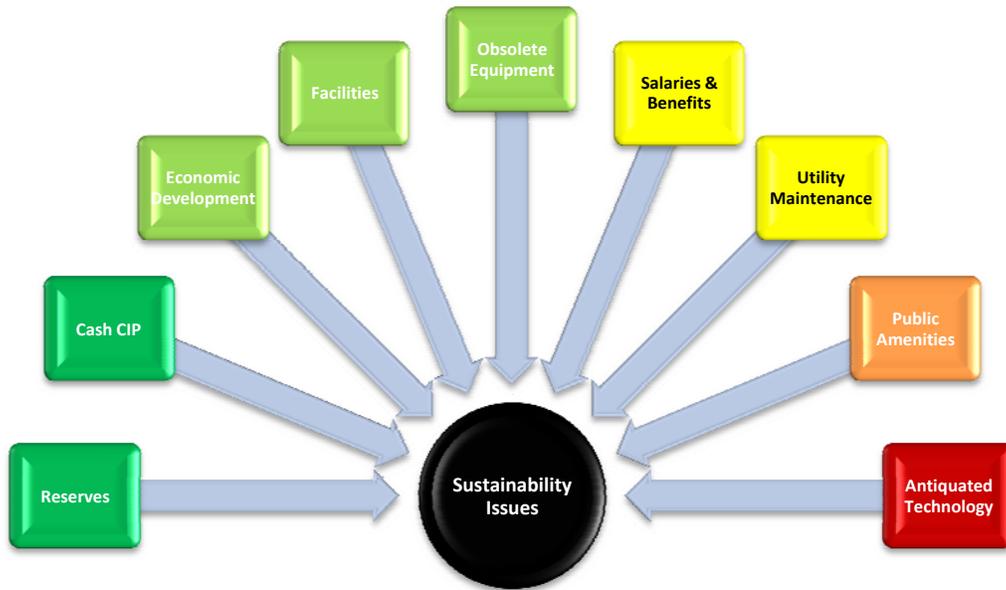
This agenda item is provided at this workshop to bring the Council up-to-date on the various hardware projects and provide information and discuss recommended projects to update and enhance the various software systems.

BACKGROUND / HISTORY

The City Council was briefed on the status of the City's technology at the work session on April 2, 2013 by Information Technology Consultant Chip Collins. The presentation included information from the sustainability presentation made to Council in FY2010 and provided a context for the need to make significant investments in both hardware and software.

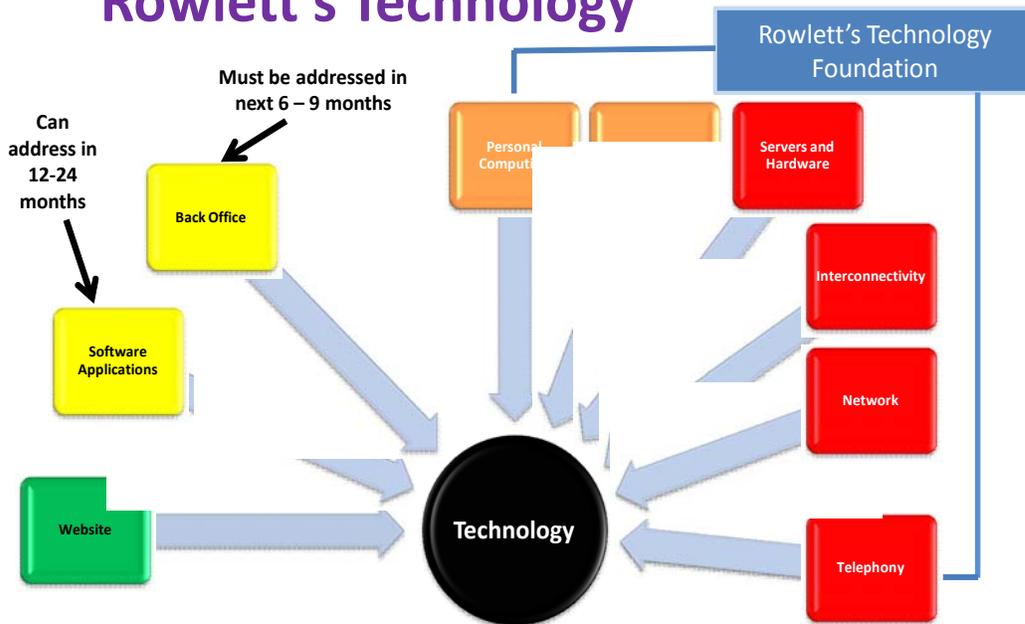
Chart One, below, graphically illustrates the relative position of our sustainability challenges as of today, with green meaning strong progress has been made, yellow meaning some progress has been made, and orange/red meaning these issues still need to be addressed.

CHART ONE



You can see from the above chart that Antiquated Technology is highlighted in red meaning it needs to be addressed. Due to this minimal investment over the past five to six years, the foundation of its technology infrastructure (i.e. network, servers & telephony) and its primary software systems are outdated and obsolete. The slide below is from the April presentation and describes the state of the technology components as evaluated by Mr. Collins.

Current State of Rowlett's Technology



From an historical perspective, it is useful to note that in FY2007, the City's Information Technology Division had an annual budget of \$2.6 million with seven full-time dedicated employees. In FY2008, this budget was cut to \$1.4 million and five employees, a reduction of 46.9 percent. In FY2013, the budget had been reduced to just under \$900,000. Following the presentation at the April 2, 2013, City Council meeting, the Council reached consensus and agreed conceptually to fund improvements to the City's technology infrastructure. The FY2013 budget was amended and a number of the projects related to the technology infrastructure foundation were funded and implementation started. The slide below summarizes the first phase of projects that were identified in the presentation and funded in FY2013. Lease payments for these projects have been included in FY 2014 and in the five-year financial model going forward.

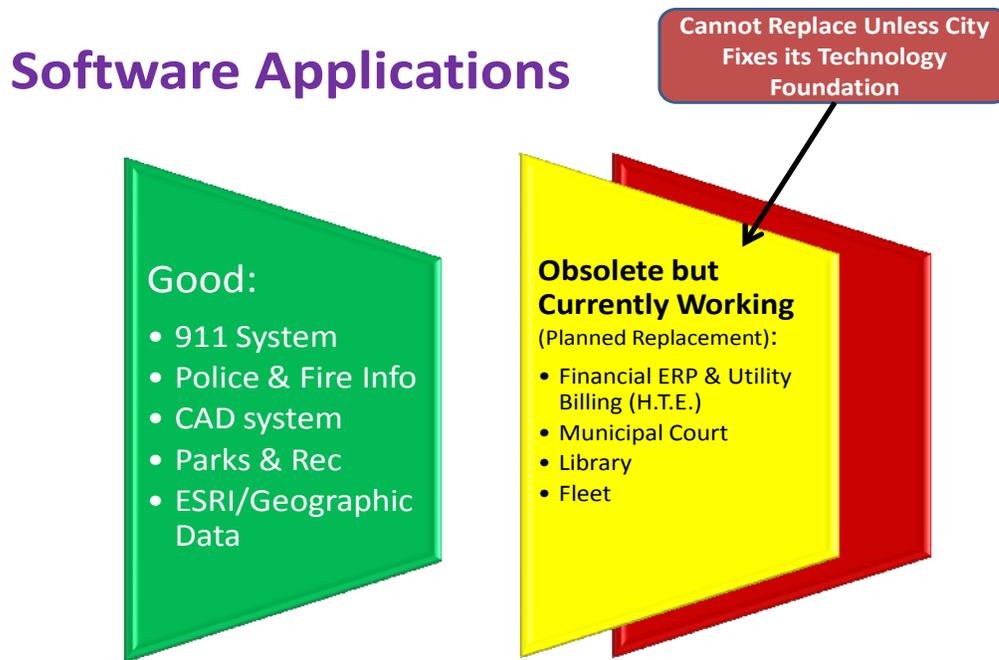
CHART TWO

Item	Project	Description	Estimated Total Cost FY2013-FY2017	Estimated FY2013 Cost
1	Network infrastructure rebuild	Project includes redesigning and realigning the existing network (to be financed with a 5-yr lease, \$100k contingency, managed solution & maintenance agreement)	\$757,000	\$309,000
2	New servers	Project includes replacement of 12-16 servers (to be financed with a 5-yr lease & 3 yr maintenance agreement)	400,000	81,800
3	Evaluate & correct Active Directory	Includes evaluating the City's existing <i>Active Directory</i> and making necessary corrections, if necessary, to improve reliability.	30,000	30,000
4	Upgrade City to 64 bit environment	Upgrades all personal computing devices (i.e. personal computers, laptops, and servers from 32 bit) to 64 bit technology	40,000	40,000
5	Telephony	Project includes replacing the existing telephone hardware/software system and digital headsets with Voice over IP (to be financed with a 3-yr lease & maintenance agreement beginning FY2014)	180,000	-
6	Improve & simplify internet connectivity	Still under review. Includes evaluation of existing external broadband capabilities	540,000	60,000
7	Back office	*Includes moving email, exchange, & personal computing to Office 365 *To be evaluated for FY2014 and could include a subscription based system with external hosting	197,000	-
8	Upgrade maintenance support on the Police CAD system to 24/7	Upgrades existing maintenance support to 24/7 after the first of the year (i.e. FY2014)	306,800	-
Total			\$2,450,800	\$520,800

The projects listed above are at various stages of completion. The network (1) and server refresh (2) projects are scheduled to be completed by January 31, 2014. Active Directory evaluation (3) has been completed, as has the migration to a new internet provider, Time Warner Cable. The upgrade in maintenance support for the Police CAD system has been completed and we are in the process of transitioning our email and exchange systems to Office

365. We are currently working with our consultant, Barnes Consulting, to review telephony options and the City Council will receive a presentation on those options in February.

Regarding the City's primary software systems, Mr. Collins provided the following analysis. Funding for purchasing of or lease payments for these have also been included in the FY2014 budget and five-year financial model.



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In regards to the core financial software, or enterprise resource planning (ERP) system, staff has been through a year-long process to complete a needs assessment from a functionality perspective, training on how to acquire and implement an ERP system, an RFP process, on-site demonstrations from three ERP vendors and a site visit to an area city to view the software in a real-world environment. Based on the results of this process, staff has recommended the purchase of the Munis product from Tyler Technologies of Falmouth, ME.

At the December 17, 2013, City Council meeting the Council raised a number of issues related to this purchase. The major issues that require discussion include:

- What is the cost of a hosted solution versus on-premise? (Tyler's terminology is Software as a Service or SaaS)
- How will the additional functionality improve efficiency/effectiveness for departments?
- What happens if we do not make this purchase?

Hosted versus On-Premise

Tyler Technologies has provided the cost of the hosted solution (see attachment). Below is a comparison of the seven-year cost of hosted (SaaS) versus an on-premise solution. Please remember that in the on-premise solution, after year seven, the City's costs are only for maintenance and support, as the leasing cost will be completed.

However, in an article by the Info-Tech Research Group entitled “*Determine if Cloud ERP Lies in Your Future*”, the decision needs to be not on cost but on risk and benefit. Their research indicates the Cloud based ERP solutions are fairly new. The best approach for an organization that does not have a significant amount of experience using cloud-based solutions is to not jump right into it, but to plan for it down the road. Allow the market to provide multiple options over time and to sort out which ones are effective, then acquire the most effective system after the bugs have been worked out.

Given the sensitive nature of the City’s financial data, it is still my recommendation to pursue an on-premise solution for ERP at this time, and prepare to move to the Cloud over time.

Improved Functionality

The City asked vendors to provide information regarding their software’s functionality in specific areas (e.g. accounting, purchasing, budget, utility billing, code enforcement). This part of the RFP was designed from the needs assessment done for each department and was completed in such a way as to improve reporting, eliminate “shadow systems” (spreadsheets or other manual systems), and provide better, real-time management information for operations. This level of functionality will improve just the Accounting Division in the following ways:

Efficiency – Less to no manual/shadow systems, quicker reporting of the Comprehensive Monthly Financial Report (CMFR) and Comprehensive Annual Financial Report (CAFR), less duplication of work and more streamlined processes (i.e. journal entries, approval routing, vendor payments, etc).

Reliability – Less probability for human error due to reduced shadow systems, system updates keep financial data in compliance with Governmental Accounting, Auditing, and Financial Reporting (GAAFR) requirement and Generally Accepted Accounting Principles (GAAP), improves confidence of financial output for strategic decision making.

Transparency – Allows for easy access to real-time data, which promotes immediate, more accurate financial information to all departments such as their budget to actual, CIP and Grant financial status and payments to vendors.

Centralization – Significant data that is currently 100 percent manual and single-source through shadow systems (i.e. Capital Assets & Grants) will be in an ERP database, structured by controlled processes and available to the organization based on security.

Minimize Risk – By using a role based system that improves financial controls and requires consistency of processes.

These are the characteristics the citizens of Rowlett expect from their Financial Services Department.

What happens if we don’t make this purchase?

As stated earlier, just like hardware, software systems become obsolete. If the Council chooses to not acquire a new ERP system, then the following scenario will need to take place:

- 1) The current AS400 will have to be replaced. Updates to the operating system will also be required. Estimated cost: \$47,500.
- 2) At some point to be determined by SunGard, the HTE system will no longer be supported by SunGard. SunGard may require the City to move to their Innoprise software system. SunGard did submit this product through the RFP process. The proposed cost was \$1.2 million. As an alternative, the City could hire an HTE expert as

an employee to maintain the system. Estimated cost including benefits - \$90,000-\$100,000 annually.

- 3) Estimated seven-year cost - \$697,567.
- 4) This would include no efficiencies or management improvements to our current operation.

Upcoming Software Acquisitions

In the coming months the City will be acquiring three additional systems. These include Human Resources Information System (including timekeeping, talent management and payroll), municipal court software, integrated library software (ILS), and a fleet management and fueling system. A process similar to that used to identify the ERP system was put in place to ensure stakeholder input, enhanced functionality and management capabilities, and improved customer service for our citizens.

FINANCIAL/BUDGET IMPLICATIONS

A comparison of the seven year costs of each of the alternatives are provided below.

On-Premise Acquisition - The total cost of life for the first seven years of the software is outlined below. Interest is estimated at 2.75 percent for seven years. Maintenance is expected to increase at 2 percent per year.

	FY14	FY15	FY16	FY17	FY18	FY19	FY20	Total
Acquisition costs	\$130,998	\$130,998	\$130,998	\$130,998	\$130,998	\$130,998	\$130,998	\$916,986
Annual Maintenance	1 st year included in purchase	\$98,598	\$100,570	\$102,581	\$104,633	\$106,726	\$108,860	\$621,967
Total		\$229,596	\$231,568	\$233,579	\$235,631	\$237,723	\$239,858	\$1,538,953

Hosted Solution (SaaS) – The total cost for seven years. Because Tyler would serve as the host for the product, the hosting costs would be ongoing after year seven. That price has yet to be determined.

	FY14	FY15	FY16	FY17	FY18	FY19	FY20	Total
Acquisition costs	\$204,138							\$204,138
Annual Hosting Cost	\$368,245	\$368,245	\$368,245	\$368,245	\$368,245	TBD	TBD	\$1,841,225
Total	\$572,383	\$368,245	\$368,245	\$368,245	\$368,245	TBD	TBD	\$2,045,363

Keep HTE and do not acquire new software. – There would be a need to acquire new equipment and eventually hire expertise to maintain the system.

	FY14	FY15	FY16	FY17	FY18	FY19	FY20	Total
New Equipment and Operating System	\$29,500	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$47,500
Annual Maintenance	\$84,500	\$86,190	\$87,914	\$0	\$0	\$0	\$0	\$258,514
Personnel				\$95,000	\$96,900	\$98,838	\$100,815	\$391,553
Total	\$114,000	\$89,190	\$90,914	\$98,000	\$99,900	\$101,838	\$103,815	\$697,567

RECOMMENDED ACTION

Staff recommends bringing forth an agenda item for City Council approval for the acquisition of the Munis software from Tyler Technologies at the January 21, 2014, meeting.

ATTACHMENT

Attachment 1 – Tyler Pricing for SaaS (Hosted solution)



Quoted By: David Carl
 Quote Expiration: 7/4/2014
 Quote Name: City of Rowlett-ERP-MUNIS
 Quote Number: 2014-6629
 Quote Description: City of Rowlett 5 year SAAS

Subject
 Approval

Sales Quotation For

City of Rowlett
 P.O. Box 99
 Rowlett, Texas 75030-0099
 Phone (972) 412-6100

SaaS

Description	Annual Fee Net	# Years	Total SaaS Fee	Impl. Days
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Financials:

Accounting/GL/BG/AP	\$43,494.00	5	\$217,470.00	18
Bid Management	\$4,989.00	5	\$24,945.00	3
BMI Asset Track Interface	\$3,185.00	5	\$15,925.00	2
BMI CollectIT Interface	\$3,185.00	5	\$15,925.00	2
Cash Management	\$8,060.00	5	\$40,300.00	4
Contract Management	\$5,719.00	5	\$28,595.00	3
Fixed Assets	\$10,683.00	5	\$53,415.00	5
Inventory	\$9,959.00	5	\$49,795.00	5
Project & Grant Accounting	\$9,060.00	5	\$45,300.00	4
Purchase Orders	\$10,263.00	5	\$51,315.00	5
Requisitions	\$8,315.00	5	\$41,575.00	5

Revenue:

Accounts Receivable	\$9,784.00	5	\$48,920.00	8
Central Property File	\$1,927.00	5	\$9,635.00	1
General Billing	\$6,180.00	5	\$30,900.00	4

Maplink GIS Integration	\$6,239.00	5	\$31,195.00	1
Tyler Cashiering	\$16,059.00	5	\$80,295.00	5
UB Interface	\$6,573.00	5	\$32,865.00	3
Utility Billing CIS	\$24,897.00	5	\$124,485.00	19
Productivity:				
Citizen Self Service	\$7,999.00	5	\$39,995.00	1
eProcurement	\$7,295.00	5	\$36,475.00	1
Munis Analytics & Reporting (SaaS)	\$29,000.00	5	\$145,000.00	0
Tyler Content Manager Auto Indexing and Redaction (SE)	\$4,030.00	5	\$20,150.00	2
Tyler Content Manager SE	\$15,100.00	5	\$75,500.00	4
Tyler Content Manager Self-Service (SE)	\$3,775.00	5	\$18,875.00	1
Tyler Forms Processing	\$6,840.00	5	\$34,200.00	0
Other:				
CAFR Statement Builder	\$10,445.00	5	\$52,225.00	3
EnerGov Citizen Access Portal	\$8,110.00	5	\$40,550.00	2
EnerGov e-Reviews	\$12,490.00	5	\$62,450.00	8
EnerGov ESRI Integration	\$13,175.00	5	\$65,875.00	1
EnerGov iG Workforce Mobile	\$10,960.00	5	\$54,800.00	2
EnerGov Impact Management	\$8,994.00	5	\$44,970.00	8
EnerGov Permits & Inspections	\$29,295.00	5	\$146,475.00	21
EnerGov Professional Licensing	\$12,166.00	5	\$60,830.00	10
TOTAL:	\$368,245.00		\$1,841,225.00	161

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
AP/PR Check Recon Import	1	\$1,000.00	\$0.00	\$1,000.00
AP Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
EnerGov Permits & Code Forms Library (4 Forms)	1	\$3,600.00	\$0.00	\$3,600.00
EnerGov Professional Licensing Forms Library (2 Forms)	1	\$1,800.00	\$0.00	\$1,800.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Estimated Travel Expenses	1	\$107,593.00	\$0.00	\$107,593.00
Maplink GIS Integration Installation	1	\$500.00	\$0.00	\$500.00
Munis Admin & Security	2	\$1,275.00	\$0.00	\$2,550.00
Munis Analytics & Reporting (SaaS) - Implementation	10	\$1,275.00	\$0.00	\$12,750.00
P-Card Import Format W/Encumbrances	1	\$15,000.00	\$0.00	\$15,000.00
Project Planning Services	1	\$6,000.00	\$0.00	\$6,000.00
PR Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Tyler Forms Financial Library	1	\$1,800.00	\$0.00	\$1,800.00
Tyler Forms Library - General Billing	1	\$2,000.00	\$0.00	\$2,000.00
Tyler Forms Processing Configuration	1	\$2,000.00	\$0.00	\$2,000.00
Tyler Forms Library - Utility Billing	1	\$4,500.00	\$0.00	\$4,500.00
Tyler PO Distribution - Level 3	1	\$1,500.00	\$0.00	\$1,500.00
VPN Device	1	\$4,000.00	\$0.00	\$4,000.00
TOTAL:				\$172,593.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI AssetTrak Additional Data Terminal (PA690)	1	\$2,295.00	\$0.00	\$2,295.00	\$0.00	\$0.00	\$0.00
BMI-ASSETTRACK-PPC for MUNIS (Incl. Install Fee)	1	\$6,490.00	\$0.00	\$6,490.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Additional Barcode Data Terminal (PA690)	1	\$2,975.00	\$0.00	\$2,975.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Barcode PrinterKit	1	\$1,295.00	\$0.00	\$1,295.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Inventory Bar Code Scanning System	1	\$6,490.00	\$0.00	\$6,490.00	\$0.00	\$0.00	\$0.00
BMI TransTrak Additional Barcode Data Terminal (PA690)	1	\$2,295.00	\$0.00	\$2,295.00	\$0.00	\$0.00	\$0.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI Transtrak Fixed Asset Receiving System	1	\$3,345.00	\$0.00	\$3,345.00	\$0.00	\$0.00	\$0.00
DELL Cash Station-Complete excluding scanner	1	\$4,300.00	\$0.00	\$4,300.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner - Model 1900GSR	1	\$385.00	\$0.00	\$385.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner Stand	1	\$25.00	\$0.00	\$25.00	\$0.00	\$0.00	\$0.00
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00
<i>3rd Party Hardware Sub-Total:</i>			\$0.00	\$31,545.00			\$0.00
TOTAL:				\$31,545.00			\$0.00

Summary	One Time Fees	Recurring Fees
Total SaaS	\$0.00	\$368,245.00
Total Tyler Software	\$0.00	\$0.00
Total Tyler Services	\$172,593.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$31,545.00	\$0.00
Summary Total	\$204,138.00	\$368,245.00

Contract Total **\$2,045,363.00**

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting Opt 1 - Actuals - D	\$0.00	\$0.00	\$0.00
Accounting Opt 2 - Budgets - D	\$0.00	\$0.00	\$0.00
Accounting Standard COA - D	\$0.00	\$0.00	\$0.00
Accounts Payable Opt 1 - Checks - D	\$0.00	\$0.00	\$0.00
Accounts Payable Opt 2 - Invoice - D	\$0.00	\$0.00	\$0.00
Accounts Payable Standard Master - D	\$0.00	\$0.00	\$0.00
Contracts - D	\$0.00	\$0.00	\$0.00
EnerGov Permits & Inspections - Option 1 - Applications - D	\$0.00	\$0.00	\$0.00
EnerGov Permits & Inspections - Option 2 - Violations - D	\$0.00	\$0.00	\$0.00
EnerGov Permits & Inspections - Option 3 - Inspections - D	\$0.00	\$0.00	\$0.00
EnerGov Permits & Inspections - Standard - Master - D	\$0.00	\$0.00	\$0.00
EnerGov Professional Licensing Opt 1 - Bills - D	\$0.00	\$0.00	\$0.00
EnerGov Professional Licensing Standard - LT Master, Customer Accounts - D	\$0.00	\$0.00	\$0.00
Fixed Assets Opt 1 - History - D	\$0.00	\$0.00	\$0.00
Fixed Assets Std Master - D	\$0.00	\$0.00	\$0.00
General Billing Opt 1 - Recurring Invoices - D	\$0.00	\$0.00	\$0.00
General Billing Opt 2 - Bills - D	\$0.00	\$0.00	\$0.00
General Billing Std CID - D	\$0.00	\$0.00	\$0.00
Inventory Opt 1 - Commodity Codes - D	\$0.00	\$0.00	\$0.00
Inventory Std Master - D	\$0.00	\$0.00	\$0.00
Project Grant Accounting Opt 1 - Actuals - D	\$0.00	\$0.00	\$0.00
Project Grant Accounting Opt 2 - Budgets - D	\$0.00	\$0.00	\$0.00
Project Grant Accounting Standard - D	\$0.00	\$0.00	\$0.00
Purchase Orders - Standard - D	\$0.00	\$0.00	\$0.00
Utility Billing - Option 1 Services - D	\$0.00	\$0.00	\$0.00
Utility Billing - Option 2 Assessments - D	\$0.00	\$0.00	\$0.00
Utility Billing - Option 3 Consumption History - D	\$0.00	\$0.00	\$0.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Utility Billing - Option 4 Balance Forward AR - D	\$0.00	\$0.00	\$0.00
Utility Billing - Option 5 Service Orders - D	\$0.00	\$0.00	\$0.00
Utility Billing - Option 6 Backflow - D	\$0.00	\$0.00	\$0.00
Utility Billing - Standard - D	\$0.00	\$0.00	\$0.00
TOTAL:			\$0.00

Subject
to
Approval

Unless otherwise indicated in the contract or Amendment thereto, pricing for optional items will be held for six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____
Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

Subject to Approval

Comments

Tyler recommends the use of a 128-bit SSL Security Certificate for any Internet Web Applications, such as the MUNIS Web Client and the MUNIS Self Service applications if hosted by the Client. This certificate is required to encrypt the highly sensitive payroll and financial information as it travels across the public internet. There are various vendors who sell SSL Certificates, with all ranges of prices.

Conversion prices are based on a single occurrence of the database. If additional databases need to be converted, these will need to be quoted.

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the size and scope of your project. The actual amount of services depends on such factors as your level of involvement in the project and the speed of knowledge transfer.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

Pricing for optional items will be held for six (6) months from the quote date.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

In the event Client acquires from Tyler any edition of Tyler Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Tyler Content Manager software with non-Tyler applications, Client must purchase or upgrade to Tyler Content Manager Enterprise Edition.

Tyler's form library prices are based on delivering the specific form quantities listed below. Additional formats of forms listed below are extra. Custom forms are extra. Please note that Tyler Forms requires the use of approved printers only. Contact Tyler support for the list of approved printers.

Financial library includes: 1 A/P check, 1 EFT/ACH, 1 Purchase order, 1 Contract, 1099M, 1099INT, 1099S, and 1099G.

General Billing library includes: 1 invoice, 1 statement, 1 general billing receipt and 1 miscellaneous receipt.

Utility billing library includes: 1 Utility bill, 1 assessment, 1 UB receipt, 1 Lien letter, 1 UB delinquent notice, 1 door hanger and 1 final utility bill.

Programming for check reconciliation import and positive pay export assumes one bank format each. Multiple bank formats are extra.

Includes digitizing two signatures, additional charges will apply for additional signatures.

Project Management includes project planning, kickoff meeting, status calls, task monitoring, verification and transition to support.

Tyler's cost is based on all of the proposed products and services being obtained from Tyler. Should significant portions of the products or services be deleted, Tyler reserves the

Comments

right to adjust prices accordingly.

TCM SE includes up to 50GB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of \$1,000 per 100GB with a total cap of storage at 750GB.

EnerGov Professional Licensing Forms Library includes 1 Business License form and 1 Business License Renewal form.

EnerGov Permits & Code Forms Library includes 1 Building Permit, 1 Trades Permit, 1 Zoning Permit and 1 Certificate of Completion OR Occupancy.

*Subject
to
Approval*



City of Rowlett

Staff Report

4000 Main Street
P.O. Box 99
Rowlett, TX 75080-0099
www.rowlett.com

AGENDA DATE: 1/14/2014

AGENDA ITEM: 2C

TITLE

Discussion and consideration of a resolution on methods, cost, and additional funding for ice storm debris removal. (60 minutes)

STAFF REPRESENTATIVES

Jim Proce, Assistant City Manager
W M Brodnax, Chief of Police
Tim Rogers, Director of Infrastructure Services
Marvin Gibbs, Lieutenant of Police

SUMMARY

The impact of the December 5, 2013, ice storm has left the City of Rowlett with substantial storm debris. Discussions surrounding the most efficient and cost effective way to proceed with this clean-up remains an issue and is not totally resolved. As the City moves forward with clean-up efforts, it must also maintain initiatives that follow Federal Emergency Management Agency (FEMA) guidelines that will allow the City the ability to request disaster reimbursement should that option become available.

BACKGROUND INFORMATION

During the January 7, 2014, work session, City Council was given an update on the ice storm. The discussion detailed actions taken by all City departments along with efforts by Waste Management to clean up the storm debris. Approximate cost for the storm debris clean-up was also discussed. Discussion revolved around Council's concerns about cost to clean up debris along with the timeline in which the debris would be removed and several ways to perform the debris clean-up.

Steve Kellar, Waste Management representative, was present at the meeting and presented options and clean-up timelines that he felt Waste Management could provide. One option presented by Waste Management was to contract with an outside firm called "Storm Chasers" to come to Rowlett and clean up the debris.

The Council liked the idea of utilizing the "Storm Chasers" and it was the consensus of Council to utilize those services for one week, up to and not to exceed an amount of \$49,999, which is within the City Manager's scope of discretionary spending. Staff contacted "Storm Chasers" the following day to secure their services. It was discovered

that the “Storm Chasers” wanted a two-week minimum, which would have exceeded the \$49,999 limit.

A meeting had been scheduled for Friday, January 10, 2014, to meet with “Storm Chasers” designees and sign needed agreements. It was then decided that more discussion with Council would be needed before we could move forward with this project. Through additional conversations with “Storm Chasers”, staff was able to obtain a better understanding of what the cost would be for the two-week minimum clean up. At the time of this report, “Storm Chasers” representatives had agreed to keep the Friday meeting and would assess the City’s debris damage and provide cost estimates for complete clean-up. These results will be presented to Council at the January 14, 2013 meeting.

DISCUSSION

Several options are now available to be discussed. It is important to note that none of these options include the cost of dumping debris in the Hinton Landfill. We are currently paying a negotiated rate of \$26.37 per ton.

Option #1 – Storm Chasers

Two-week minimum cost is based upon the following:

Ten (10) days working 10 hours a day x five (5) trucks = 500 hours

Two (2) days working 7 hours a day x five (5) trucks = 70 hours

570 hours @ \$150 per hour = \$85,500

It should be noted that Waste Management will have to contract “Storm Chasers” to perform this work and then be paid by the City of Rowlett under the current contract terms to be eligible for possible FEMA reimbursement should it become available.

Should we choose Option #1 and we go over the two-week minimum, the cost will be reduced to \$135 per hour going forward, plus retroactive to the first two weeks, which will reduce those costs from \$150 to \$135 per load. NOTE: This fee reduction, although desirous, will not meet the FEMA competitive bidding requirements and would not be reimbursable if implemented. **The total volume will be better estimated once the assessment is completed and may require additional work.**

Option #2 – Waste Management

Continue to contract with Waste Management under the disaster clause of the contract and pay the \$150 per hour rate up to an amount authorized by Council. Waste Management is currently placing additional trucks in the City on Wednesday and

Saturday to expedite the clean-up process. To date, the City of Rowlett has spent an estimated \$129,500 for the removal of 794 tons of debris. This cost includes the hourly rate and disposal fees. **(NOTE: This fee may not meet the FEMA competitive bidding requirements and may not be reimbursable if implemented.)**

City of Rowlett Bid Tabulation
4004 Main St., Rowlett, TX 75088
Purchasing Phone - 972/412-6189 - Fax 972/412-6144
1/9/2014

PAGE 1 OF 1

			CWD	IESI	Waste Management
ITEM NO.	QTY	DESCRIPTION	TOTAL	TOTAL	TOTAL
1.		Disaster Management Plan	\$ 134.35 per hour plus disposal 1,100 pounds per crew hour	\$ 200.00 per hour	\$ 125.00 to \$150.00 per hour collection truck rate. Disposal cost to be negotiated w/disposal facility.

Option #3 – Utilize City Departments

Public Works has allocated a crew to augment the removal of debris to the Garland landfill. The crew consists of six (6) employees, five (5) dump trucks and one (1) front end loader. The estimated FEMA rate for staff to dispose of the debris is \$130 per ton. The approximate removal of debris in tons per day is no less than 45 tons. The total estimated cost projection for debris per week (6 day work week) is \$35,000, which includes labor, equipment and disposal. Although we could work Sunday, the Garland Landfill is closed.

Option #4 – Utilize Local Contractors

The City could opt to hire local landscape contractors to assist in the clean-up. The work could be awarded to two contractors and staff-directed concentration would be initiated. The intent of this option is to augment the cleanup efforts and not be the resolution. The Purchasing Department sent out bid specs to local landscapers with the following results:

City of Rowlett Bid Tabulation
 4004 Main St., Rowlett, TX 75088
 Purchasing Phone - 972/412-6189 - Fax 972/412-6144
 1/9/2014 PAGE 1 OF 1

			Barton Landscape	Chandler Commercial Mowing	Lawn & Landscape Management	Lumberjack Tree Service
			Dawn Duke	Darrell Dall	Joe Garcia	Maria Arizmendi
			214-878-8123	972-475-5005	972-412-7880	972-495-0606
ITEM NO.	QTY	DESCRIPTION	TOTAL	TOTAL	TOTAL	TOTAL
1.	1 Job	Storm debris cleanup. Per hour for four man crew, 12 yd dump truck with cover, and chipper (must be able to average 20 homes per day).	\$ <u>187.50</u>	\$ <u>140.00</u>	\$ <u>150.00</u>	\$ <u>250.00</u>
2.	1 Job	Optional: Per hour removal of trunks or limbs larger than 18" in diameter (contractor's responsibility to dispose of).	\$ <u>225.00</u>	\$ <u>150.00</u>	\$ <u>35.00</u>	\$ <u>300.00</u>
		Comments:			Rain & extreme cold weather may delay collection. Item 2 is per man hour. Any city ordinance that may prevent collection prior to 7AM-7PM shall be void during contract.	
		Payment terms:	Bi-weekly	Net 10 – billed weekly	Due upon completion of every 40 hours completed of service.	Upon receipt

FINANCIAL/BUDGET IMPLICATIONS

Until an Option is chosen, the actual financial impact is unknown.

RECOMMENDED ACTION

At this time, staff does not have a recommendation until after a thorough discussion on all options can be held to determine which option best serves the needs of the City of Rowlett. Staff is requesting that Council set an “up to and not to exceed” funding amount to continue the debris removal process.

RESOLUTION

A draft resolution will be presented to Council at the January 14, 2013 meeting.

ATTACHMENT

Attachment 1 – Copy of Bids from local Landscape Companies

