



# Monterey County

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## Board Report

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**Matter Type:** General Agenda Item

Authorize the County Clerk/Recorder (CCR) to enter into negotiations with Tyler Technologies, Inc. (Tyler) for their Eagle Computer Software System and implementation services to replace the Office's current internal Symphony/AS400 recording, filing, cashiering, reconciliation, and reporting system, to return for final approval of such an agreement at a later date.

### **RECOMMENDATION:**

It is recommended that the Board of Supervisors:

Authorize the County Clerk/Recorder (CCR) to enter into negotiations with Tyler Technologies, Inc. (Tyler) for their Eagle Computer Software System and implementation services to replace the Office's current internal Symphony/AS400 recording, filing, cashiering, reconciliation, and reporting system, to return for final approval of such an agreement at a later date.

### **SUMMARY:**

The Monterey County Clerk/Recorder's Office is requesting the authorization to proceed with negotiations with Tyler Technologies, Inc. (Tyler) for the potential acquisition of their Eagle Computer Software System and implementation services to replace the Office's current internal Symphony/AS400 recording, filing, cashiering, reconciliation, and reporting system. Such negotiations would be instead of proceeding with a formal bidding process, but is based on the formal selection processes conducted by Sonoma, San Luis Obispo and Santa Clara Counties which all resulted in award of similar contracts to Tyler Technologies., to return for final approval of such an agreement at a later date. If the negotiations are successful, the final contract would be submitted to the Board for final approval at a later date.

### **DISCUSSION:**

The Monterey County Clerk/Recorder's Office has utilized ACS Enterprise Solutions' (ACS) Symphony/AS400 system for recording, filing, cashiering, reconciliation, and reporting since 1996. The AS400 has become exceedingly costly to maintain, as the County Clerk/Recorder's Office is now the only County department utilizing the system, a cost which used to be shared by approximately ten other departments. Also, as years have passed, technology has continued to evolve and most of the necessary applications and implementations today are made to

interface with .net/web-based systems. Interfacing efforts with the AS400 has required several different types of patching efforts before new applications are successful, often resulting in lost time and the malfunction of other programs. This in turn has affected productivity, staff performance, and customer service satisfaction.

Based on the current system's age, limitations, and the attached in-depth RFPs and awarded contracts, we are asking for authority to enter into negotiations with Tyler as a sole source contract. Tyler's system is a proven .net/web-based system, which has been selected by multiple counties in California that have issued in-depth Request for Proposals (RFP) for similar services. It has also been determined that the Eagle System best suits the CCR's needs with ease of use and update capabilities. A .net/web-based system will only continue to benefit the CCR department in use, adaptability, and technology. Implementation of the Eagle system will also potentially allow the department to increase automated customer service venues.

Tyler participates in the National Joint Powers Alliance (NJPA) and, as such, has been vetted nationally for performance of these services and through the NJPA open bid process. We are not proceeding with a specific NJPA contract in this case, though, as the needs of Monterey County and the performance requirements for California are not adequately addressed in documents available through the Tyler-NJPA contract format. In addition, although a combination of components contained in the Sonoma, San Luis Obispo and Santa Clara Counties' contracts meet Monterey's needs none of them is an exact fit to the Monterey County system. Instead, it appears that Monterey County will be better served by proceeding with a new contract with Tyler based on the best of each of the other documents. As part of the negotiations with Tyler, we intend to use the best provisions of each of the other County's contracts and create a contract and system for Monterey County that includes system services, applications, and scope of work that meets our needs while still not exceeding the costs that have already been negotiated with other counties.

Based on the age and limitations of the current system, the increasing costs to maintain, and difficulty with new applications and interfaces during current implementations, the CCR would like to enter into negotiations for the new system as soon as possible. Therefore, the CCR recommends that the Board approve this action.

**OTHER AGENCY INVOLVEMENT:**

County Counsel has reviewed and approved the concept as to form. The CCR has had discussions with the County Counsel staff regarding potential changes/modifications to the vendor supplied sample agreement and the issue of non-standard provisions in that document, and those discussions will be incorporated into the negotiations with Tyler.

**FINANCING:**

There is no additional cost to the County General Funds. Funds will be utilized from the County

Clerk/Recorder's Modernization Fund 020-2751 for the recommended action.

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Authorized by: Stephen L. Vagnini, Assessor-County Clerk/Recorder, x5803

Attachments:

Sample Agreement (Vendor based/supplied)

Santa Clara County RFP/Contract

Sonoma County RFP/Contract

San Luis Obispo County RFP/Contract