District Impacted

☐ 1 = Anzollitto
☐ 2 = Woolard
☐ 3 = Tye
☐ 4 = Cisneros
☐ 5 = Handren
X All

City of Boerne

AGENDA ITEM SUMMARY

AGENDA DATE	*October 9, 2018*
DESCRIPTION	CONSIDER RESOLUTION NO. 2018-R92; A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO AND MANAGE A LICENSE AND SERVICES AGREEMENT BETWEEN THE CITY OF BOERNE AND TYLER TECHNOLOGIES. *(Incode 10 Software upgrade for Utility Billing and Code Enforcement/Permitting)*
STAFF'S RECOMMENDED ACTION (be specific)	Approve Resolution No. 2018-R92; Entering into a License and Services Agreement with Tyler Technologies for an amount not to exceed $50,000.00.
CONTACT PERSON	Mike Raute, IT Director
SUMMARY	Since 1991 the City of Boerne has utilized the Tyler Technology Incode Software for financials, utility billing, court case management, building permits, cemetery operations and cash collection. Tyler Technologies is the largest software company in the nation solely focused on providing integrated software and technology services to the public sector — cities, counties, states and school districts. Tyler Technologies is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities throughout the U.S. and its territories, Canada, the Caribbean, the United Kingdom and other international locations — to become more efficient, more accessible and more responsive to the needs of citizens. The last time the City of Boerne completed a major upgrade to the Incode software was in 1999. While Tyler Technologies continually provides support on the current Incode Software the City of Boerne utilizes; it is old technology and needs to be upgraded for security reasons, better customer experience for online billing, applications, and policies that have changed over the last 18 years. The New Incode 10 product allows for better reporting, better use of the software, and an overall more secure software. The software is much more stable than the current software as it utilizes a Microsoft SQL database instead of an old age ACCUCOBAL database. It will also enhance the citizen experience by making application for utilities and applying for City permits easier. It offers multiple ways to make payments and conducting business with the city more transparent.

	The upgraded permitting software will include a records management system for code enforcement. Thus, vastly improving organization and tracking of code issues and enforcement.
COST	$50,000.00
SOURCE OF FUNDS	Budget item for FY 2018-2019
ADDITIONAL INFORMATION	See Attachments

This summary is not meant to be all inclusive. Supporting documentation is attached.