



City of North Miami Beach, Florida

MEMORANDUM

TO: Mayor and City Commission
FROM: Tarik Rahmani, Interim Deputy City Manager
DATE: July 15, 2025
RE: SpryPoint Billing Application and Project Implementation Timeline /
Request to Approve Amendment and Resolution R2025-XXX

Project Overview

The City of North Miami Beach is moving forward with the implementation of SpryPoint, a modern Enterprise Resource Planning (ERP) system designed to enhance utility operations, particularly in Customer Information System (CIS) management. The City Commission approved this contract on **July 22, 2024**, with a **five-year term** and a total budget of **\$1,602,345**.

SpryPoint's system includes:

- **SpryCIS**, which manages utility billing and customer accounts.
- **SpryMobile**, which streamlines field operations and work order management.
- **SpryEngage**, a self-service customer portal improving communication and accessibility.
- **SpryIDM**, a data tracking tool for meter and consumption management.

This platform is designed to integrate with Tyler Munis, the City's financial system, ensuring a smoother process for utility payments, reporting, and financial reconciliation.

Delay in Implementation

Although the Commission approved the agreement in July 2024, project implementation has not yet begun. Due to leadership transitions, alignment across departments, and a shift in direction regarding the payment processor, the City and SpryPoint had not officially kicked off the project until July 2025. A project kickoff meeting with SpryPoint project management is now scheduled and the departments are fully aligned to proceed.

Departmental Collaboration and Next Steps

The implementation of SpryPoint requires close coordination between Finance, Information Technology, and the Water Department. These departments have been meeting regularly to align on the process, ensure proper data migration, and finalize operational workflows.

City teams will meet with the SpryPoint implementation team on Wednesday, July 3, 2025, to officially kick off the project and establish the detailed rollout plan. This meeting will serve as a working session to review integration points, address technical considerations, and confirm the overall schedule.

Amendment Request Summary

The City and SpryPoint have agreed to replace the previously planned InvoiceCloud integration with SpryWallet, SpryPoint's proprietary payment platform. This change introduces:

- The addition of the SpryWallet module to the scope of work.
- An increase of \$214,851 to the contract's not-to-exceed amount.
- A material change requiring Commission approval per City procurement policy.

The total revised not-to-exceed contract value will be **\$1,817,196**. This amendment also ensures that payment integration is native to SpryPoint and enhances user experience and compatibility with the existing platform.

Project Implementation Timeline

The City's Finance, IT, and Water Departments are now actively coordinating with SpryPoint and have committed resources to launch implementation. A formal kickoff meeting with the vendor is scheduled. Implementation milestones have been reviewed, and internal workflows are being finalized. The project will follow a structured, multi-phase implementation plan designed to ensure a smooth transition and minimize operational disruptions.

1. **Project Kickoff (July 2025)** – The City and SpryPoint teams will align on roles, responsibilities, and initial data preparation.
2. **Analysis & Business Process Workshops (August – September 2025)** – Key stakeholders will define workflows, reporting needs, and integration with existing systems like Tyler Munis.
3. **Data Transformation & Migration (Nov – Dec 2025)** – The City will provide necessary data, ensuring accurate conversion into the SpryPoint system.
4. **System Configuration & Testing (Feb – Apr 2026)** – The system will be customized for City operations, followed by rigorous testing and validation.
5. **User Training & Acceptance Testing (June – July 2026)** – Training sessions will ensure that City employees are fully prepared to use the new system before launch.
6. **Go-Live & Post-Implementation Support (Dec 2026)** – Full deployment of SpryPoint, with ongoing monitoring and refinements as needed.

City Responsibilities & Readiness

A successful implementation depends on the City's ability to provide clean data, actively participate in system workshops, and ensure that staff is well-prepared through training. The Finance, IT, and Water Departments are fully engaged in this process and will continue to work collaboratively with SpryPoint to meet key milestones.

The City looks forward to leveraging SpryPoint to improve customer service, streamline operations, and enhance financial and utility management. Further updates will be provided as the project progresses toward full implementation.

Recommendation

Staff respectfully recommends approval of Resolution XXXX to authorize the amendment to the SpryPoint contract. The amendment reflects the updated integration scope, the addition of SpryWallet, and the adjusted contract value. A copy of the amendment, change order, and signed vendor documents will be uploaded to the July 15 Commission agenda item.

The City is now fully prepared to move forward with the implementation of this important modernization initiative.