

**It's real.**

To: Mayor and City Council Members  
Steve Parker, City Manager

From: Shane McDaniel, Director of IT

Subject: Tyler Technologies 2022 annual support renewal

Date: December 1, 2021

Staff is requesting authorization to renew the annual support agreement for the city's Tyler Technologies software enterprise. There are eighteen Tyler software applications running the city's many virtual business processes. The majority of the Tyler software platforms were moved to a coterminous year end renewal in 2020. For 2022 the annual renewal is \$120,543.02, up from \$113,543.33 the previous calendar year. The increase in price is attributed to the expanded EnerGov licensing added to meet the growth of the Planning Department as well as nominal increases in the cost of support of services for all software modules.

This renewal directly impacts the business process software for Finance, HR, Public Safety, Municipal Courts, Utility Billing, Utility Services, and Planning via the Incode Personnel Management, Content Management, Customer Relationship, Financial Suite, Case Management and the EnerGov Product Suite. The support agreement allows IT and other city staff operating within these software modules to work with Tyler support personnel for the purpose of troubleshooting system glitches and allows for software patches and cybersecurity updates as to protect the city's technical enterprise from emerging threats.

Staff recommends approval and is available to answer any questions at your convenience.