



# **City of Grand Island**

**Tuesday, August 27, 2013**

**Council Session**

## **Item G-18**

**#2013-285 - Approving Annual Agreement for Financial Software  
Licensing and Support**

**Staff Contact: Jaye Monter**

# **Council Agenda Memo**

**From:** Jaye Monter, Finance Director

**Meeting:** August 27, 2013

**Subject:** Approving Annual Agreement for Financial Software Licensing and Support

**Item #'s:** G-18

**Presenter(s):** Jaye Monter, Finance Director

## **Background**

On July 10, 2001, Council approved the purchase and implementation of Tyler Technologies' MUNIS integrated financial software system for the City of Grand Island. This financial software continues to provide the City of Grand Island excellent service and support for financial information. Each year in order to receive software upgrades and technical assistance from the company, it is necessary to enter into an annual Support Agreement.

## **Discussion**

The total cost for the period of 9/14/2013 to 9/13/2014 is \$138,272.24. This includes system support and licensing updates for: Operating System Database Administrative Support \$26,635.01, MUNIS Module Support and Update Licensing \$108,637.23, and Graphic User Interface (GUI) Support \$3,000.

The Operating system Database Administrative Support provides service to the Information Technology department on system backup and recovery assistance, file permissions and security, system tools and user guides of each module, assistance on upgrades for each database as well as services for free on-site system server transfers.

Munis Module Support and Update Licensing includes support and licensing for City staff to use the following accounting programs. Payroll, Human Resource Management, Project Accounting, Requisitions/Purchase Orders, Accounts Payable, General Ledger, Budget, General Billing, Accounts Receivable, Special Assessments, Fixed Assets, Laserfiche, Crystal Reports. Employee Self Service and Munis Office.

The laserfiche feature enables viewing of on-line accounts payable invoices, checks written, purchase orders, and secured employee direct deposit stubs.

Crystal Reports is a report writing system that extracts data from each accounting module table to produce user defined reports.

The Employee Self-Service module allows employees to have on-line access to pay history, W-2 information, leave balances, and make changes to their personal information such as addresses, phone numbers, dependents and emergency contacts. Employee Self-Service is also used annually for on-line cafeteria benefit deductions and has allowed the City to implement on-line employee absence approvals that flow directly into bi-weekly payroll batch processing.

Munis Office connects Microsoft Office products Excel and Word to each accounting program.

The Graphic User Interface (GUI) Support is the interface that creates the screens and user “look” to the database that holds information. Users can individualize the look and feel of each of their module screens showing different information in different ways.

### **Alternatives**

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Approve the 2013-2014 Contract with Tyler Technologies, Inc. for software support and licensing.
2. Postpone the issue to a future meeting.
3. Take no action.

### **Recommendation**

City Administration recommends that the Council approve the 2013-2014 Annual Financial Support Agreement with Tyler Technologies, Inc. in the amount of \$138,272.24.

### **Sample Motion**

Move to approve the Annual Financial Support Agreement with Tyler Technologies, Inc.

**ANNUAL SUPPORT AGREEMENT AND LICENSE AGREEMENT  
FOR MUNIS® SOFTWARE**

Invoice to:  
1181 City of Grand Island  
PO Box 1968  
Address: Grand Island, 68802

Contact:  
Jaye Monter

Telephone:  
308.385.5444

This Support and License Agreement (herein "Agreement") is entered into between City of Grand Island (Licensee) with its principal place of business at 100 East First Street, Grand Island, NE and Tyler Technologies, Inc., MUNIS Division, (Licensor) with its principal place of business at 370 US Route One, Falmouth, Maine, 04105 on this 8th day of August 2013.

The headings used in the Agreement are for reference purposes only and shall not be deemed a part of this Agreement.

The Licensee agrees to purchase and MUNIS agrees to provide services for the products listed below in accordance with the following terms and conditions.

**I. Term of Agreement**

This Agreement is effective as of 09/14/13 and shall remain in force until 09/13/14 (one-year term). Upon termination of this Agreement the Licensee may renew the Agreement for subsequent one-year periods at the then current fee structure as established by the Licensor.

**II. Scope of the Agreement**

Both parties acknowledge that this Agreement covers both Support and Licensing for the products listed below, used by the Licensee for the operations of: ☒ City/Town/Village ☐ School ☐ County ☐ Other  
(This Agreement is limited to only those entities marked.)

**III. Payment**

- Licensee agrees to pay MUNIS \$ 108,637.23, for licensing and support services, as described below. This payment is due and payable upon execution of the Agreement.
- Additional charges. Any services performed by MUNIS for the Licensee, which are not covered by the Agreement, will be charged at the then applicable time rate\*. All materials supplied in connection with such non-covered maintenance or support will be charged to the Licensee. Any additional charges will be added to the next invoice submitted to the Licensee and shall be due on the same date as the other charges included in that invoice.

**IV. Covered Products**

This Agreement is limited to the following listed products which are registered for Licensee's Windows 2008 R2 system.

**Application:**

Accounting/GL/BG/AP	F
Accounts Receivable	F
Employee Self Service	D
Fixed Assets	F
General Billing	F
HR Management	D
MUNIS Connector for Laserfiche	E
UB Special Assessments	D
MUNIS Crystal Reports	F
MUNIS Office	F
Payroll	D
Project & Grant Accounting	F
Purchase Orders	F
Requisitions	F
Timekeeping Interface	D

Licensee<sup>1</sup>

Date

**Application:**

Tyler Forms Processing	F
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Tyler Technologies, Inc., MUNIS Division

Richard E. Peterson, Jr., President

Date

July 16, 2013

\* Current Billable Service Rates are available on request.

Rates are subject to change and a contract for services or a Purchase Order is required to hold a quoted rate.

<sup>1</sup> Licensee's acceptance signature is optional. Payment of this contract by Licensee signifies acceptance of the terms and conditions outlined herein. MUNIS will not accept any changes to this contract.

## V. Terms and Conditions for Licensing:

1. **Grant of License:** Upon execution of this Agreement, Licensee is hereby granted the non-exclusive and non-transferable license and right to use the current version of the MUNIS Licensed Programs listed in Section IV., and related materials. This License will also cover any additional revisions that Licensor may release during the term of this Agreement. The Licensor agrees to extend and the Licensee agrees to accept a license subject to the terms and conditions contained herein for the current version of the MUNIS software products identified in Section IV.
2. **Limited Use:** The software products listed are licensed for use only for the benefit of the Licensee listed in this Agreement. This license is registered for the Licensee's computer system identified in Section IV. As long as a current License and Support Agreement is in place, this License may be transferred to any other hardware system used for the benefit of Licensee. Licensee agrees to notify Licensor prior to transferring the licensed products to any other system. The right to transfer this license is included in the cost of this Agreement. The cost for new media or any required technical assistance to accommodate the transfer would be billable charges to the Licensee.
3. **Confidentiality:** The Licensee agrees that the Products are proprietary to the Licensor and have been developed as a trade secret at the Licensor's expense. The Licensee agrees to keep the software products confidential and use its best efforts to prevent any misuse, unauthorized use or unauthorized disclosures by any party of any or all of the Products or accompanying documentation.
4. **Modification:** The Products may be modified but such modification shall be only for the use on the Licensee's system for which the Products are licensed and shall not cause the Licensee or anyone performing such modification to gain any proprietary or other interest in the Products.
5. **Copies:** The Licensee may make copies of the licensed Products for archive purposes only. The Licensee will repeat any proprietary notice on the copy of the Product. The documentation accompanying the product may not be copied except for internal use.
6. **Warranty:** For as long as a current software support agreement is in place, the Licensor will warrant that all MUNIS® software programs will operate as described in the brochures and user manuals of MUNIS. If a program fails to operate in the manner described within these documents, the Licensor will correct the problem at no charge to the Licensee. If Licensee has made modifications to the software programs, Licensor will no longer warrant the performance of those programs, which contain modifications, unless specifically authorized in writing by the Licensor.

## VI. Terms and Conditions for Support:

1. **Scope of Services:** MUNIS will provide the following services for the benefit of the Licensee.
  - a.) MUNIS shall provide software-related telephone support to the Licensee. Support personnel will accept phone calls during MUNIS's normal working hours (8:00 A.M. to 6:00 P.M., Eastern Standard Time, Monday through Friday) for the term of this Agreement, limited to a reasonable number of calls of reasonable duration. Assistance and support requests, which require special assistance from MUNIS's development group, will be taken and directed by support personnel. In the event that support representatives are unavailable to receive calls, messages will be taken and calls will be returned within one working day.
  - b.) MUNIS will continue to maintain a master set of the current computer programs on appropriate media, as well as hardcopy printout of source code programs and documentation.
  - c.) MUNIS will maintain staff that is appropriately trained to be familiar with Licensee's software programs that are listed in Section IV in order to render assistance, should it be required.
  - d.) MUNIS will provide Licensee with all program enhancements, modifications or updates that MUNIS may make to the then Current Release of the program applications covered in this Agreement.
  - e.) In the case of system software new Release(s), the Licensee will also be required to pay whatever fees the manufacturer charges to MUNIS for the new Release. Licensee understands that and agrees that six (6) months after shipment by MUNIS of new Releases, MUNIS shall cease to support the earlier Release and for the balance of the term, MUNIS shall support the new Release.
  - f.) MUNIS will make available appropriately trained personnel to provide Licensee additional training, program changes, analysis, consultation, recovery of data, conversion, non-coverage maintenance service, etc., billable at the current per diem rate. All expenses will be billed in accordance with the then current Tyler Travel Policy.
2. **Limitations and Exclusions:** The support and services of this Agreement do not include the following:
  - a.) Installation of the Licensed Software, onsite support, application design, and other consulting services, or any support requested outside of normal business hours.
  - b.) The Licensee shall be responsible for implementing at its expense, all changes to the Current Release. Licensee understands that changes furnished by MUNIS for the Current Software Release are for implementation in the Current Software Release, as it exists without customization or Licensee alteration.
3. **Licensee Responsibilities:**
  - a.) The Licensee shall provide, at no charge to MUNIS, full and free access to the programs covered hereunder: working space; adequate facilities within a reasonable distance from the equipment; and use of machines, attachments, features, or other equipment necessary to provide the specified support and maintenance service.
  - b.) The Licensee shall install and maintain for the duration of this Agreement, a modem and associated dial-up telephone line or other connection method acceptable to MUNIS. The Licensee shall pay for installation, maintenance and use of such equipment and associated telephone line use charges. MUNIS at its option, shall use this modem and telephone line in connection with error correction. Such access by MUNIS shall be subject to prior approval by the Licensee in each instance.
4. **Non-Assignability:** The Licensee shall not have the right to assign or transfer its rights hereunder to any party.
5. **Excused Non-Performance:** MUNIS shall not be responsible for delays in servicing the products covered by this Agreement caused by strikes, lockouts, riots, epidemic, war, government regulations, fire, power failure, acts of God, or other causes beyond its control.
6. **Limitation of Liability:** The liability of MUNIS is hereby limited to a claim for a money judgement not exceeding the total amount paid by the Licensee for services under this Agreement. THE LICENSEE SHALL NOT IN ANY EVENT BE ENTITLED TO, AND MUNIS SHALL NOT BE LIABLE FOR, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY NATURE, EVEN IF MUNIS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, IRRESPECTIVE OF THE NATURE OF THE LICENSEE'S CLAIM.

## VII. General

1. **Governing Law:** This agreement shall be governed by, and construed in accordance with the laws of Client's state of domicile. The invalidity or unenforceability of any provisions of this agreement shall not affect the validity or enforceability of any other provision.
2. **Modification of this Contract:** No modifications or amendment of this Agreement shall be effective unless set forth in writing and signed by both the Licensee and MUNIS.
3. **Suspension:** Support and services will be suspended whenever Licensee's account is thirty days overdue. Support and services will be reinstated when Licensee's account is made current.
4. **Entire Agreement:** THIS AGREEMENT CONSTITUTES THE COMPLETE AND EXCLUSIVE STATEMENT OF THE AGREEMENT BETWEEN THE LICENSEE AND MUNIS WHICH SUPERSEDES ALL PROPOSALS, ORAL OR WRITTEN, AND OTHER COMMUNICATIONS BETWEEN THEM RELATING TO THE SOFTWARE SUPPORT AND MAINTENANCE SERVICE OF THE PRODUCTS COVERED BY THIS AGREEMENT.
5. **Trademarks:** MUNIS and the MUNIS Logo are registered trademarks of Tyler Technologies, Inc.

Revised 8/1/2007



Empowering people who serve the public®

**Remittance:**

Tyler Technologies, Inc.  
(FEIN 75-2303920)  
P.O. Box 203556  
Dallas, TX 75320-3556

**Invoice**

Invoice No	Date	Page
045-92642	07/16/2013	1 of 1

**Questions:**

Tyler Technologies - ERP &  
Schools  
Phone: 1-800-772-2260  
Press 2, then 1



Bill To: CITY OF GRAND ISLAND  
ATTN: JAYE MONTER  
PO BOX 1968  
GRAND ISLAND, NE 68802

Ship To: CITY OF GRAND ISLAND  
ATTN: JAYE MONTER  
PO BOX 1968  
GRAND ISLAND, NE 68802

Customer No.	Ord No	PO Number	Currency	Terms	Due Date
1181	46038		USD	NET30	08/15/2013

Date	Description	Units	Rate	Extended Price
Contract No.: GRAND ISLAND, NE	OPERATING SYSTEM DATABASE ADMINISTRATIVE SUPPORT	1	26,635.01	26,635.01
Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014				

**\*\*ATTENTION\*\***

Order your checks and forms from  
Tyler Business Forms at 877-749-2090 or  
tylerbusinessforms.com to guarantee  
100% compliance with your software.

Subtotal	26,635.01
Sales Tax	0.00
Invoice Total	26,635.01



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### Remittance:

Tyler Technologies, Inc.  
(FEIN 75-2303920)  
P.O. Box 203556  
Dallas, TX 75320-3556

# Invoice

Invoice No	Date	Page
045-92445	07/16/2013	1 of 2

### Questions:

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Schools  
Phone: 1-800-772-2260  
Press 2, then 1



Bill To: CITY OF GRAND ISLAND  
ATTN: JAYE MONTER  
PO BOX 1968  
GRAND ISLAND, NE 68802

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ATTN: JAYE MONTER  
PO BOX 1968  
GRAND ISLAND, NE 68802

Customer No.	Ord No	PO Number	Currency	Terms	Due Date
1181	46036		USD	NET30	08/15/2013

  

Date	Description	Units	Rate	Extended Price
Contract No.: GRAND ISLAND, NE				
	SUPPORT & UPDATE LICENSING - PROJECT ACCOUNTING	1	6,129.63	6,129.63
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - HUMAN RESOURCES MANAGEMENT	1	5,065.77	5,065.77
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - LASERFICHE INTERFACE TO DOCUMENT MANAGEMENT	1	5,054.08	5,054.08
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - ACCOUNTS RECEIVABLE	1	7,598.65	7,598.65
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - UB SPECIAL ASSESSMENTS	1	2,532.88	2,532.88
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - EMPLOYEE SELF SERVICE	1	3,799.33	3,799.33
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - REQUISITIONS	1	5,850.64	5,850.64
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - PAYROLL	1	8,358.05	8,358.05
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - TIMEKEEPING INTERFACE	1	0.00	0.00
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - PURCHASE ORDERS	1	8,358.05	8,358.05
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	TYLER FORM PROCESSING SUPPORT	1	3,518.03	3,518.03
	:			
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - FIXED ASSETS	1	8,358.05	8,358.05
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - ACCTG/GL/BUDGET/AP	1	27,860.56	27,860.56
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - GENERAL BILLING	1	3,545.81	3,545.81
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - CRYSTAL REPORTS	1	7,036.05	7,036.05
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			
	SUPPORT & UPDATE LICENSING - MUNIS OFFICE	1	5,571.65	5,571.65
	Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014			



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**Remittance:**

Tyler Technologies, Inc.  
(FEIN 75-2303920)  
P.O. Box 203556  
Dallas, TX 75320-3556

**Invoice**

Invoice No	Date	Page
045-92445	07/16/2013	2 of 2

**Questions:**

Tyler Technologies - ERP &  
Schools  
Phone: 1-800-772-2260  
Press 2, then 1

Bill To: CITY OF GRAND ISLAND  
ATTN: JAYE MONTER  
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GRAND ISLAND, NE 68802

Ship To: CITY OF GRAND ISLAND  
ATTN: JAYE MONTER  
PO BOX 1968  
GRAND ISLAND, NE 68802

Customer No.	Ord No	PO Number	Currency	Terms	Due Date
1181	46036		USD	NET30	08/15/2013
Date	Description	Units	Rate	Extended Price	

**\*\*ATTENTION\*\***

Order your checks and forms from  
Tyler Business Forms at 877-749-2090 or  
tylerbusinessforms.com to guarantee  
100% compliance with your software.

Subtotal 108,637.23

Sales Tax 0.00

Invoice Total 108,637.23





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Tyler Technologies, Inc.  
(FEIN 75-2303920)  
P.O. Box 203556  
Dallas, TX 75320-3556

**Invoice**

Invoice No	Date	Page
045-92446	07/16/2013	1 of 1

**Questions:**

Tyler Technologies - ERP &  
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Phone: 1-800-772-2260  
Press 2, then 1



Bill To: CITY OF GRAND ISLAND  
ATTN: JAYE MONTER  
PO BOX 1968  
GRAND ISLAND, NE 68802

Ship To: CITY OF GRAND ISLAND  
ATTN: JAYE MONTER  
PO BOX 1968  
GRAND ISLAND, NE 68802

Customer No.	Ord No	PO Number	Currency	Terms	Due Date
1181	46037		USD	NET30	08/15/2013
Date	Description	Units	Rate	Extended Price	
Contract No.: GRAND ISLAND, NE GUI SUPPORT		50	60.00	3,000.00	
Maintenance: Start: 14/Sep/2013, End: 13/Sep/2014					

**\*\*ATTENTION\*\***

Order your checks and forms from  
Tyler Business Forms at 877-749-2090 or  
tylerbusinessforms.com to guarantee  
100% compliance with your software.

Subtotal	3,000.00
Sales Tax	0.00
Invoice Total	3,000.00

RESOLUTION 2013-285

WHEREAS, on July 10, 2001, by Resolution 2001-180, the City of Grand Island approved the proposal of Process, Inc., d/b/a Munis, to implement new accounting software with an integrated financial program; and

WHEREAS, in order to receive continued upgrades and technical assistance from the company, it is necessary to enter into an annual Financial Support Agreement; and

WHEREAS, the cost for the period of September 14, 2013 to September 13, 2014 for Operating System Database Administrative support is \$26,635.01; and

WHEREAS, the cost for the period of September 14, 2013 to September 13, 2014 for Munis Module support and update licensing is \$108,637.23; and

WHEREAS, the cost for the period of September 14, 2013 to September 13, 2014 for Graphic User Interface (GUI) support is \$3,000.00; and

WHEREAS, the proposed agreement has been reviewed and approved by the City Attorney's office.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that the annual Financial Support Agreement by and between the City and Tyler Technologies, Inc. for the amount of \$138,272.24 is hereby approved.

BE IT FURTHER RESOLVED, that the mayor is hereby authorized and directed to execute such agreements on behalf of the City Of Grand Island.

- - -

Adopted by the City Council of the City of Grand Island, Nebraska, August 27, 2013.

\_\_\_\_\_  
Jay Vavricek, Mayor

Attest:

\_\_\_\_\_  
RaNae Edwards, City Clerk

Approved as to Form	☐ _____
August 23, 2013	☐ City Attorney