

VILLAGE OF ORLAND PARK

14700 Ravinia Avenue
Orland Park, IL 60462
www.orlandpark.org



Meeting Minutes

Monday, October 19, 2020

6:00 PM

Village Hall

Committee of the Whole

*Village President Keith Pekau
Village Clerk John C. Mehalek
Trustees, Kathleen M. Fenton, James V. Dodge, Jr., Daniel T. Calandriello,
William R. Healy, Cynthia Nelson Katsenes, and Michael R. Milani*

CALL TO ORDER/ROLL CALL

The meeting was called to order at 6:00 P.M.

Present: 7 - President Pekau; Trustee Fenton; Trustee Dodge; Trustee Calandriello; Trustee Healy; Trustee Nelson Katsenes and Trustee Milani

APPROVAL OF MINUTES**2020-0690 Approval of the October 5, 2020, Committee of the Whole Minutes**

I move to approve the Minutes of the Regular Meeting of the Committee of the Whole of October 5, 2020.

A motion was made by Trustee Fenton, seconded by Trustee Nelson Katsenes, that this matter be APPROVED. The motion carried by the following vote:

Aye: 7 - President Pekau, Trustee Fenton, Trustee Dodge, Trustee Calandriello, Trustee Healy, Trustee Nelson Katsenes, and Trustee Milani

Nay: 0

ITEMS FOR SEPARATE ACTION**PASS THE CONSENT AGENDA****2020-0715 Orland Park Heroes' Banner Program**

At the Veteran's Commission request, staff met to discuss instituting an 'Orland Park Heroes' banner program. In summary, the program purpose would be to honor current and former residents of the community who have served, or are currently serving, our country in any branch of the military. Banners will be displayed from Memorial Day through Veterans Day, along Ravinia Avenue between 159th street to 143rd street. There are a number of communities that currently produce a similar program.

Prior to the implementation of the Orland Park's Heroes' Banner Program, staff will review pole placement, quantities, and sizes that would be suitable along Ravinia. Although there is a vendor that offers this program, staff believes the program can be managed internally in a more cost effective manner while simultaneously supporting local business(es) with the banner production component.

Veteran's Administrator Darryl Wertheim presented the item. (refer to audio)

Mayor Pekau and Village Manager George Koczwara made comments. (refer to audio)

Trustee Healy and Trustee Fenton asked questions. (refer to audio)

Village Manager Koczwara responded to their questions. (refer to audio)

Trustee Fenton asked a question. (refer to audio)

Village Manager Koczwara responded to Trustee Fenton's question. (refer to audio)

Trustee Dodge made a comment and asked a question. (refer to audio)

Village Manager Koczwara responded to Trustee Dodge's question. (refer to audio)

I move to recommend to the Village Board approving the Orland Park's Honorary Heroes' Banner Program.

A motion was made by Trustee Nelson Katsenes, seconded by Trustee Milani, that this matter be RECOMMENDED FOR APPROVAL to the Board of Trustees. The motion carried by the following vote:

Aye: 7 - President Pekau, Trustee Fenton, Trustee Dodge, Trustee Calandriello, Trustee Healy, Trustee Nelson Katsenes, and Trustee Milani

Nay: 0

2020-0717 Enterprise Resource Planning (ERP) Software Review

Enterprise Resource Planning (ERP) is business process management software that enables an organization to use a system of integrated applications to manage and automate core business functions. This platform of applications typically focuses on automated workflows for financial processes. The Village's present Harris Innoprise ERP does not to satisfy the five primary requirements that an ideal ERP provides.

First, it has to be functional and satisfy the requirements of the business units, end users and customers. This system would have an intuitive user interface that is easy to learn and requires little effort to input and retrieve information. Innoprise is cumbersome for the user to navigate. It requires staff to utilize third-party vendor software, Excel spreadsheets, and Access databases to provide the functionality Innoprise lacks. It also does not integrate with the Village's Tyler EAM/311/EnerGov applications resulting in dual entry and other inefficiencies.

Second, the ideal ERP has to be sustainable. The ERP vendor must be an established company with sustained growth, a stable financial base, and a large customer base. A large public sector customer base is especially important due to its unique reporting, compliance, and records requirements. An ideal ERP is developed using current software code, platforms and architectures. A customer should not invest in an antiquated, soon to be end of life, platform. Harris is not adequately investing in the Innoprise ERP platform leaving customers with

antiquated software and unreliable technical support.

Third, the ideal ERP has to be affordable. Regardless of how well an ERP satisfies the customer's requirements; the customer needs to determine if it can sustain the cost of implementation, ongoing onsite and vendor support, and annual licensing costs. While the Innoprise licensing and support costs are \$68,000 annually, there are significant costs related to the inefficiencies caused by the lack of functionality and supporting third-party software.

Fourth, the ideal ERP system has to be scalable and be able to sustain higher capacities of users and storage. Innoprise has significant performance issues when there is a larger number of concurrent users on the system. This has resulted in staff experiencing wait times ranging from 30 seconds to 30 minutes to process one invoice or to process a staff person's time sheet. The Police Department has incurred significant overtime costs just to process their payroll each period.

Finally, the ideal ERP has to be adaptable. The vendor must adequately invest in research and development, adapting as technology changes by adding new functionality. Such a platform would not require the customer to replace their platform after significant initial and ongoing investment. The Village desires to move more business process functions online and to staff in the field. Innoprise does not provide an adequate online portal or mobile apps to provide these capabilities.

Due to the aforementioned issues, an interdepartmental ERP Strategy Task Force was developed and charged with developing an integrated ERP strategy and approach. An ERP system is significant investment for any business and typically has a life span ranging from 10-20 years; therefore, it is important to look at total cost of ownership over an extended period as opposed to strictly the initial investment. The team evaluated Tyler Technologies Munis ERP and BS&A Software as the two leaders in the Midwest municipal market. The Village is heavily invested in Tyler Technologies through their New World Computer-Aided Dispatch, EnerGov Community Development platform, as well as Enterprise Asset Management and is currently launching 311 Citizen Access.

As part of the due diligence, staff from all Village departments participated in software demonstrations and reviewed the cost proposals received from each vendor. Staff performed reference checks with other municipalities who are using each of these ERP platforms.

The total cost to purchase and implement the Tyler Munis ERP is presently estimated at \$1,289,118. The total cost to purchase and implement the BS&A ERP is estimated at \$945,435. The difference between both vendor's cost estimates is \$343,683. While at first appearance the BS&A ERP solution appears to offer a lower price, it is important to note that BS&A does not provide

comparable functionality.

If the Village were to contract with BS&A, it would have to maintain its existing Tyler Enterprise Asset Management/311/EnerGov software at a cost of \$133,072 annually and would incur additional inefficiency due to lack of system integration. These inefficiencies create business process redundancy as data is entered into two separate systems, or custom integrations requiring extra expenditure and reprogramming after software updates. If Tyler Technologies was selected, this annual maintenance cost is absorbed by the proposed contract.

BS&A also does not have scheduling time and attendance functionality. We would need to purchase NovaTime at an added cost of \$35,410 with maintenance fees of \$49,215.

Tyler is also providing business process consulting and documentation services (valued at \$84,000); which BS&A's proposal does not include and would need to be paid for using an outside consultant. The business process consulting will be essential in making sure that the ERP system replacement is utilized as an opportunity to improve our workflow and fully implement the interoperability of the new ERP system.

With NovaTime and the additional Business Process Improvement Consultant, the total startup costs for BS&A are estimated at \$1,029,435, which is \$259,683 less than Tyler MUNIS.

Annual maintenance fees total \$126,628 for Tyler MUNIS, while the total maintenance fees for BS&A, NovaTime, and Tyler Energov/311/ComDev are \$248,762, a difference of \$122,134. During the third year of the agreement, the total cost of ownership for Tyler MUNIS becomes less expensive to own and maintain. For the first 5 years, Tyler MUNIS is estimated to cost \$1,818,882. Over the same 5 years BS&A/NovaTime/Tyler Energov/311/ComDev is estimated to cost \$2,128,827, or \$309,944 more. Please refer to the Munis BS&A 5-Year Cost Comparison for a more detailed breakdown of each vendor's proposal and the five-year total cost of ownership.

Staff recommends purchasing and implementing the Tyler Munis ERP platform for the following reasons:

1. Functionality - The Tyler ERP platform provides significantly more functionality and scalability than BS&A.
2. EAM/311 - Staff has been using Tyler EAM since 2018 and soft launched 311 internally in October 2020. There would be significant cost to maintain this platform alongside the BS&A platform, increasing total operational expenses above those of Tyler Technologies' Munis platform.
3. Sustainability - Tyler Technologies is a large publically traded enterprise that is financially sound and not likely to be bought or merged into another company, as

occurred with the Village's current Innoprise ERP. Tyler is constantly innovating and provides major updates to its software annually. BS&A is a small privately owned company. Its ERP platform is limited in functionality requiring other software vendors to fill out its portfolio. Its software will undoubtedly require a redevelopment effort in the near future. The ERP Strategy Task Force received feedback from other customers that they have been promised updates for years, but no action has been taken, therefore the Task Force is concerned about the longevity of the software system and future replacement or purchase of the platform.

4. Affordability - While the total cost to implement Tyler Munis ERP is significant, its annual licensing and support costs reduce long term operational costs when compared to the total annual cost to maintain existing disparate systems which provide similar functionality that is already included in Tyler Munis ERP.

Implementation is projected to take 18-24 months from contract signing due to its complexity and to lesson the impact to existing operations. It is recommended the Village dedicate a full time project manager to coordinate this effort and facilitate its completion. The Village will issue an RFP to solicit proposals from firms experienced with providing these services for implementation of the Tyler Munis ERP platform.

Trustee Dodge asked a question. (refer to audio)

Mayor Pekau responded to Trustee Dodge's question. (refer to audio)

Village Manager George Koczwara made a comment. (refer to audio)

Chief Technology Officer David Buwick presented the item. (refer to audio)

Mayor Pekau made a comment. (refer to audio)

Chief Technology Officer Buwick continued to present the item. (refer to audio)

Finance Director Kevin Wachtel presented information regarding this matter. (refer to audio)

Trustee Dodge asked a question. (refer to audio)

Director Wachtel responded to Trustee Dodge's question. (refer to audio)

Chief Technology Officer Buwick made a comment. (refer to audio)

Mayor Pekau asked a question. (refer to audio)

Village Manager George Koczwara responded to Mayor Pekau's question. (refer to audio)

Chief Technology Officer Buwick made a comment. (refer to audio)

Trustee Dodge made comments and asked questions. (refer to audio)

Chief Technology Officer Buwick responded to Trustee Dodge's questions. (refer to audio)

Trustee Healy, Chief Technology Officer Buwick and Trustee Milani made comments. (refer to audio)

Mayor Pekau made comments and asked questions. (refer to audio)

Chief Technology Officer responded to Mayor Pekau's questions. (refer to audio)

Village Manager Koczwara made a comment. (refer to audio)

Staff recommends the Committee of the Whole provide consensus to negotiate a contract with Tyler Technologies for procurement of their software and services to implement the Munis ERP system for the Village of Orland Park. The fully negotiated and reviewed contract would be brought forward at a future Board of Trustees meeting for approval.

A motion was made by Trustee Milani, seconded by Trustee Healy, that this matter be RECOMMENDED FOR APPROVAL to the Board of Trustees. The motion carried by the following vote:

Aye: 7 - President Pekau, Trustee Fenton, Trustee Dodge, Trustee Calandriello, Trustee Healy, Trustee Nelson Katsenes, and Trustee Milani

Nay: 0

ADJOURNMENT: 6:42 P.M.

A motion was made by Trustee Fenton, seconded by Trustee Milani, that this matter be ADJOURNED. The motion carried by the following vote:

Aye: 7 - President Pekau, Trustee Fenton, Trustee Dodge, Trustee Calandriello, Trustee Healy, Trustee Nelson Katsenes, and Trustee Milani

Nay: 0

2020-0728 Audio Recording for the October 19, 2020 Committee of the Whole Meeting

NO ACTION

/LI

APPROVED: November 2, 2020

Respectfully Submitted,

/s/ John C. Mehalek

John C. Mehalek, Village Clerk