

# Agenda Report



**MEETING DATE:** Tuesday, July 9, 2024

**TO:** City Council

**FROM:** INNOVATION & TECHNOLOGY DIRECTOR GILL

**SUBJECT:** SOFTWARE AS A SOLUTION CONTRACT WITH TYLER TECHNOLOGIES

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## **RECOMMENDED ACTION:**

It is recommended that the Council adopt a resolution to enter into a contract with Tyler Technologies for Software as a Solution (SaaS), in an amount not to exceed \$1,000,000 for two three-year terms, and authorizing and directing the City Manager to execute the same.

## **BACKGROUND:**

2018 – The City purchased an Enterprise Resource Program (ERP) with the intent to merge all financial data into a single system with multiple modules. These modules include Accounts Payable (AP), Accounts Receivable (AR), Budgeting, Payroll, Revenue Collections, and Permitting. As of 2023, all modules have been migrated, and the old systems are in a decommissioning process.

2020 - Tyler Technologies started offering SaaS and encouraged customers to migrate.

2022 – Tyler Technologies announced that all on-site software will no longer be developed. However, the software will be supported for an unspecified amount of time. All module migrations were completed with the final module being Utility Billing.

2023 – City staff installed the final on-site version of the software and recommended moving it to the cloud to support additional functionality.

## **DISCUSSION:**

As with many technologies, Tyler Technologies is now only selling the ERP system as SaaS and announced that all new development efforts will be focused on the SaaS product. The company will continue to support the on-site system for an unspecified term.

Through the mid-year budget process, staff requested, and council approved appropriations to begin the migration and upgrade to the SaaS solution. Staff recommends the City enter into a contract with an initial three-year term, and a three year extension.

**STRATEGIC PLAN:**

The SaaS version of Tyler Enterprise will continue to support efficiencies by leveraging artificial intelligence, providing web access to accounts for residents, vendors, and staff, and increasing workflow automation for internal processes.

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**FINANCIAL IMPACT:**

Appropriations for this contract have been and will be included in the normal regular budget process in each of our departments, including the enterprise funds.

**ALTERNATIVE ACTION:**

The council could not approve this contract.

**ATTACHMENTS AND/OR REFERENCES (If any):**

None.