

MEETING: SPECIAL BOARD OF TRUSTEES MEETING
VILLAGE OF HANOVER PARK

DATE: FEBRUARY 9, 2009
LOCATION: MUNICIPAL BUILDING
2121 West Lake Street
Hanover Park, IL 60133

President Craig called the Meeting to Order at 7:32 P.M.

PRESENT: Trustees Toni Carter (arrived at 7:35 p.m.), Lori Kaiser (arrived at 7:43 p.m.), Robert Packham, Wesley Eby, William Manton, and President Rodney Craig

ABSENT: Joseph Nicolosi

ALSO PRESENT: Village Manager Marc Hummel, George Dimidik, Jim Binninger, Joan Rock, Tom Dahl, Patrick Grill, Sandra Vincent Richard, and Bill Beckman

Mr. Hummel stated as part of the FY'10 proposed budget, staff was recommending ERP (Enterprise Resource Planning) which would replace our existing primary financial software. George Dimidik introduced the MUNIS representatives, Alban Michaud and Carey Robelard, from Tyler Technologies.

Mr. Michaud gave a background on Tyler Technologies, noting they were a stable business partner, had a dramatically different approach, had products that worked, real credentials, return on investment, and return on effort. He stated MUNIS software was the only application they supported and serviced. He noted they had 6,000 customers in the country and all their resources were invested in their one and only product. He also pointed out their software was not sold in the medical field, financial institutions, etc. and they only focused on the public sector, thus providing faster implementations, better support, and a single source for all applications. He also noted that they had been doing this for almost 40 years and noted they worked with many municipalities in the State of Illinois. He pointed out that we never had to pay new licensing fees for the software, as it was part of the annual maintenance agreement, with all the new technology and upgrades included. He stated they were supplying a fully integrated system. He noted they had a self-service application where residents could access their utility accounts, pay bills, etc.

Mr. Carey Robelard gave an overview of the MUNIS application noting that this was a paperless system where each department had access at their fingertips. He stated retrieval could be viewed immediately. He gave examples from HR, staffing, employees, Accounting, etc.

He continued with the self-service side noting residents could view their water and sewer billing, and pay their bills with credit card, check, etc. He noted on the permit process, a resident could view their current information and enter an application online, with fees due, inspections, etc. He continued with the employee application where an employee could log in and view personal information, make changes, view paychecks, deductions, vacation time, etc.

It was noted things could be corrected remotely, many redundant entries would be eliminated, the processes would be automated, and alerts would be triggered. It was also noted that the process would move forward, rather than try to backtrack. Security and hacking were discussed and noted that the data was encrypted for security. It was noted that MUNIS would integrate with all of our services, including Third Millennium for water billing and the Fire House software. It was also noted payments would show immediately without any delay.

George Dimidik explained that it was a big system and noted it would be done in phases. He noted the first phase was the core, which were the financials, to be done in about 8 months after contract signing; next was Payroll with HR to be done 12 months after contract signing; and last were revenues, to be done 18 months after contract signing. He noted the rest were anticipated to be done in 2 years after the contract signing which included Public Works, permits, etc.

Costs were discussed but none were finalized. It was questioned if we owned or leased the package, and answered we paid for the license with an ongoing annual cost which included updates, implementation, consulting, and data conversion costs and noted the modules cost approximately \$300,000. It was also noted all services were billed as delivered.

Mr. Hummel noted a key issue was timing and the next step was the \$7,500 for GFOA (Government Finance Officers Association) to begin the negotiations for a contract. He also explained those dollars were 1% of the contract and they would save us more than that. It was stated it was a return on investment component. He noted GFOA had negotiated over 100 contracts.

It was questioned what the difference was between Oracle and MUNIS. It was explained Oracle had a lot of customization at a high cost and stated that Oracle would be about three times the cost. It was also pointed out Oracle was used in much larger cities and the corporate world.

There was positive feedback from the Board members although cost was a concern. It was questioned what would happen if this company merged or went out of business. It was answered that this was all they did, and they had customers for over 30 years, and again noted they did not have multiple focuses. It was noted there was one annual release and minor releases throughout the year. It was stated maintenance agreements typically increased 5% and that the first year was at no cost. There was discussion on call-backs and noted 75-80% of the time a live person answered and the other 20-25% calls were returned within 32 minutes.

The timeframe for negotiations was anticipated for the end of April and GFOA agreed it was a doable timeframe.

There were comments from the audience, favorable and inquisitive. It was noted that staff had evaluated several competitors and MUNIS best suited our needs.

President Craig adjourned the meeting at 8:51 p.m.

Recorded and transcribed by,

Sherry L. Craig
Village Clerk

Minutes approved by President and Board of Trustees on this 19th day of February, 2009.

Village President