

**BOARD OF PUBLIC WORKS AND SAFETY
CITY OF NOBLESVILLE**

DATE: DECEMBER 19, 2017

PREVIOUSLY DISCUSSED ITEMS

NEW ITEMS FOR DISCUSSION XXX

MISCELLANEOUS _____

ITEM# #8

SOURCE:

DOCUMENTS PREPARED BY: SARAH REED

VERBAL:

INFORMATION ATTACHED: XXX

NO PAPERWORK AT TIME OF PACKETS:

BRING PAPERWORK FROM PREVIOUS MEETING:



**NOBLESVILLE PLANNING AND DEVELOPMENT
INTEROFFICE MEMORANDUM**

TO: BOARD OF PUBLIC WORKS AND SAFETY
FROM: SARAH REED, DIRECTOR
SUBJECT: ENERGOV ASSIST WITH TYLER TECHNOLOGIES
DATE: TUESDAY, DECEMBER 19, 2017

Attached is a proposed EnerGov Assist contract with Tyler Technologies. The Energov Database is utilized by Planning, Engineering, Fire, MS4, for processing and review of all applications associated with Development, Permitting, Zoning and Code Violation within the City of Noblesville and its' jurisdictional area.

The Energov software is continually being upgraded to provide expanded capabilities. This contract will provide access to the skill sets necessary to ensure continued maximum efficiency of the software use.

This Energov Database has replaced several databases utilized by Planning and Engineering and allowed convenient access to all applications and workflow utilized in the Planning process.

We respectfully request approval for this software administration services contract.

Thank you.

Tyler's EnerGov Assist

Tyler's EnerGov™ Assist is the next level of software administration services. With EnerGov Assist, users can choose the level of assistance they want to receive, and Tyler's knowledgeable staff will optimize existing software and provide training on best practices to ensure users get the most out of their EnerGov product.

Multiple Service Options

EnerGov Assist comes in three packages: Basic, Complete and Advanced. Each package offers a different level of service to fit the needs of any site.

Basic

The Basic package is designed for municipalities that need help with basic software administration and configuration. Configuration requests go through a standard queue and receive responses from Tyler's configuration specialists. The Basic package does not cover GIS or DBA administration.

Complete

With the Complete package solution, municipalities get a complete software administration package. Configuration requests are managed by a dedicated EnerGov representative instead of the standard queuing system used in the Basic package. The Complete package covers GIS and DBA administration.

In addition, the Complete package offers:

- Best practice reviews every 18 months
- Advisory consultations every 18 months
- Access to Tyler's virtual software training program, with multiple live instructor-led classes per month
- One pass to Tyler Connect, Tyler's annual user conference

Advanced

The Advanced package includes everything from the Complete package, but is designed for municipalities that require a more complex level of configuration. In addition to enhanced reviews and more individualized care, the Advanced package also offers upgrade testing against the client site's databases to ensure smooth rollouts.

If your municipality could use a more comprehensive and personalized software administration experience, look no further than EnerGov Assist.

Contact us today for more information:

88.355.1093 | EnerGovAssist@tylertech.com | www.tylertech.com

Why EnerGov Assist?

Software administration requires a wide range of varying skill sets, many of which your in-house staff may not possess. Fortunately, EnerGov Assist provides you with the services and skills you need to make your software run smoothly and efficiently.

This subscription-based service gives you full access to our complete team without requiring additional purchase of hardware or software, and you'll enjoy significantly lower costs than if you were to outsource tasks to a third party or hire additional resources.

Our years of experience and close relationships with our clients make EnerGov Assist the most comprehensive software administration service available.

For more information, visit
www.tylertech.com
or email info@tylertech.com

Tyler Technologies, Inc.
EnerGov Solutions

2160 Satellite Boulevard Suite 300
Duluth, Georgia 30097
Phone 888.355.1093

PLEASE EMAIL ORDER TO:
MARK.BEVERLY@TYLERTECH.COM

TO City of Noblesville

[For internal use only]

PURCHASES:

DESCRIPTION	ANNUAL FEE
EnerGov Assist <ul style="list-style-type: none"> Complete Package 	\$30,000 / Year
Scope of Services	Included
Software Configuration Requests <ul style="list-style-type: none"> Unlimited Includes EnerGov GIS Configuration Includes EnerGov DB Administration 	Yes
Dedicated Representative	Yes
Best Practice Review (every 18 months, travel expenses not included)	Yes
Advisory Consultation (every 18 months, travel expenses not included)	Yes
Virtual Training Lab <ul style="list-style-type: none"> Instructor led online training Class schedule posted on Tyler community On average, EnerGov performs 12-14 virtual classes per month 	Yes
Tyler Connect User Conference (1 pass annually)	Yes
Report Administration *	Yes

* Tyler Assist includes report modifications for any reports currently under contract. It does not include administration of reports developed by other third parties.

Authorized Signature: _____

Printed Name: _____

Title: _____

Date: _____

Purchase Order #: _____

All of which is approved by the Board of Public Works and Safety of the City of Noblesville this
_____ day of _____ 2017.

JOHN DITSLEAR, MAYOR

LAWRENCE STORK, MEMBER

JACK MARTIN, MEMBER

ATTEST:

EVELYN L. LEES, CLERK
CITY OF NOBLESVILLE, INDIANA