

# Memo



Date: January 10, 2017  
To: Mike Geisel, City Administrator  
Cc: Libbey Tucker, Assistant City Administrator, Craig White, Finance Director  
From: Matt Haug, Information Technology Director  
RE: Document Management System

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The City of Chesterfield as an agency runs on information. We create, collect, process, distribute, store, manage, retrieve, maintain and dispose of information as an integral part of every business process and activity. We have invested heavily in desktop technologies to provide access to applications, communication with others, and deliver productivity tools to the individual employees.

In spite of our investments, we still spend a considerable amount of each day manually processing or searching for information. In addition, the amount of information we must work with is increasing at an incredible rate.

A Document Management System (DMS) is a collection of technologies that work together to provide a comprehensive solution for managing the creation, capture, indexing, storage, retrieval, and disposition of records and information assets of the city. Simply put, a document management solution is a system that can replace not only the paper files and documents in an office, but enable the user to send an electronic document through the same steps a paper document or file would follow.

DMS technologies offer a solution, delivering immediate value and increasing organizational efficiency and effectiveness.

- ✓ **Improve access to Records and Information.**  
Authorized users can search across all departments and access documents maintained by other departments with a single search query. Workflow can automatically notify internal or external users when needed information has arrived or has been processed.
- ✓ **Minimize Duplication, Reduce Storage and Retrieval Expense.**  
A single repository reduces the need to store multiple copies while standardized indexing and integration with business applications allows users to instantly access needed documents or other information.
- ✓ **Integrate with other software solutions:  
Provide a mechanism of securing the documents.**  
Documents and information stored in a DMS are protected from unauthorized access by security policies. Backups provide vital records and disaster recovery protections.
- ✓ **Comply with Sunshine Law/FOIA Requests.**  
Sunshine law requests are easier to comply with due to a single source for searching and retrieving the documents.

Memo: Document Management System

Attached is a summary from the MIS Citizens Advisory Committee Meeting on December 12, 2016.

The MIS Committee recommended this to go to the Finance & Administration Committee to be funded at an amount of \$150K, which is over and above the quote from Tyler Technologies. The additional monies requested are for hardware upgrades, data conversion, additional data storage, and additional backup hardware if needed.

Additionally the proposal from Tyler Technologies is included as well.

I have consulted with Craig White, Finance Director, and due to this products integration with our LOGOS ERP solution; it can be purchased as Sole-Source.

Regards

Matthew Haug  
Information Technology Director

## 12/12/2016 - MISCAC Meeting Summary

### Attendance:

Scott Berlinger – Committee Chair

John Selestak

Barry Gross

Mike Geisel – City Administrator

Libbey Tucker – Asst. City Administrator

Matt Haug – IT Director

### Summary on Staff & Technology

Mr. Haug updated the members on current staff positions and technology updates since the last meeting.

### Summary of Meeting and Document Management System Demo

The purpose of the meeting was a demonstration of Tyler Technologies Enterprise Content Management System (ECM)

Tyler Technologies provided an instructor led product demonstration on the ECM.

The demo lasted just over an hour, during which there were numerous technical questions asked by the committee members. Overall, the committee was very satisfied with the product.

Discussion about data conversion and the volume of conversation that was included in the quote. The committee agreed that additional funds over and above the proposal provided by Tyler Technologies be allocated. The additional funding not to exceed \$150K total including the software, is to be used for data conversion, additional hardware and additional storage purchases if necessary after the initial start of the implementation.

The committee voted unanimously to support the purchase of the Tyler ECM product with the following conditions:

- 1 – The version provided and installed at the City must use a file based storage solution NOT a database storage solution. Tyler has a version in testing, we will be deploying this version.
- 2 – A schedule of support cost increases for the next five (5) years be provided.



AMENDMENT

This amendment ("Amendment") is made this \_\_\_\_ day of \_\_\_\_\_, 2017 ("Amendment Effective Date") by and between Tyler Technologies, Inc., a Delaware corporation with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and the City of Chesterfield, MO, with offices at 690 Chesterfield Parkway W, Chesterfield, MO 63017 ("Client").

WHEREAS, Tyler and the Client are parties to a License Agreement with an effective date of August 28, 2006 (the "Agreement");

WHEREAS, Tyler and Client now desire to amend the Agreement;

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

1. The software and/or services set forth in Exhibit 1 to this Amendment are hereby added to the Agreement.
2. The following payment terms, as applicable, shall apply:
  - a. Additional software fees will be invoiced 100% on the Amendment Effective Date. Associated maintenance and support fees will be invoiced on a pro rata basis beginning on the first day of the month following the Amendment Effective Date, and thereafter in a lump sum amount together with Client's then-current maintenance and support fees for previously licensed software.
  - b. Additional services fees and any expenses will be invoiced as incurred.
  - c. Travel expenses shall be invoiced as incurred, as applicable.
3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
4. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the dates set forth below.

Tyler Technologies, Inc.

City of Chesterfield, MO

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



**Exhibit 1**  
**Investment Summary**

The following Investment Summary details the software, products, and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date

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**Quoted By:** Tim Brewer  
**Date:** 1/9/2017  
**Quote Expiration:** 5/9/2017  
**Client Name:** Chesterfield, MO  
**Quote Number:** NW-00306 v2  
**Quote Description:** TCM & Forms

**Sales Quotation for:**  
**City of Chesterfield, MO - #1301**

690 Chesterfield Pkwy W  
 Chesterfield, MO 63017  
 (636) 537-4726

Tyler price quotations are valid for 120 days

**Software and Related Services**

Description	License	Year 1 Maintenance	Implementation		Installation	Module Total
			# of Days	Cost		
<b>Tyler Content Manager Application</b>						
Tyler Content Manager (TCM EE)	\$28,000	\$5,040	10	\$12,200	\$1,500	\$46,740
TCM EE Web Services Interface	\$5,000	\$900	3	\$3,660		\$9,560
TCM Auto Indexing and Redaction	\$5,000	\$900	2	\$2,440		\$8,340
TCM Self Service	\$5,000	\$900	1	\$1,220		\$7,120
ETCM Workflow	\$2,500	\$450	1	\$1,220		\$4,170
<b>Tyler Content Manager Application Subtotal:</b>	<b>\$45,500</b>	<b>\$8,190</b>	<b>17</b>	<b>\$20,740</b>	<b>\$1,500</b>	<b>\$75,930</b>

Description	License	Maintenance			Configuration	Module Total
<b>Tyler Forms</b>						
Tyler Forms Processing	\$7,500	\$1,500			\$1,500	\$10,500
<b>Tyler Forms Subtotal:</b>	<b>\$7,500</b>	<b>\$1,500</b>			<b>\$1,500</b>	<b>\$10,500</b>
<b>Overall Subtotal:</b>	<b>\$53,000</b>	<b>\$9,690</b>	<b>17</b>	<b>\$20,740</b>	<b>\$3,000</b>	<b>\$86,430</b>
<b>Software Discount:</b>	<i>\$4,240</i>					
<b>TOTAL INITIAL COST:</b>	<b>\$48,760</b>	<b>\$9,690</b>	<b>17</b>	<b>\$20,740</b>	<b>\$3,000</b>	<b>\$86,430</b>

**Additional Services**

Service	Description	Fee
Payroll Library	Payroll Library Includes: 1 PR Check, 1 Direct Deposit, 1 Vendor from Payroll, 1 Vendor from Payroll Direct Deposit, W2 and W2c. Format choice of standard templates only. Does not include custom programming.	\$1,400
Financial Library	Financial Library Includes: 1 A/P Check, 1 EFT/ACH, 1 Purchase Order, 1099M and 1099R. Format choice of standard templates only. Does not include custom programming.	\$1,600
Permits Library	Permits Library Includes: 1 Permit - Base Design with up to 6 Types, 1 Certificate of Occupancy, 1 Certificate of Completion, 1 Permit Receipt. Format choice of standard templates only. Does not include custom programming.	\$2,000
Business License Library	Business License Library includes: 1 Business License, 1 License Renewal, and 1 Delinquent Form. Format choice of standard templates only. Does not include custom programming.	\$1,200
TCM Conversion Third Party Content	Third Party Content Conversion Includes: 10-20 Documents	\$14,000
Existing New World Customer File Storage Conversion		\$1,200
<b>TOTAL:</b>		<b>\$21,400</b>

New World ERP Summary	One Time Fees	Recurring
Total Software	\$48,760	\$9,690
Total Services	\$45,140	
<b>Summary Total</b>	<b>\$93,900</b>	<b>\$9,690</b>
<b>Contract Total (Excluding Estimated Travel Expenses)</b>	<b>\$103,590</b>	
<b>Estimated Travel Expenses</b>		
Trips @ \$2,000/each -Includes airfare, car rental, hotel accommodations and per diem	<b>4 Trips</b>	<b>\$8,000</b>



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### Footnotes

This proposal is budgetary and is being provided solely for planning purposes and does not constitute a firm offer. An extended review may determine that additional software or service components are necessary.

The costs provided in this proposal are based on all of the proposed products and services being obtained from Tyler Technologies. Should significant portions of the products or services be deleted, Tyler reserves the right to adjust its prices accordingly.

Personal Computers must meet the minimum hardware requirements for the New World ERP product. Microsoft Windows 7 or greater with Internet Explorer (IE) 8 or greater is the required operating system and browser for all client machines.

Servers must meet the minimum hardware requirements for the New World ERP product. Windows Server 2008 (R2) or greater is required for the Application Server(s), Web Server(s) and Database Server. Microsoft SQL Server 2008 (R2) or greater is required for the Database Server. Customers must also license the appropriate number of Microsoft Client Access Licenses (CALs) for license compliance.

Suggested minimum: 100MB Ethernet Network. 10MB CAT5 Ethernet Network may have less than adequate response time. Further consultation would be required to assess your network.

Travel and expenses are not included under *Total Services* as they are billed at actual cost. A separate line item above "*Estimated Travel Expenses*", shows Tyler's estimate for travel and living expenses for the scope of this project. That estimate is based upon \$2,000 per trip, which may include airfare, hotel, per diem, car rental, and gas). All travel and living expenses will be billed on a weekly basis, but only as incurred.

Tyler supports SQL Server Reporting Services (SSRS) for server-based report generation and ad hoc reporting. SSRS utilizes a web services interface to support the development of custom reporting applications. SSRS is included in the Express, Workgroup, Standard, and Enterprise editions of Microsoft SQL Server. Customers may elect to use other third-party report generation tools including Crystal Reports however Tyler does not provide support for these tools and cannot guarantee compatibility.

Prices assumes that all software proposed is licensed.

Licensed Software, and third party software embedded therein, if any, will be delivered in a machine-readable form to Customer via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.



**EXHIBIT 2**

**DocOrigin End User License Agreement**

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ATTENTION: THE SOFTWARE PROVIDED UNDER THIS AGREEMENT IS BEING LICENSED TO YOU BY **OF SOFTWARE LTD.** AND IS NOT BEING SOLD. THIS SOFTWARE IS PROVIDED UNDER THE FOLLOWING AGREEMENT THAT SPECIFIES WHAT YOU MAY DO WITH THE SOFTWARE AND CONTAINS IMPORTANT LIMITATIONS ON REPRESENTATIONS, WARRANTIES, CONDITIONS, REMEDIES, AND LIABILITIES.

## DocOrigin

### SOFTWARE LICENSE

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  - B. Per-Document.** This is defined as a fee per document based on the total number of documents generated annually by merging data with a template created by the Software. The combined data and template produce documents of one or more pages. A document may contain 1 or more pages. For instance a batch of invoices for 250 customers may contain 1,000 pages, this will be counted as 250 documents which should correspond to 250 invoices.
  - C. Per-Surface.** This is defined as a fee per surface based on the total number of surfaces generated annually by merging data with a template created by the Software. The combined data and template produce documents of one or more pages, the pages may be printed one side (one surface) or duplexed (2 surfaces). The documents may be rendered to a computer file (i.e. PDF), each page placed in the file is considered a surface. A document may contain 1 or more surfaces. For instance a batch of invoices for 250 customers may contain 500 pages duplexed, this will be counted as 1000 surfaces.
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**Last Updated: [July 18 2013]**