



MEMORANDUM

DATE: March 18, 2025

TO: LaTanya Bellow, City Manager

FROM: Chadrick Smalley, Community Development Director
Michael Parenti, Information Technology Director

SUBJECT: **Resolution Of The City Council Of The City Of Emeryville Authorizing The City Manager To Execute A Software As A Service Agreement With Tyler Technologies, Inc. For Enterprise Permitting And Licensing Core Software In An Amount Not To Exceed \$523,728 Over A Three-Year Term And Appropriating \$318,576 From The Community Development Technology Fund (Fund 268) To The Fiscal Year 2024-2025 Operating Budget**

RECOMMENDATION

Staff recommends that the City Council adopt the attached resolution authorizing the City Manager to execute a Software as a Service (SaaS) agreement with Tyler Technologies, Inc., for the implementation, training, and use of Enterprise Permitting & Licensing Core Software (EPL) in the amount of \$523,728, which includes software, implementation, travel expenses, and a contingency for scope changes. The resolution also appropriates \$318,576 from the Community Development Technology Fund (Fund 268) to the Fiscal Year 2024-2025 Operating Budget for implementation and first year costs associated with the agreement.

BACKGROUND

On February 2, 2010, the City Council approved two resolutions authorizing the City Manager to enter into an agreement to purchase the CRW TRAKiT enterprise permitting system (Resolution No. 10-021) and to establish a Technology Fee on Building Permits based on 0.1 percent of construction value (Resolution No. 10-020).

The TRAKiT software was implemented and performed exceptionally for a period, however in 2015 Sungard Systems acquired CRW Systems. Later, in 2018, CentralSquare Technologies acquired Sungard. Since the acquisitions, there have been minimal improvements or upgrades to the software, service levels have declined, and performance of the software and the vendor have weakened.

In March 2024, in response to these issues, staff established an internal team consisting of members from the Community Development, Public Works, and Information Technology Departments to begin evaluation of potential replacement applications. The team discussed over a dozen potential solutions and ultimately requested demonstrations from five vendors, narrowing the list to two after the initial round of demonstrations. The final two vendors were interviewed several more times and deep dives were done on specific functions of their software.

The result of the evaluation process was the unanimous selection of Tyler Technologies EPL as the best fit for the City. The team determined EPL had the correct fit of features and functionality, ease of use, and implementation process for the City’s needs. Tyler Technologies is a well-established software company in the government sector and is committed to the EPL software long term.

DISCUSSION

The EPL software provides a clean, easy to use interface for staff, integrates with existing applications and provides a public portal for online permit applications and status updates.

The SaaS contract (attached as Exhibit A to the Resolution) and vendor proposal includes software, customization, reports, GIS integration, data migration from the existing system, and on-site training and implementation support directly from the vendor.

Summary	One Time	Recurring
Year 1	\$ 216,000.00	\$ 102,576.00
Year 2		\$ 102,576.00
Year 3		\$ 102,576.00

Total Contract Value: \$523,728

Additionally, the estimated travel expenses for the implementation are \$22,500.

Staff believes the EPL software will address the current deficiencies in the CRW TRAKit system and improve customer service related to the City’s building, planning and public works permitting functions.

FISCAL IMPACT

As noted above, the initial costs to implement the EPL software for the first year is \$318,576, with recurring costs of \$102,576 for each year thereafter. Funding for this project is available in the Community Development Technology Fund (Fund 268), which has a current fund balance in excess of \$1.3 million. The proposed resolution appropriates \$318,576 to the Fiscal Year 2024-2025 Operating Budget to cover the first year of costs associated with implementing the EPL software as follows: \$216,000 for one-time implementation costs are proposed to be appropriated to account 268-82205 (Permit Tracking) and \$102,576 for first year of recurring costs are proposed to be appropriated to account 268-77260 (Software Subscriptions).

Over the last ten fiscal years, revenues to Fund 268 fund have averaged approximately \$165,000 per year, indicating the ongoing costs of this software can be accommodated within the current fee structure. Staff plans to evaluate the amount of this fee as part of any future review and analysis of the City’s overall master fee schedule.

STAFF COMMUNICATION WITH THE PUBLIC

There has been no communication with the public.

CONCLUSION

Staff recommends the City Council adopt the attached resolution authorizing the execution of the SaaS agreement with Tyler Technologies, Inc. attached as Exhibit A to the resolution, and appropriation of the required funds to the Fiscal Year 2024-2025 Operating Budget.

APPROVED AND FORWARDED TO THE CITY COUNCIL OF THE CITY OF EMERYVILLE:



LaTanya Bellow, City Manager

ATTACHMENTS

- Draft Resolution, including
 - Exhibit A – Software as a Service Agreement with Tyler Technologies, Inc.