

To ensure the completion of the Munis system implementation and all its supporting modules, and to reap the benefits of having a fully integrated system, the following items need to be addressed in support of this effort.

- The Project was originally set on an aggressive schedule with all modules going live between June of 2015 and October of 2016. This schedule was originally created with the intent to no longer pay for support for the legacy applications along with the new support for Tyler Munis after October of 2016. Having such an aggressive schedule to implement 13 modules that includes General Ledger and Payroll systems in 2014/2015 and then the remaining revenue and permit modules in 2016 spread Town Finance staff thin. By working on multiple module conversions simultaneously, certain conversions did not receive proper support and suffered dramatically.
- Fairfax County is providing a master address file to the Town that will assist in populating address and parcel data for Town properties. Fairfax County is estimating to have this file available to the Town by the end of August 2016. The delay in receiving this file has pushed back the go live dates for the following modules.
  - Permits
  - Tax (Real Estate and Vehicle License Fees)
  - Business License and Meals Tax
  - Utility Billing
  - Work Orders/Fixed Assets
  - Incident Management (App)
- The following modules for Tyler Munis are dependent upon the extraction of data to be converted and then imported into Tyler Munis. The data for these applications are coming legacy software applications that require assistance for conversions.
  - Utility Billing
  - Real Estate Tax and Vehicle License Fees
  - Business License and Meals Tax

Staff has been in contact with both Sungard and Norman Alan, the vendors of each of the legacy applications to get assistance in extracting their data and to assist with the conversion process to Tyler Munis since May 2016. The data being extracted is account information and supporting historical data that is required to be accessible by Virginia Library retention schedules.

Staff has requested that Tyler Munis, Norman Alan, and Sungard each provide estimates for what each module would require to successfully extract and then convert data for the remaining five (5) modules totaling approximately \$79,350. Staff is also requesting that Council consider including a 10% contingency fund of \$7,935.00 to cover any unforeseen issues with an overall cost of \$87,285.00. The details are provided with the attached schedule.

Staff has considered delaying the conversion of one of the remaining modules to go live in 2017/2018. Doing so would reduce the amount of this requested item by \$35,750.00. The consequences of doing so would cause the Town to incur costs to still maintain annual support to Norman Alan for the exiting Business Licenses/BPOL/Meals Tax application in the amount of \$7,500.00 and also pay the annual support of \$7,544.42 to Tyler Munis for the replacement applications in the total amount of \$15,044.42 per year. Finance staff will also experience inefficiencies with internal processes while still using two systems. One system would be used to post and send out bills, while the other is used to collect payments. Manual reconciliation would have to be performed between the two systems until the remaining applications are brought online with Tyler Munis. Additionally, those costs would still have to be funded in 2017/2018, and would increase with that delay.

Therefore, it is our recommendation to move forward with the proposed, revised implementation schedule and request to fund the additional costs to support the remaining modules and conclude the installation in the Spring/Summer of 2017. Funding is to come from unallocated funds from the 2014 bond premium. With these additional costs, the total project cost is \$855,547.00.