



Lake County Illinois

Legislation Text

File #: 18-0736, Version: 1

Joint resolution authorizing a contract for a utility billing system with Tyler Technologies, Inc., Yarmouth, Maine, (Tyler Technologies) in the amount of \$167,595 for implementation and training, plus annual maintenance and hosting service costs of \$75,915.

- Lake County (County) administers and maintains a utility billing system, for the purposes of billing and water/sewer user fee collection, for its approximate 26,000 retail sewer and water customers and 19 wholesale sewer municipalities in various locations within the county.
- The existing utility billing system, more than eight years old, requires replacement due to technological advancements and to comply with necessary system security requirements.
- A Request for Proposals (RFP) was issued for the demonstration of software and related implementation services and proposals were received from six vendors.
- Following the evaluation of the proposals and qualifications of the vendors, the County extended an invitation to four vendors to demonstrate their software products and services.
- Based on the product and services demonstrations, the County determined that Tyler Technologies was the firm best suited to provide utility billing software and associated implementation services.
- Tyler Technologies has submitted their best and final offer of \$167,595 to provide their Tyler Incode Utility Billing Software which includes implementation and training, plus annual maintenance and hosting services in the amount of \$75,915 per year for five years.
- Contract language has been included to ensure effective contract management, protect the County's risk, and provide for a hold back on professional services should there be a delay due to the vendor.

RESOLUTION

WHEREAS, the County of Lake (County) provides retail sewer and water services to approximately 26,000 customers and provides wholesale sewer service to 19 municipalities in various locations within Lake County; and

WHEREAS, the County administers and maintains a utility billing system for purposes of billing and collecting water and sewer user fees; and

WHEREAS, the existing utility billing system has been in service for over eight years and because of technological advances in software systems and to assure the system is compliant with necessary system security requirements, the utility billing system requires replacement; and

WHEREAS, in accordance with the Lake County Purchasing Ordinance, a Request for Proposals was issued for purpose of selecting a short list of qualified firms to provide a demonstration of their software and related implementation services; and

WHEREAS, the County received request for proposals for this work from six vendors; and

WHEREAS, following evaluation of the proposals and qualifications of the vendors, the County developed a short list of four vendors to receive an invitation to demonstrate their software products

and services; and

WHEREAS, based on the product and services demonstrations, the County determined that Tyler Technologies was the firm best suited to provide utility billing software and associated implementation services, and

WHEREAS, Tyler Technologies has submitted their best and final offer to provide their Tyler Incode Utility Billing Software including implementation and training in the amount of \$167,595, plus annual maintenance and hosting services in the amount of \$75,915 per year for five years.

NOW, THEREFORE, BE IT RESOLVED, by this County Board of Lake County, Illinois, that the Purchasing Agent is hereby authorized and directed to execute a contract with Tyler Technologies, Inc., Yarmouth, ME in the amount of \$167,595 for implementation and training plus \$75,915 per year for annual maintenance and hosting services for their Tyler Incode Utility Billing System.

DATED at WAUKEGAN, LAKE COUNTY, ILLINOIS, on this 10th day of July, A.D., 2018.