SEGUIN
TEXAS

It's real.

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

From: Shane McDaniel, Director of IT

Subject: Tyler Technologies 2021 annual support renewal

Date: December 15, 2020

Staff is requesting authorization to renew the annual support agreement for the city's Tyler Technologies software enterprise. There are currently seventeen Tyler software applications running the city's many virtual business processes. The majority of the Tyler software platforms have been migrated to a coterminous calendar year renewal as of 2020. The 2021 annual renewal is $113,543.33, up $1511.36 from the previous calendar year of $112,031.97.

This renewal directly impacts the business process software for Finance, HR, Municipal Courts, Utility Billing, Utility Services, and Planning via the Incode Personnel Management, Content Management, Customer Relationship, Financial Suite and Case Management as well as the EnerGov Product Suite. The support agreement allows IT and other city staff 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.