To: Mayor and City Council Members
                 Douglas Faseler, City Manager

From: Shane McDaniel, Director of IT

Subject: Tyler annual support renewal

Date: November 21, 2018

Staff is requesting authorization to renew the annual support agreement for the Tyler Enterprise Resource Planning (ERP) software platform. The 2019 renewal is $80,771.23; approximately 5% higher than last years renewal of $76,899.76.

This renewal directly impacts the ERP platform for Finance, HR, Municipal Courts, Utility Billing and Planning via the InCode Personnel Management, Content Management, Customer Relationship, Financial Suite and Case Management as well as the EnerGov Product Suite. The agreement will allow city staff to work with Tyler support personnel for the purpose of troubleshooting glitches and keep the software updated to the latest version. In addition to feature enhancements the software updates often contain the latest cybersecurity patches for the ever-evolving security threat landscape.

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