



**City Council Study Session Agenda
March 25, 2024 - 5:00 PM
Rock Island County Building
County Board Room, 3rd Floor
1504 3rd Avenue
Rock Island, IL 61201**

[Click Here to Watch Live](#)

- 1. Call to Order**
- 2. Roll Call**
- 3. Public Comment**
- 4. Presentations**
 - a. ERP Project Update Presentation with Plante Moran
 - b. Rebuild Downtown Rock Island Improvements Project Update Presentation
- 5. Adjourn**
 - a. Motion: Motion to adjourn.
VV Voice vote is needed.

This agenda may be obtained in accessible formats by qualified persons with a disability by making appropriate arrangements from 8:00 am to 5:00 pm, Monday through Friday, by contacting the City Clerk's Office at (309) 732-2010 or visiting in person at: 1528 Third Avenue, Rock Island, IL 61201.



plante moran

Audit. Tax. Consulting.
Wealth Management.

ERP Project Update

City of Rock Island, IL | March 25, 2024





Agenda

- Project Background
- Needs Assessment Outcomes
- Selection Process Summary
- Next Steps



City of Rock Island Software Team

- Todd Thompson- City Manager
- Samantha Gange – City Clerk
- Mike Bartels – PW Director
- Rob Baugous – HR Director
- Jessica Sager – Interim Finance Director
- Miles Brainard – CED Director
- Tim Bain – IT Director
- Plante Moran – Nina Rajcevic, Adam Ben-Moche, Natalie Schwarz



Project Background



Why are we doing this?

Process inefficiencies exist due to system limitations

Shadow systems and work arounds exist with current ERP

Desire for greater access to information

Gain operational efficiencies

Aging legacy system(s) that no longer meet City needs



What do we want to achieve?

A more user-friendly system

Reduce manual data entry and redundancy

Procure an integrated solution

Incorporate best practices into processes

Provide residents access to a self-service portal

Provide staff access to a self-service portal



Project Update





Project Scope

Finance

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Budget
- Cash Receipting
- Fixed/Capital Assets
- General Ledger
- Grants and Projects
- Payroll
- Purchasing
- Timekeeping & Leave
- Utility Billing

Human Resources

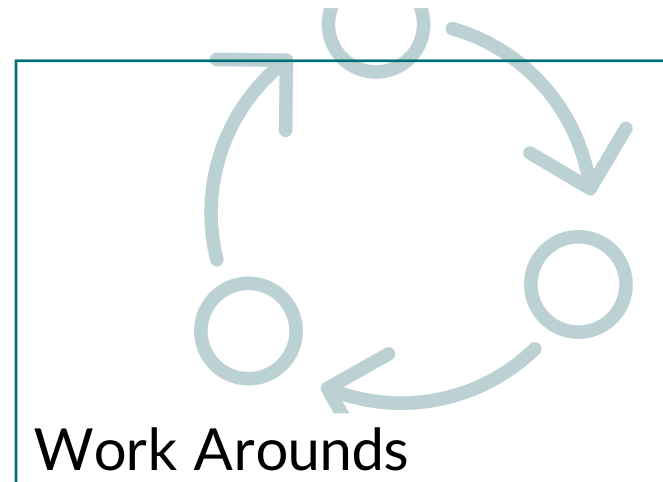
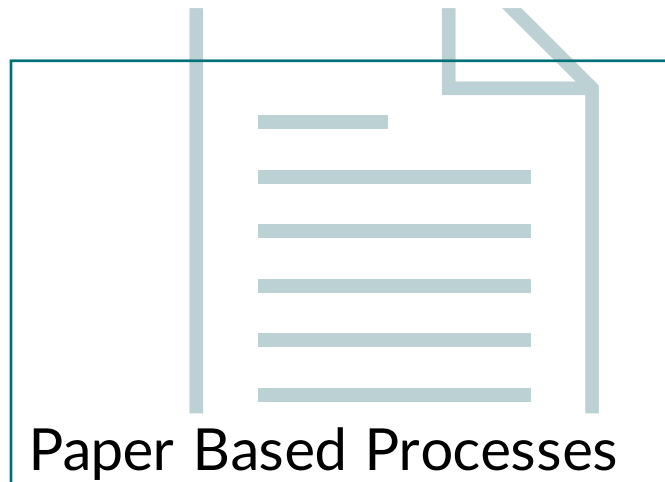
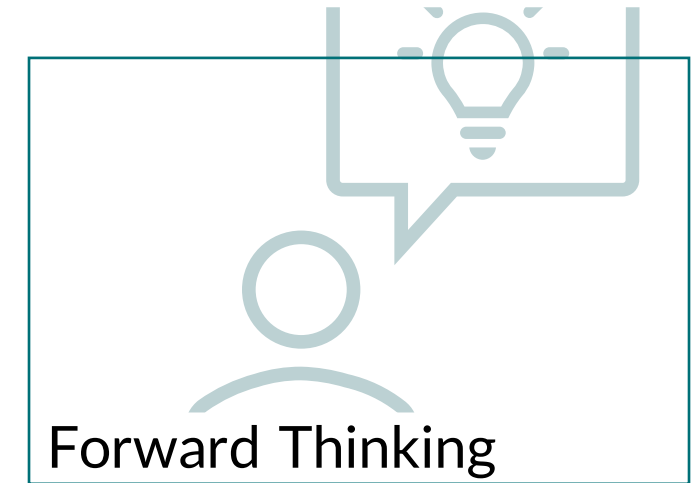
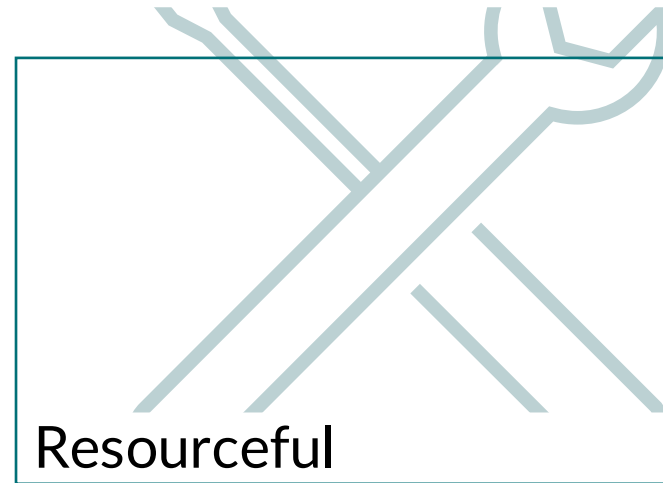
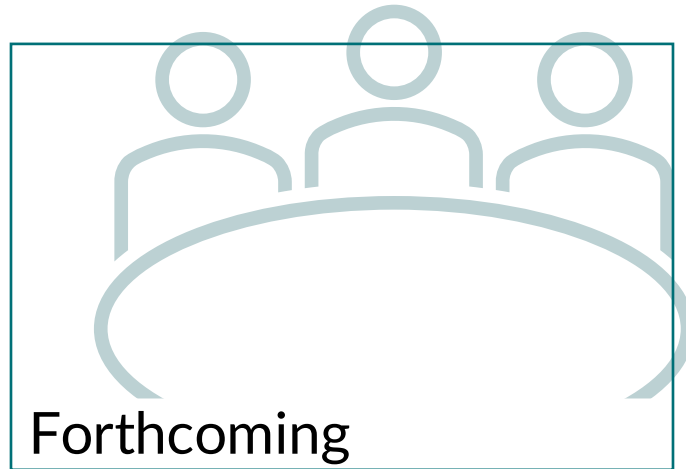
- Compensation
- Employee Benefits
- Employee Self-Service
- Learning Management
- Performance Management
- Personnel Actions
- Position Control
- Recruitment, Onboarding, Offboarding
- Customer Service Log

Other

- Community & Economic Development
- Technical Infrastructure
- Environmental Health & Safety
- Risk Management
- Customer Self-Service
- Citizen Engagement



Themes

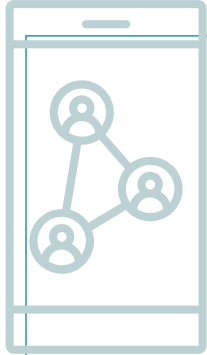




Needs Assessment Outcomes



Observations of the needs assessment



Software restrictions

- Applications are outdated, unoptimized, or misused which may inhibit further efficiency



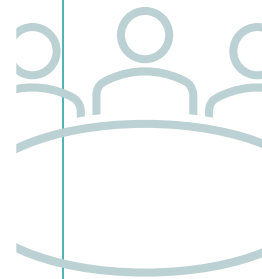
Redundant efforts

- Staff input data in multiple places or keep different sets of data than what others may have



Analog processes

- Reliance on manual data entry in spreadsheets, paper, or other shadow systems that are not interfaced across the organization

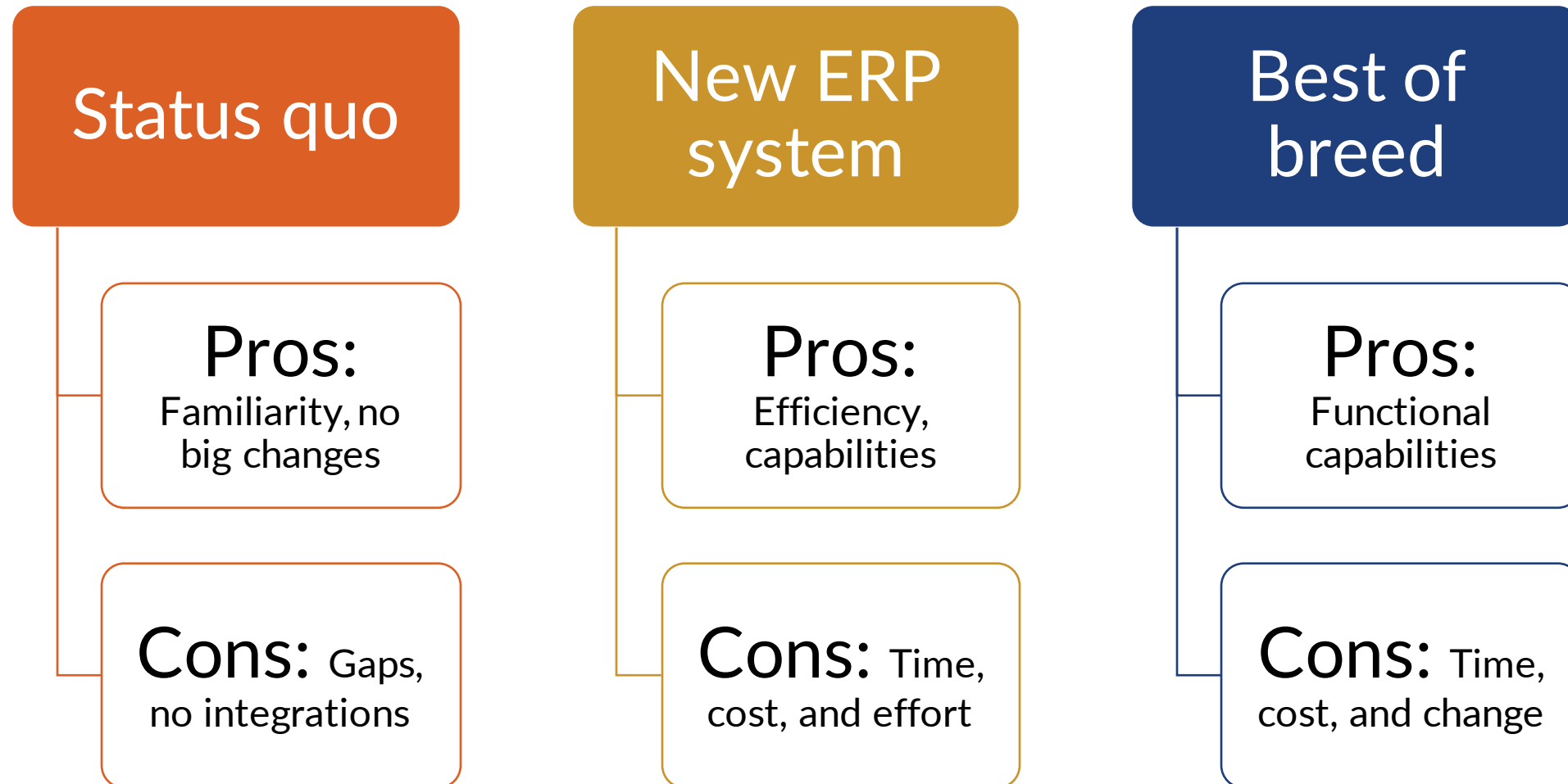


Organizational processes

- As the organization moves to a new system, there are governance changes that can streamline its implementation



Options identified during the needs assessment





Recommendations from the needs assessment



Status quo

- Not viable long term
- Time, effort, and workarounds required



New ERP

- Achievable solution
- Single system of record for most modules, request integrations



Best of breed

- Integrated solution(s)
- Highest capabilities but also higher effort because more systems to manage



Outcomes from the needs assessment

The City released an RFP in August 2023, considering options for both full ERP and best of breed solutions.

New ERP



- Achievable solution
- Single system of record for most modules, request integrations

Best of breed



- Integrated solution(s)
- Highest capabilities but also higher effort because more systems to manage



Vendor proposals received





Proposal types

The City received 10 responses to the RFP for both full ERP and best of breed solutions.

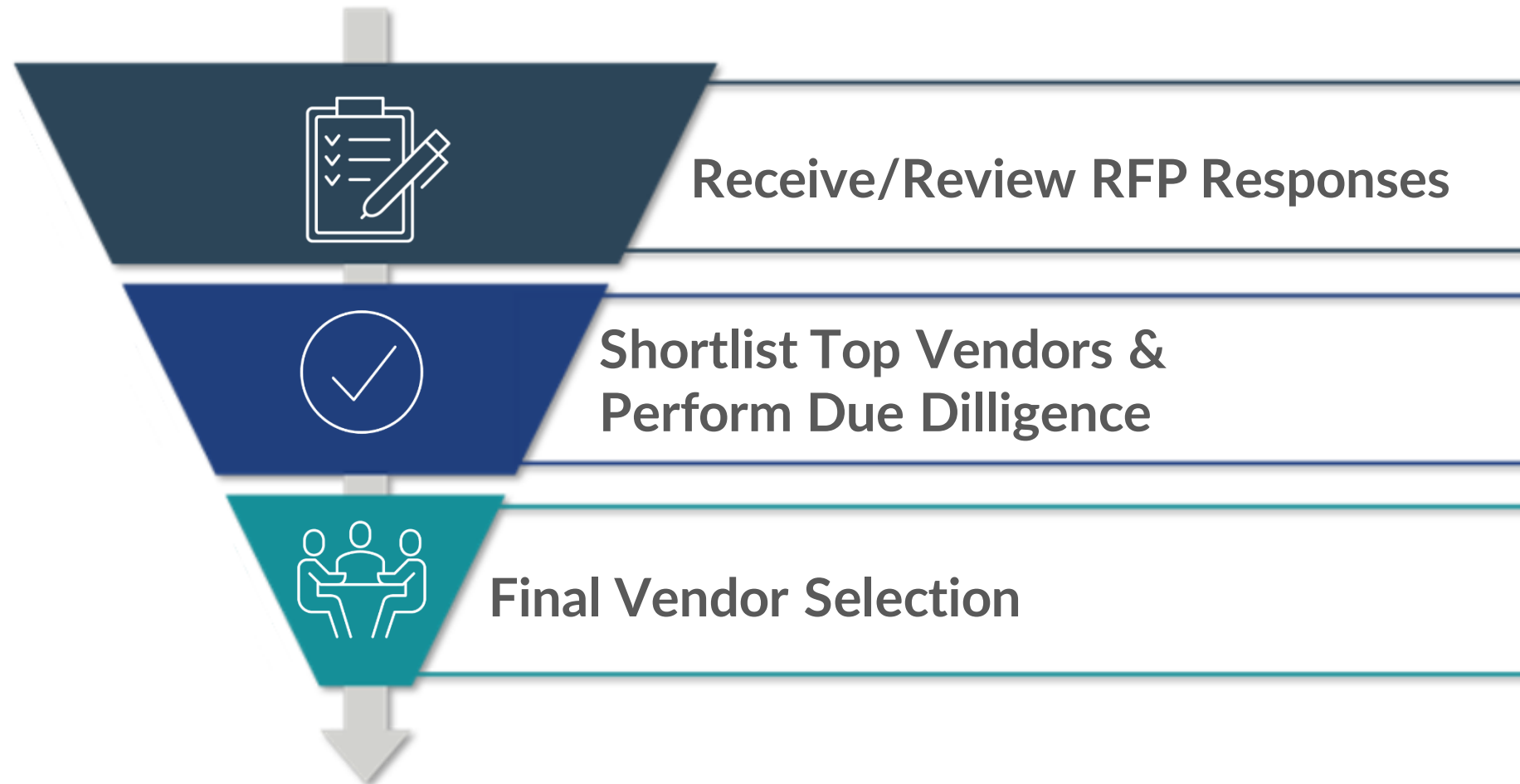
	Vendor	Scope A	Scope B	Scope C
All Scopes A,B,C: Full ERP	BS&A	☑	☑	☑
	CentralSquare	☑	☑	☑
	Tyler Technologies	☑	☑	☑
2 Scopes A/C <i>Best of Breed</i>	Cogsdale*	☑		☑
	Ellipse*	☑		☑
Single Scope: A <i>Best of Breed</i>	Creoal	☑		
	Harris	☑		
	Oracle NetSuite	☑		
Single Scope: B <i>Best of Breed</i>	RedMark Technologies		☑	
Single Scope: C <i>Best of Breed</i>	NorthStar			☑



Selection Process Summary



Selection Process





Detailed Evaluation Process and Criteria

Round 1 (Minimum Criteria)

Minimum Client Software Installations (5)
Response Timeliness
Response Authorization
Response Completeness

Round 2 (Shortlist Vendors)

Review proposals and Plante Moran analysis for:
Functionality (20%)
Service/Support (12%)
Investment/Costs (40%)
Technical (20%)
Vendor Viability (8%)

Round 3 (Final Selection)

Additional due diligence (demos, references, etc.):
Functionality (32%)
Service/Support (30%)
Investment/Costs (15%)
Technical (15%)
Vendor Viability (12%)



Scoring

Round 2 Evaluation Criteria	Weight	Average Scores							
		All Scopes: A, B, C			Scope: A, C	Scope: A		Scope: B	Scope: C
		BS&A	CentralSquare	Tyler Technologies	Ellipse	Harris	Oracle NetSuite	RedMark Technologies	NorthStar
Functionality	20	3.50	3.33	5.00	3.67	2.33	2.67	4.00	2.67
Service & Support	12	3.67	3.11	4.72	3.17	2.08	2.67	3.60	2.56
Investment and Costs	40	4.72	3.11	4.00	2.67	2.92	2.42	3.20	2.50
Technical Requirements	20	3.11	3.78	4.89	3.33	2.42	2.92	3.40	2.67
Vendor Viability	8	4.06	3.56	4.89	2.83	2.63	2.33	3.80	2.56
Weighted Score:	100	79.51	66.50	90.71	61.47	51.53	51.80	69.92	51.55
Rank:		2	4	1	5	8	6	3	7



Vendor Evaluation

1. Tyler Technologies
2. BS&A
3. RedMark Technologies
4. CentralSquare
5. Ellipse
6. Oracle NetSuite
7. NorthStar
8. Harris



Shortlisted Vendors



tyler
technologies





Selected Vendor

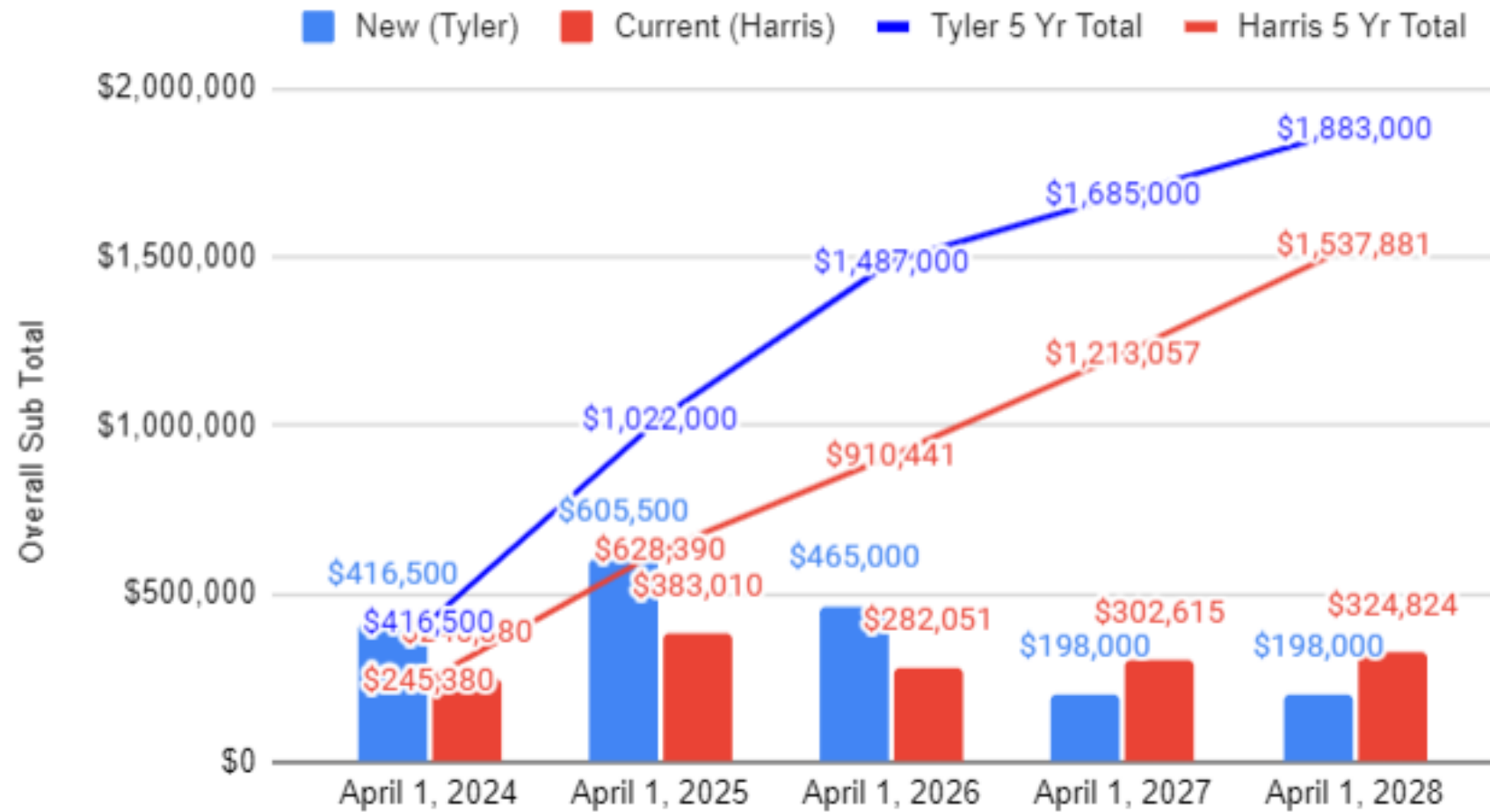


tyler
technologies



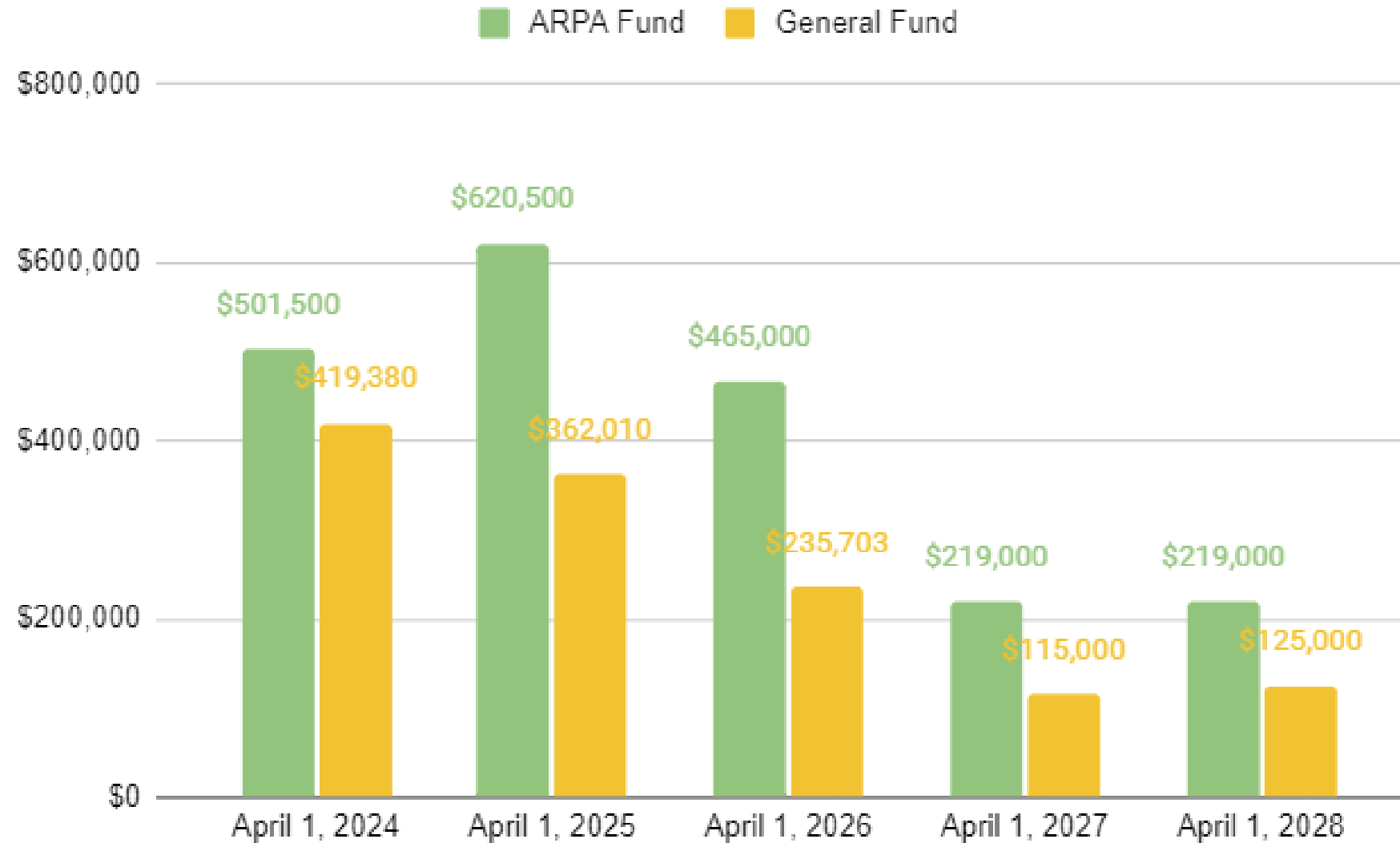
Implementation Cost

Compared Total Vendors



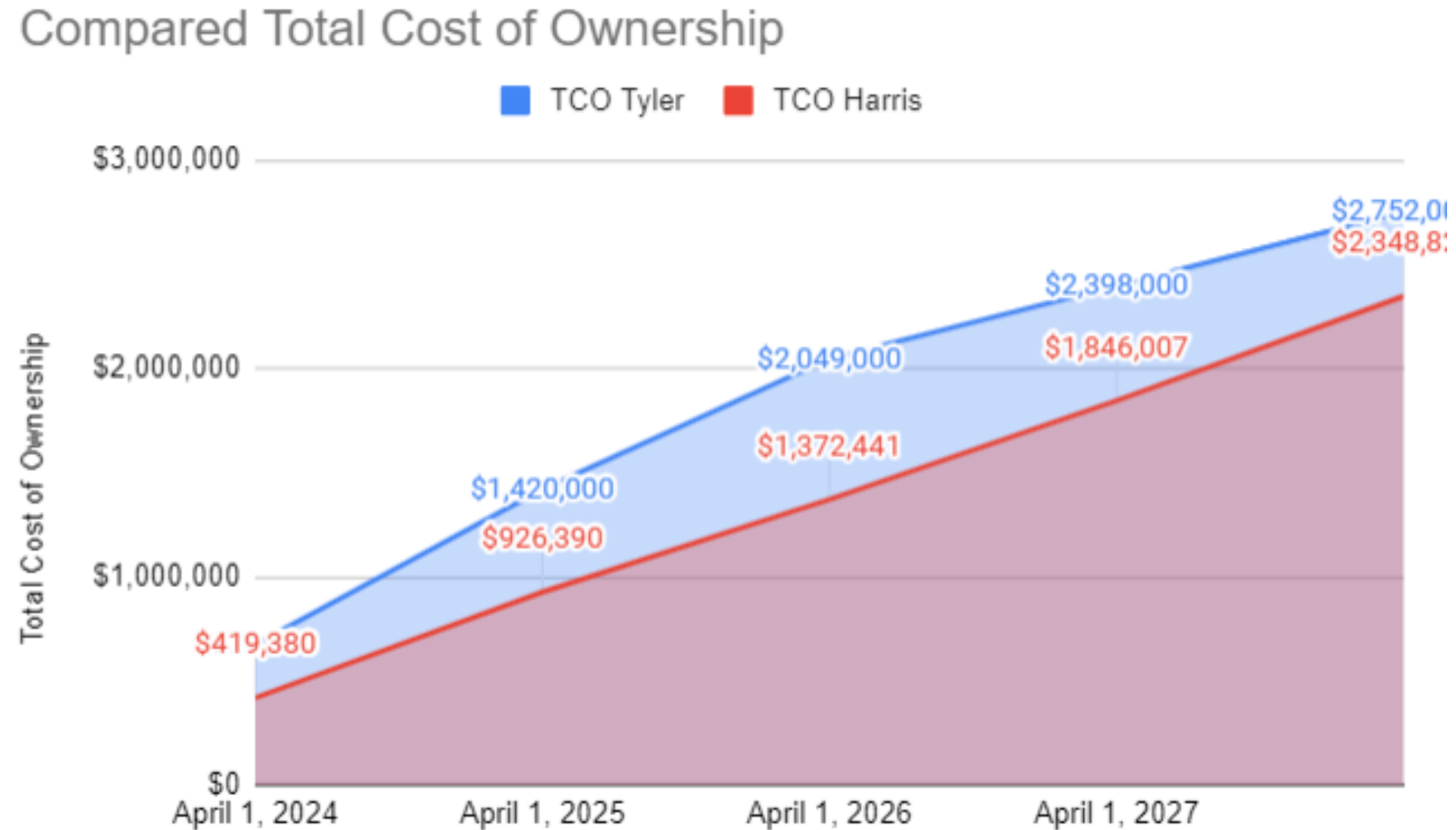


Implementation Funding





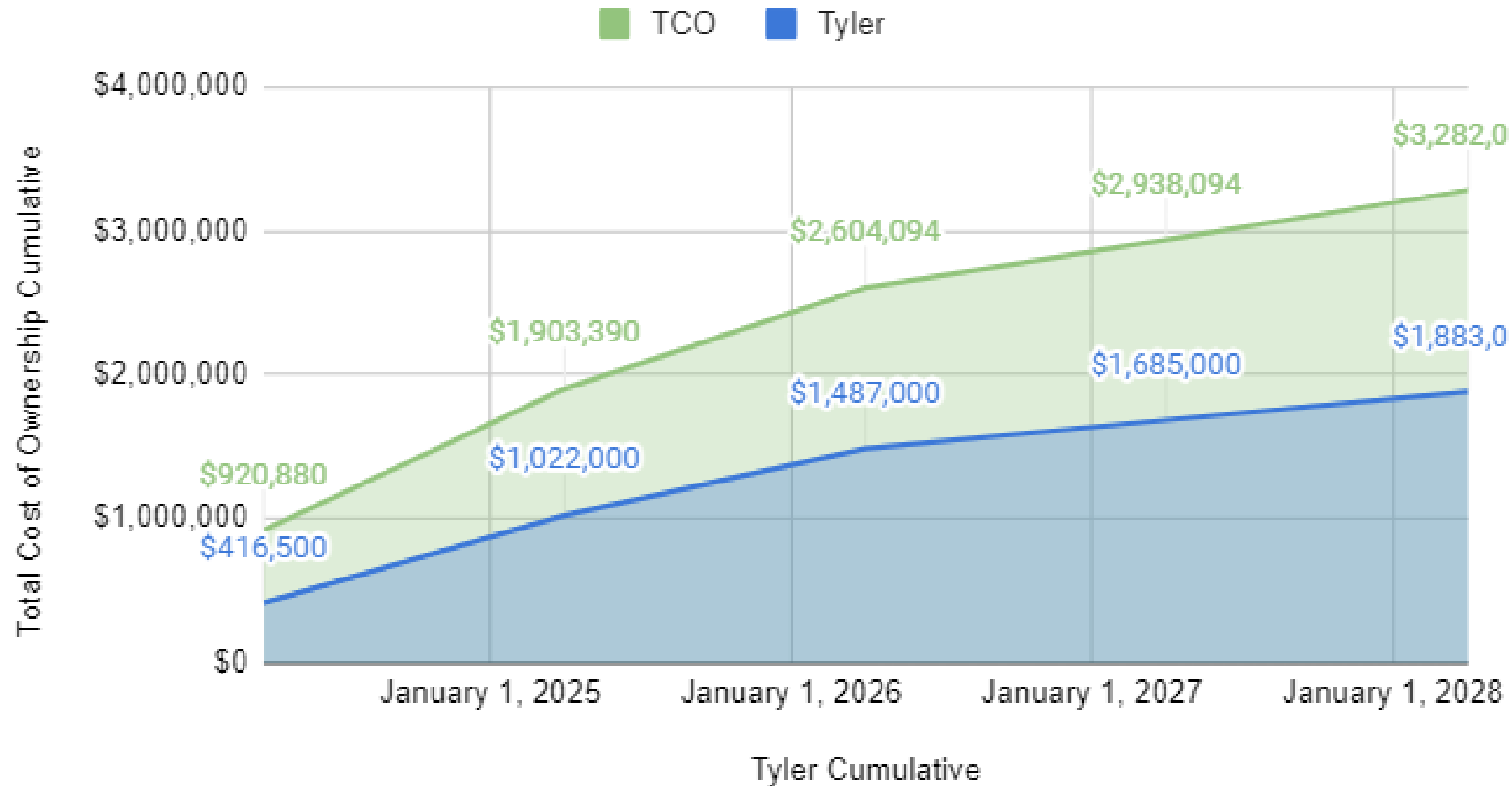
Compared Total Cost of Ownership





Total Cost of Ownership vs Tyler (Cumulative)

Total Cost of Ownership Cumulative vs. Tyler Cumulative





Next Steps



Next Steps

1. Finalize contract with Tyler Technologies
2. Next, the real fun begins...implementation!!
3. Determine level of support needed for implementation
4. Commit quality resources to the project team
5. Prioritize change management



ERP Implementation Success Factors

- Minimize modifications to the selected ERP system
- Get executive buy-in and build consensus around ERP
- Set realistic expectations for ERP implementation
- Focus on staff resources
- Establish strong project management
- Make change management a priority



Questions?

Tim Bain
Rock Island Project Manager
Bain.Timothy@rigov.org

Nina Rajcevic
Plante Moran Project Manager
Nina.Rajcevic@plantemoran.com



Thank You!

REBUILD
RI
ROCK ISLAND
ILLINOIS

MARCH 25, 2024



Michael Bartels

City of Rock Island
Public Works Director



Michael Kane

City of Rock Island
City Engineer



Jack Cullen

Rock Island Downtown Alliance
Executive Director



Jason McKenzie

Veenstra & Kimm Inc.
Senior Project Manager



Kristina Robinson

Veenstra & Kimm Inc.
Project Design Engineer



Jarred Evanovich

Veenstra & Kimm Inc.
BIM Coordinator



Andrew Dasso

Streamline Architects
Owner, Principal Architect



Saloni Patel

Streamline Architects
Senior Architect



Mansi Sanghvi

Streamline Architects
Project Manager

1

Enhance Public
Spaces

2

Encourage Private
Investment

3

Improve Overall
Quality of Life for
Downtown
Workers, Business
Owners, Residents,
and Visitors

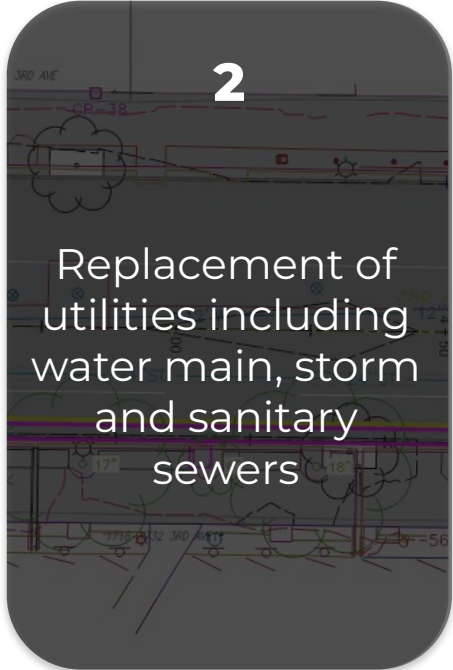


- Base Bid
- Arts Alley (Alternate 1)
- Green Lawn (Alternate 5)
- Future Scope (Alternate 2, 3, 4, 6)
- 1st Ave Redevelopment (Separate Scope)



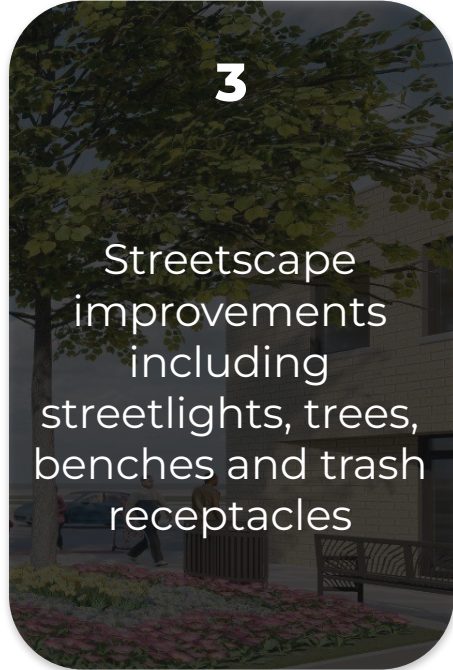
1

Complete reconstruction of streets and sidewalks from building face to building face



2

Replacement of utilities including water main, storm and sanitary sewers



3

Streetscape improvements including streetlights, trees, benches and trash receptacles



4

Placemaking to include public art, lighting, gateway signage and outdoor patio district

What is being recommended?

- **Base Bid**
 - Reconstruction of 2nd Ave Plaza to a festival street, 18th Street from 1st-3rd Ave, 3rd Ave from 18th-19th St, streetscaping including trees, lighting, downtown gateway at 1st Ave, gateway columns, water, sewer, storm sewer
- **Arts Alley revitalization** (Alt 1)
 - Lighting, pavement, murals, vendor stall, new signage, outdoor art gallery
- **18th Street Green Space** (Alt 5)
 - Convert existing parking lot to green space, new lighting, "ROCK ISLAND" placemaking signage

What is not being recommended?

- Reconstruction of 3rd Ave from 17th-18th St (Alt 2)
- Dog Park at 3rd Ave & 21st St (Alt 3)
- Alley reconstruction near proposed dog park at 3rd-4th Ave and 20th-21st St (Alt 4)
- WHBF Tower lighting (Alt 6)









ROUNDBOUT

- Enhance Public Spaces & Improve Quality of Life -









Lights spaced
50' apart on
alternating sides

(Currently 60' apart on
alternating sides)

Tree and in-ground
planters spacing 50'
on alternating sides

(Currently no consistency)

Picture frame
concrete for the
sidewalks

4 waste/recycle
cans per block



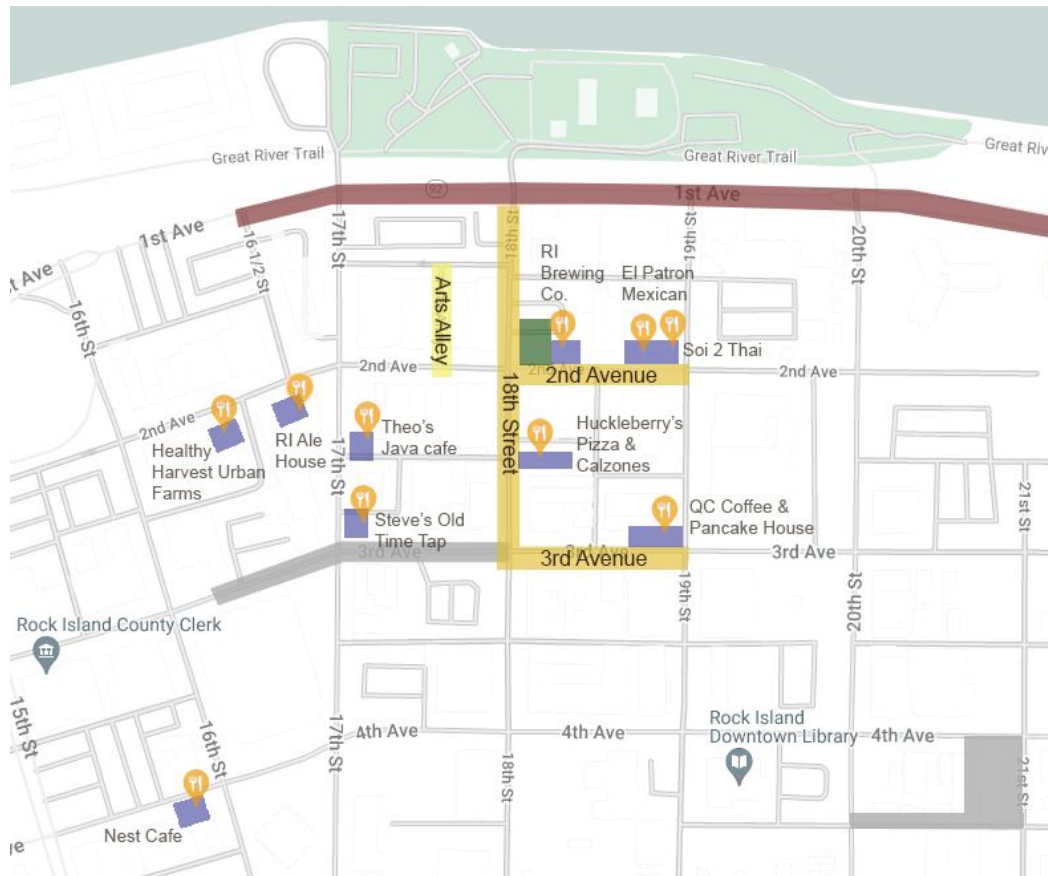


ARTS ALLEY FACING NORTH (Alternate 1)

- Enhance Public Spaces, Encourage Private Investment, & Improve Quality of Life -



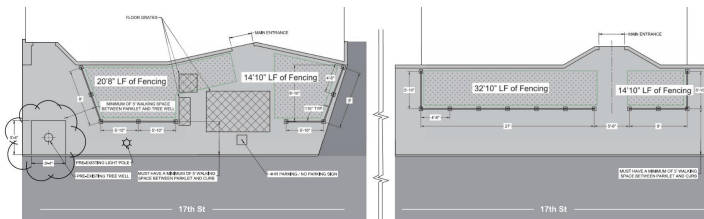




- Proposed Outdoor Patio Locations
- Base Bid
- Arts Alley (Alt - 1)
- Green Lawn (Alt - 5)
- Future Scope (Alt 2, 3, 4, 6)
- 1st Ave Redevelopment Project (Separate Scope)

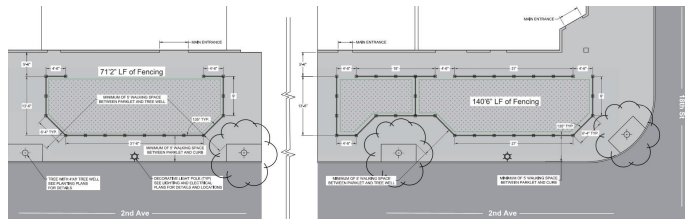
Patios at 17th Street

Theo's Java Cafe and Steve's Old Time Tap



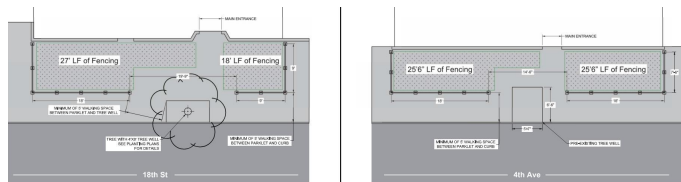
Patios at 2nd Ave

RI Brewing Co., Soi 2 Thai Street Food, and El Patron Mexican



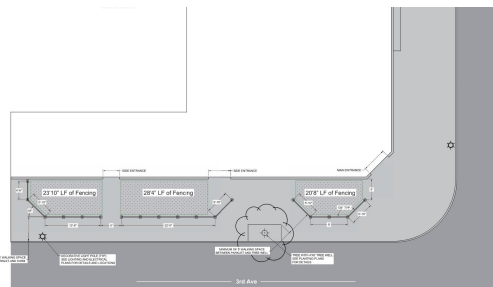
Patios at 18th Street

Huckleberry's Great Pizza & Calzones, and Nest Cafe



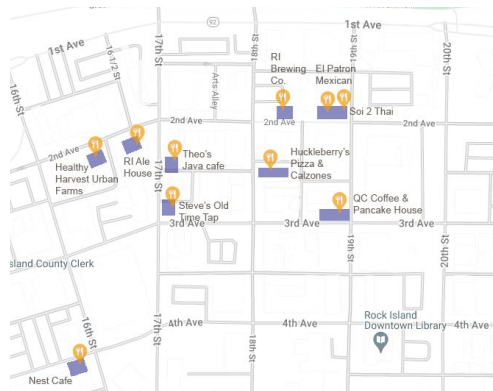
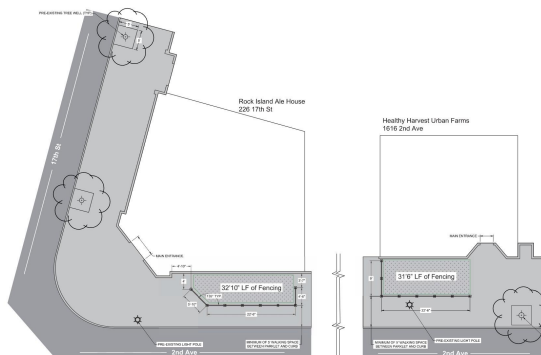
Patios at 3rd Ave & 19th Street

QC Coffee and Pancake House



Patios at 17th Street & 2nd Ave

RI Ale House and Healthy Harvest Urban Farms







\$3 million

State of Illinois Rebuild Downtowns grant

+ **\$3.9 million***

American Rescue Plan Act (ARPA) funds

+ **\$1.5 million**

Downtown Tax Increment Financing (TIF) District funds

+ **\$267,000**

State of Illinois Tourism Attractions grant

\$8.7 million

*\$1.4 million added to ARPA funds from the Mill Street Digester project to fund water, sewer and other ARPA qualifying items.

Rebuild Downtown Rock Island Improvements Project

Downtown Alliance Recommendations

Priorities for Future Phases- Items Moved from Base Bid & Alternatives

BID LETTING - FEBRUARY 15

Date:3/21/2024

Items to Eliminate	Base	ALT 1 - Arts Alley	ALT 5 - 18th Street Lawn
Two gateway columns	\$ 36,000		
Planters	\$ 11,100		
Pop-up stage	\$ 25,000		
Dumpster enclosure	\$ 86,450		
Roundabout lights	\$ 22,600		
Aggregate Base Course, Type B 6"	\$ 7,435		
Vendor stall		\$ 103,000	
Postcard wall		\$ 85,000	
Green screen		\$ 75,000	
Murals		\$ 102,100	
Parklets	\$ 192,725		
Parklets (Buy Parklets direct w/ vendors)	\$ 124,855		
Sanitary Sewer Santite Pipe	\$ 145,625		
18th St Play Lawn Structures			\$ 22,500
Total cost reduction	\$ 526,935	\$ 160,900	\$ 22,500
Total revised bid	\$ 7,036,764	\$ 496,987	\$ 223,901
Total Revised Bid Bid + Arts Alley+ 18th St Lawn	\$ 7,757,652		
Engineering & Contract/Grant Administration	\$ 500,000		
5% Contingency	\$ 466,842		
Grand Total Project Cost	\$ 8,723,524		
Total Secured Funding	\$ 8,723,524		
Difference in Funding	\$ -		

ALT 2, 3, 4, 6

Base Bid, ALT 1, ALT 5

Not Recommended Acceptance

Recommended Acceptance w/ these changes above.

COST BREAKDOWN

Category		Cost
Pavement (5 blocks)	\$	1,528,211
Sidewalk (5 blocks)	\$	1,090,713
Water (4 blocks)	\$	798,145
Sanitary (4 blocks)	\$	1,349,480
Storm (4 blocks incl. 1 block trunk line)	\$	887,394
Electrical (5 blocks)	\$	888,411
Landscaping (4 blocks & lawn)	\$	149,397
Furnishings (5 blocks)	\$	811,885
Misc. (Mobilization, Const Layout, Project Sign, etc)	\$	253,045



REBUILD



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QUESTIONS?