

**It's real.**

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

From: Shane McDaniel, Director of IT

Subject: Tyler 2020 support renewal

Date: November 26, 2019

Staff is requesting authorization to renew the annual support agreement for the Tyler citywide software platform. Multiple Tyler renewals were previously spread throughout the year; all renewals have been moved conterminously to calendar year 2020. Combining all Tyler renewals totals \$112,031.97.

This renewal directly impacts the business software 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 system glitches and will allow for software security patches/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.