

MIAMI BEACH

COMMITTEE MEMORANDUM

TO: Finance and Economic Resiliency Committee Members

FROM: Eric Carpenter, City Manager

DATE: September 20, 2024

TITLE: DISCUSSION REGARDING TYLER TECHNOLOGIES PERFORMANCE AND STRATEGY FOR THE CITY OF MIAMI BEACH

RECOMMENDATION

Support the Administration's recommendation during the discussion of Tyler Technologies performance and technology strategic plan for the City of Miami Beach.

BACKGROUND/HISTORY

On April 29, 2021, the City Commission adopted Resolution No. 2021-31666 and approved the consolidation of the multiple licensing agreements under the Tyler Maintenance and Support Agreement (MSA) as a sole-source purchase, pursuant to section 2-367(d) of the City Code, of software maintenance and support services; for an initial term of one (1) year, with up to four (4) additional one year renewal terms. The total annual cost of the MSA is not to exceed the amount appropriated for the consolidated MSA through the City's budgetary process. The city uses multiple Tyler products to provide civic services for its residents, businesses, and visitors.

ANALYSIS

The Information Technology (IT) Department continues the assessment and modernization of the City's technology systems to ensure maximum value for current investments.

A key component of the technology services managed by the City include EnerGov, which provides licensing, permitting, and inspection functionality for many City departments, as well as other ancillary services. IT's assessment has identified additional cost-effective tools from Tyler Technologies that can fill gaps, improve services, enhance automations, and ensure future integrations with critical systems.

The IT Department has worked to implement solutions that fill gaps in the technology that have been available from Tyler to provide more comprehensive services, as well as streamlining existing technologies to ensure system availability and performance. As part of this process, the City issued an RFP in 2022 to assess market conditions and evaluate if viable competing technologies existed. At the time, it was found that no other viable options existed as a single, comprehensive, enterprise solution.

Additionally, as a matter of due diligence, several third-party process assessments have been executed by the City in which technology was peripherally evaluated. These assessments had not previously identified major deficiencies in the technology to the extent that the technology affected the City's ability to provide services.

Now, at the conclusion of this multi-year effort, and understanding that Tyler has been in production at the City since 2016, the IT Department recommends assessing the market again. This, in part, is based on ongoing performance challenges with the EnerGov system that have

impacted system availability and stability. It has become evident that despite efforts to baseline, yearly upgrades, performance tuning, and infrastructure upgrades, the EnerGov platform should be formally reassessed as a matter of best practice.

IT recommends leveraging a consultant that has visibility into the technology market in this niche space to assess the City's current licensing, permitting, and inspection technologies, as well as assessing the City's current technology portfolio to ensure maximum value for current investments.

FISCAL IMPACT STATEMENT

N/A

Does this Ordinance require a Business Impact Estimate? (FOR ORDINANCES ONLY)

The Business Impact Estimate (BIE) was published on .

See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notice/>

FINANCIAL INFORMATION

N/A

CONCLUSION

Applicable Area

Citywide

Is this a "Residents Right to Know" item, pursuant to City Code Section 2-17?

Yes

Is this item related to a G.O. Bond Project?

No

Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481, includes a principal engaged in lobbying? No

If so, specify the name of lobbyist(s) and principal(s): DISCUSSION REGARDING TYLER TECHNOLOGIES PERMORCE AND STRATEGY FOR THE CITY OF MIAMI BEACH

Department

Information Technology

Sponsor(s)

Commissioner Fernandez

Co-sponsor(s)

Condensed Title

TYLER TECHNOLOGIES PERMORCE AND STRATEGY FOR THE CITY OF MIAMI BEACH