



MEMO TO: Finance and Administration Committee

FROM: Dawn Johnson

DATE: August 28, 2018

SUBJECT: Dynamics AX On-Call Consulting Services Contract

I. PURPOSE ☐ For Info Only ☒ Potential Agenda Item ☐ Scheduled for Council Action

II. RECOMMENDATION

Approve to schedule for Council action the Consulting Services Agreement for on-call services in support of our Dynamics AX Enterprise Resource Planning (ERP) system in an amount not to exceed \$650,000, for a period of three years with an option to extend the agreement for an additional two years. We are proposing to put it on Council consent in the September or October timeframe.

III. DEPARTMENT CONTACTS

Malisa Files, Finance Director	425-556-2166
Dawn Johnson, Senior Business Systems Analyst	425-556-2179

IV. DESCRIPTION/BACKGROUND

Tyler Technologies currently provides break/fix support and some maintenance services for Dynamics AX, the City's ERP system. Tyler Technologies has announced plans to transition away from their role as a Dynamics support partner as Microsoft transitions the product to the cloud and offers it as a Software as a Service (SaaS) solution. This creates a need for the City to identify an alternate Dynamics support partner. The new support agreement would allow for approximately 1,000 hours of on-call support services each year over a three-year term with an option to extend. This provides a level of support which brings with it an opportunity to better leverage the systems inherent functionality, apply best practices in the use of the system, implement new modules and plan for the Dynamics AX system to transition to the cloud version of the product (Dynamics 365 for Finance and Operations).

A. Analysis

A Request for Proposal (RFP) for on-call services was posted on June 19th, 2018. Seven proposals were received and reviewed by a team of Finance and Technology and Information Services (TIS) staff. Five firms with the most responsive proposals were

interviewed the week of August 13th and each was given the opportunity to provide a best and final proposal within 3 days of the interviews. Two of those firms have ranked above the rest and after an additional round of interviews during the week of August 20th, the team anticipates a final consultant selection.

V. TIME CONSTRAINTS

The Finance and Technology and Information Services Departments would like to finalize the contract with a new partner as soon as possible to maintain the support services for the Dynamics AX product.

VI. LIST OF ATTACHMENTS

None