

**SUBJECT:** Authorization to renew a 3-year license agreement for the Borough's Financial software (New World) with Tyler Technologies in the total amount of \$801,680.04.

**AGENDA OF:** July 15, 2025

**ASSEMBLY ACTION:**

**AGENDA ACTION REQUESTED:** Present to the Assembly for consideration.

Route To:	Signature
Originator	<div> <div>X</div> <div>Brooke Loudon</div> <div>Signed by: Brooke Loudon</div> </div>
IT Director	<div> <div>X</div> <div>Leah Jones</div> <div>Signed by: Leah Jones</div> </div>
Purchasing Director	<div> <div>X</div> <div>Rustin Krafft</div> <div>Signed by: Rustin Krafft</div> </div>
Finance Director	<div> <div>X</div> <div>Cheyenne Heindel</div> <div>Signed by: Cheyenne Heindel</div> </div>
Borough Attorney	<div> <div>X</div> <div>Nicholas Spiropoulos</div> <div>Signed by: Nicholas Spiropoulos</div> </div>
Borough Manager	<div> <div>X</div> <div>Michael Brown</div> <div>Signed by: Mike Brown</div> </div>
Borough Clerk	<div> <div>X</div> <div>Lonnice McKechnie</div> <div>Signed by: Lonnice McKechnie</div> </div>

**ATTACHMENT (S):** Renewal Term Pricing (7 pp)

**SUMMARY STATEMENT:** The Borough has been using an enterprise resource planning (ERP) system called New World ERP (formerly LOGOS) from Tyler Technologies since 1991. This software is used for enterprise financial management, procurement, accounts payable, time keeping, payroll, and HR functions.

This 3-year license renewal provides the Borough with sustainable pricing for budget purposes. Building in an agreed-upon 5% price increase year over year.

The Borough may terminate maintenance and support services effective on the final day of the fiscal year in the event funds

are not appropriated for the renewal within 30 days written notice.


**RECOMMENDATION OF ADMINISTRATION:** Authorization to renew a 3-year license agreement for the Borough's Financial software (New World) with Tyler Technologies in the total amount of \$801,680.04 to cover July 1, 2025 through June 30, 2028.

## MATANUSKA-SUSITNA BOROUGH

## FISCAL NOTE

Agenda Date:7/15/25

SUBJECT: **Authorization to renew a 3-year license agreement for the Borough's Financial software (New World) with Tyler Technologies in the total amount of \$801,680.04.**

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT <b>YES</b> NO
AMOUNT REQUESTED \$801,6850.04 (over 3 year period)	FUNDING SOURCE IT Operating Budget
FROM ACCOUNT # 100.115.122.426.600	PROJECT
TO ACCOUNT:	PROJECT #
VERIFIED BY:  Recoverable Signature X Liesel Zanto Signed by: Liesel W. Zanto	

## EXPENDITURES/REVENUES:

(Thousands of Dollars)

OPERATING	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Personnel Services						
Travel						
Contractual		801.7*				
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous						
TOTAL OPERATING						

CAPITAL						
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REVENUE						
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## FUNDING:


(Thousands of Dollars)

General Fund		801.7*				
State/Federal Funds						
Other						
TOTAL						

## POSITIONS:

Full-Time						
Part-Time						
Temporary						

ANALYSIS: (Attach a separate page if necessary) \*Subject to annual appropriation and approval of each FY budget.

APPROVED BY:	 Recoverable Signature X Cheyenne Heindel Signed by: Cheyenne Heindel
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## AMENDMENT

This amendment ("Amendment") is effective as of the date of signature of the last party to sign as indicated below ("Amendment Effective Date"), by and between Tyler Technologies, Inc. with offices at One Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and the Matanuska-Susitna Borough, with offices at 350 East Dahlia Avenue, Palmer, Alaska 99645 ("Client").

WHEREAS, Tyler and the Client are parties to an agreement dated May 2, 2023 ("Agreement"); and

WHEREAS, that Agreement is referred to as "Tyles Main SAAS Agreement 2022-373247-T9B3K7",

WHEREAS, the Term of the Agreement expires June 30, 2025 ("Expiration Date");

THEREFORE, in consideration of the mutual covenants contained herein, Tyler and the Client agree to modify the Agreement as follows.

1. The Section A—Definitions and "Investment Summary" reflected in its Exhibit A is modified by **Exhibit 1** to this amendment which is renewal pricing.
2. The Section A – Definitions is modified as follows:

Defect. Means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in **Exhibit 2** to this amendment, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.

3. The Section F (1) – Term and Termination is modified as follows:  
SaaS Term. The term of the Agreement is hereby renewed for three (3) years, commencing on the day following the Expiration Date (for the purposes of this Amendment, the "Renewal Term"). After the completion of the Renewal Term, the Agreement will renew automatically for additional one (1) year terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current term. We will provide you with notice of any increase in SaaS Fees no less than sixty (60) days prior to the commencement of subsequent terms annual terms.
4. Section B (2) – SAAS Services is amended as follows:

SaaS Fees are invoiced annually in advance of each July 1, 2025. SaaS Fees for the Renewal Term are set forth in Exhibit 1 and include a year-over-year increase of five percent (5%). Thereafter, annual SaaS Fees shall be at then-current rates. In the event the Agreement is amended during the Renewal Term to add or remove SaaS modules or

annual services, the new total of annual fees under the Agreement shall be adjusted accordingly, with new items subject to the five percent (5%) increase on the next annual billing period.

5. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
6. All other terms and conditions of the Agreement shall remain in full force and effect.

SIGNATURE PAGE FOLLOWS

IN WITNESS WHEREOF, persons having been duly authorized and empowered to enter into this Amendment hereunto executed this Amendment effective as of the date last set forth below.

Tyler Technologies, Inc.

Matanuska-Susitna Borough

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

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

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

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

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

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

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

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



## Exhibit 1 Renewal Term Pricing

TYLER SAAS FY25-FY28	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	7/1/27-6/30/28
Leave Management	\$ 2,026.50	\$ 2,127.83	\$ 2,234.22	\$ 2,345.93
Datamart & CD Analytics	\$ -	\$ -	\$ -	\$ -
Utility Billing(Water/Sewer Base)	\$ 11,865.00	\$ 12,458.25	\$ 13,081.16	\$ 13,735.22
Datamart & UM Analytics	\$ -	\$ -	\$ -	\$ -
Meter and Device Inventory	\$ 3,832.50	\$ 4,024.13	\$ 4,225.33	\$ 4,436.60
User License to Unlimited Site License	\$ 4,163.25	\$ 4,371.41	\$ 4,589.98	\$ 4,819.48
Contract Management	\$ 9,187.50	\$ 9,646.88	\$ 10,129.22	\$ 10,635.68
Accounting/General Ledger	\$ 36,078.00	\$ 37,881.90	\$ 39,776.00	\$ 41,764.79
Project Accounting	\$ 9,187.50	\$ 9,646.88	\$ 10,129.22	\$ 10,635.68
Misc. Billing and Receivables	\$ 9,187.50			
Decision Support Base Datamart	\$ -	\$ -	\$ -	\$ -
Requisitions	\$ 4,593.75	\$ 4,823.44	\$ 5,064.61	\$ 5,317.84
eSuite Base	\$ 8,767.50	\$ 9,205.88	\$ 9,666.17	\$ 10,149.48
eSupplier	\$ 5,197.50	\$ 5,457.38	\$ 5,730.24	\$ 6,016.76
Fixed Assets	\$ 9,187.50	\$ 9,646.88	\$ 10,129.22	\$ 10,635.68
Payroll/HR	\$ 32,802.00	\$ 34,442.10	\$ 36,164.21	\$ 37,972.42
Bank reconciliation	\$ -	\$ -	\$ -	\$ -
Position Budgeting	\$ 5,250.00	\$ -	\$ -	\$ -
Personnel Actions	\$ 5,250.00	\$ 5,512.50	\$ 5,788.13	\$ 6,077.53
Employee Event Tracking	\$ 2,026.50	\$ 2,127.83	\$ 2,234.22	\$ 2,345.93
Time and Attendance Interface	\$ 5,250.00	\$ 5,512.50	\$ 5,788.13	\$ 6,077.53
Third Party Applicant Interface	\$ 924.00	\$ 970.20	\$ 1,018.71	\$ 1,069.65
HR Analytics	\$ 10,447.50	\$ 10,969.88	\$ 11,518.37	\$ 12,094.29
eEmployee	\$ 13,072.50	\$ 13,726.13	\$ 14,412.43	\$ 15,133.05
ACFR Statement Builder	\$ 15,750.00	\$ 16,537.50	\$ 17,364.38	\$ 18,232.59
FM Analytics	\$ 10,447.50	\$ 10,969.88	\$ 11,518.37	\$ 12,094.29
Parcel Management	\$ 5,775.00	\$ 6,063.75	\$ 6,366.94	\$ 6,685.28
Purchase Orders	\$ 8,526.00	\$ 8,952.30	\$ 9,399.92	\$ 9,869.91
Time and Attendance	\$ 24,197.00	\$ 25,406.85	\$ 26,677.19	\$ 28,011.05
Time and Attendance Mobile Access	\$ 3,636.00	\$ 3,817.80	\$ 4,008.69	\$ 4,209.12
Integrated Credit Card Processing	\$ -	\$ -	\$ -	\$ -
	<b>\$ 256,628.00</b>	<b>\$ 254,300.03</b>	<b>\$ 267,015.03</b>	<b>\$ 280,365.78</b>

### Comment

- Annual SaaS recurring fee will include software and hosting services.
- Data Storage Capacity currently has no limitation given the existing configuration.
- Recurring SaaS fee is based on an annual commitment for an unlimited number of users, with a limit of one hundred (100) concurrent users at any given time.

- Additional concurrent users will be billed at our then current rate, which is currently \$1,750 per user annually.
- Recurring SaaS fee is for three (3) environments (Live, Test, and Train), with a Hosting minimum difference of

\$26,000.







## MATANUSKA-SUSITNA BOROUGH

### Exhibit 2 Tyler Technologies New World SaaS Functional Requirements

**Utility Management** (*Utility Billing (Water/Sewer), Meter & Device Inventory, Service Order Processing, integrated CC Processing*)(*Community Development – Parcel Management*)

- Cycle billing, including bill form(s).
- AMR functionality – import and export.
- Lockbox (if used).
- Bad debt files (if used).
- Bank drafting (if used).
- Delinquent processing, including any statements.
- Mail merge docs.
- Any custom forms and reports not covered above.
- eSuite functionality, including profile creation and password reset, and the ability to view bills.
- Payment interface (with, Open Edge, Tyler and Enterprise Payments, depending on which one they are using).
- Any UM-related Content Manager functionality.
- Any UM-related Cashiering functionality (if used).

**Financial Management** (*Accounting/General Ledger, Purchase Orders, Requisitions, Contract Management, Fixed Assets, Bank Reconciliation, Project Accounting, Decision Support Base Datamart, FM Analytics, eSuite Base, eSupplier, ACFR Statement Builder*)

- Journals: Create a JE/BA/EA, test any imports, test any exports.
- Revenue Collections: Enter a Receipt Batch, Print Receipts, test any imports
- Payment Processing: Attempt to reissue a payment in void payments, ensure the reissue prints, test ACH and/or Positive Pay exports from Void Payments, test payment reconciliation batch import if used.
- Annual Budget Processing: Initialize, advance, adopt a test year. Test import if used.
- Year-End Processing: Test 1099 import to a prior year if used.
- Receipt of Goods: Enter a record and ensure Request for Payment form prints if used.
- Accounts Payable: Process Invoice Entry Batches/Invoice Payment Batches, ensure check/EFT forms print, ACH exports generate, Positive Pay exports generate. Test AP invoice Import as well as P-Card Import if used.
- Procurement: Enter requisition, PO, Change PO and ensure forms print.
- Bank Reconciliation: Test Bank Account Journal Import if used.
- Project Accounting: Test Project Journal Import if used.
- Miscellaneous Billing: Create a Billing Invoice Batch, create invoices, and test the printing of the mail merge forms (these forms can differ per MB invoice type), test MB Invoice Import if used.
- Inventory control. Test Issue transactions and make sure the form prints if used.
- Reports: if there are any customizations, run those and confirm.

**Human Resources & Time & Attendance** (*Payroll/HR, Leave Management, Personnel Actions, Employee Event*)

*Tracking, Time & Attendance, Time & Attendance Mobile, Time & Attendance Interface, Third Party Applicant Interface, HR Analytics, eEmployee)*

- Add and edit an employee in Workforce Administration.
- Process payroll.
- Third party hours import.
- Calculate accruals.
- Verify any custom FLSA calculations against examples.
- Review gross-to-net calculations.
- Validate general ledger distribution amounts.
- Review ACH transmittal files.
- Review payroll checks and/or EFT stubs.
- Ability to assign different pay rates for different work.
- Ability for employees to only see the pay codes/pay rates assigned to them.
- Ability to distribute time to different GL Accounts and Project Numbers.
- Ability to assign employees to departments and divisions.
- Ability to create custom reports within the system using Business Analytics or SSRS Reports
- Ability to submit and approve leave requests.
- Ability to assign granular permissions for users based on needs. (lowest level of permissions)
- Ability to manage supervisor/user hierarchy.

**Other/General** *(Unlimited user license)*

- Ensure that Users can log in to application(s).
- Ensure that all Users can connect to DSS (Business Analytics) via Excel.
- Ensure that email functionality is working in NWERP and/or Tyler identity (if applicable).
- Communicate and ensure that any custom processes (i.e., scheduled SFTP upload to third-party) and are in place and working as intended.
- Ensure that any integrations built on the New World WebAPI are functioning correctly.