District Impacted

☐ 1 = Wolosin
☐ 2 = Woolard
☐ 3 = Scott
☐ 4 = Fowler
☐ 5 = Macaluso
X All

AGENDA ITEM SUMMARY

City of Boerne

AGENDA DATE	*October 8, 2019*
DESCRIPTION	CONSIDER RESOLUTION NO. 2019-R148; A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO AND MANAGE AN AMENDMENT TO THE LICENSE AND SERVICES AGREEMENT BETWEEN THE CITY OF BOERNE AND TYLER TECHNOLOGIES. (Incode 10 additional software and training)
STAFF'S RECOMMENDED ACTION (be specific)	Approve Resolution No. 2019-R148; entering into an amended License and Services Agreement with Tyler Technologies for an additional amount not to exceed $39,082.00. (Incode 10, adding additional modules and training for Code Enforcement/Permitting and Accounts Receivables module for Utility Billing)
CONTACT PERSON	Mike Raute, IT Director
SUMMARY	Last year, City Council approved the funds of $50,000.00 to upgrade the Utility Billing, Code Enforcement and permitting modules. (Resolution 2018-R92)

The utility billing upgrade was accomplished, but as the new software was being implemented and training was taking place, staff learned and decided that some of the processes needed to change. Also, some additional training would be needed to help with those process changes.

Staff recommends utilizing the **Tyler Technologies Accounts Receivable module.** The accounts receivable module helps to accomplish more with an integrated system that reduces data entry, increases accuracy and agency-wide access to information, and puts staff in control of forms and reports that help to clearly communicate with customers and vendors. Accounts Receivable will be utilized for invoicing and tracking hotel/motel taxes, inter-local agency invoicing and development agreement invoicing. The price for adding this module is $15,830.00.

Staff would also make the recommendation to change our plan, presented in the resolution approved last year, from upgrading the current permit module to purchasing the **Tyler Technologies Incode Community Development** software package.

This new software not only upgrades the permitting module but, adds a module for code enforcement and licensing. It will also help with the |

| | new development processes that were put in place last year when staff re-worked and streamlined the development processes. Developers, contractors and citizens pulling permits or requesting inspections for their property will have more access. Such as; paying and applying for permits online, scheduling inspections online, and citizen access to information about the permit and inspection (i.e. approved, pass, failed). It adds elements for an owner, developer, contractor or construction company to know where the project stands in the City process. It was also discovered the need to improve office efficiency by automating processes, reducing foot traffic and paperwork. The Incode Community Development software will accomplish this for the City.

Incode Community Development brings together Permitting, Code Enforcement and Licensing and provides real-time information with automated data sync. It also fully integrates with the other Incode applications utilized in Finance and Billing. The Tyler solution is designed specifically to meet the needs of smaller, growing cities. Delivering the tools needed to streamline processes and empower citizens and staff.

The City will be early adopters in the further development of this new offering by Tyler Technologies and will be able to take the City's new development streamlined processes and incorporate them into this new software. The price for the Incode Community Development software price is <u>$20,752.00</u>. Training for both of the new software packages and the trainers per diem and travel will be <u>$2500.00</u>. |
|---|---|
| **COST** | $39,082.00 |
| **SOURCE OF FUNDS** | Budgeted item and money moved over from FY 2018-2019 for permitting software upgrade that was not used because project didn't start in the last fiscal year. |
| **ADDITIONAL INFORMATION** | |

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