



Staff Report

Subject: New Permit & Inspection, Licensing, and Code Enforcement Software

Department/Program: Administration / IT

Explanation:

Recently Tyler Technologies, parent company of New World ERP, announced the acquisition of MyGov (January 31, 2025 attached). MyGov is a 20+ year company offering a hosted-solution for Permits & Inspections, Business & Contractor Licenses, GIS/Mapping, Code Enforcement, Electronic Plan Review, and several other modules.

This year, funds were budgeted to replace the existing New World ERP Community Development module which includes Permits & Inspections, Code Enforcement, Business & Contractor Licenses. The current on-premise Community Development module is antiquated and lacks the continued development it would require to be in the same robust and full featured application as MyGov. The acquisition of MyGov allows Tyler & New World to offer a more competitive CD product that should eventually be fully *integrated* into the New World ERP GL.

History

The City converted to New World ERP in 2012. Three primary modules were contracted:

- 1.) HR/Payroll,
- 2.) Community Development, and
- 3.) Financial Management (GL).

Last year, the City replaced the HR/Payroll module in favor of the ADP hosted payroll solution. This year, the City is seeking to replace the “on-prem” Community Development module. Fortunately, the Financial Management module is not in line to be transitioned out any time soon. Instead, for 2026, it is planned to push the module to New World’s hosted platform which will replace the on- premise server. This module is stable, reliable, effective, and well maintained by the vendor.

Fall 2024, permitting software companies, including MyGov, reached out to present an overview including a demo of their products. As a team, we reviewed several of them with the intent to determine the most desirable features for a replacement application.

Staff agreed and decided the most desired features were a “hosted”, or cloud-based solution, with unlimited storage, and Integrated Plan Review (also known as Electronic Plan Review).



MyGov offers both a hosted solution with unlimited storage AND Electronic Plan Review. Electronic Plans are embedded within each permit submitted (if required). They can be large or small, engineered or hand-drawn. The plan reviewer can mark up the plans and approve the plans all within the permit process. Then, the work flow process will notify the contractor (or resident) as to approvals or if there are any issues with the plan. Because the plan is integrated with the permit, all designated staff members will be able to see the permit, the plans and all communications associated.

MyGov was one of only two companies reviewed offering Electronic Plan Review.

Benefits

Benefits to using this software include:

24/7 City Hall - majority of public access can be obtained from our new website portal contained within our existing website. This reduces the need for residents and/or contractors to require a visit to City Hall. Users will easily create a user name and password on this site. Their profiles will contain their submitted requests. Contractors will be able to see where in the process their permits/inspections are and receive approval or fail notifications.

Contractors/Businesses/Residents will be able to pay and schedule appointments online. However, foot traffic to City Hall is always available and the front desk staff will easily accept payments and accept applicable documents at the window.

Code Enforcement will track complaints whereby complainants will receive electronic feedback upon update status.

Business and Contractor License transactions and renewals will be easier to track and can be on their own renewal schedules. The software has the ability to confirm whether a license is expired and then require renewal which can also be done online immediately through the Business/Contractor created user information.

Better Communication - users will be able to login to the portal and see their business. They will be able to follow the work flow process without having to call or email City Hall. Because everyone will start at the portal, the staff will be able to see all items submitted and all communications sent. Each Permit, Inspections, Code Enforcement will be easily accessible and the work flow

IT Security - moving to a hosted solution removes the internal public facing webserver increasing the overall network security by removing another accessible port of entry.



Pricing

For 2025, \$45,000 was budgeted for the Community Development replacement project. Tyler/MyGov provided pricing for Year 1 which includes implementation and conversion of data at \$61,620 (\$44,127 annual subscription and \$17,493 for the data conversion from 2012). Year 2 and Year 3 would be for \$44,127 annually (See attached MyGov proposal).

Because they have already converted many New World customers, their development team has a proven conversion process to move the data from the New World Community Development platform to the Tyler/MyGov system.

In addition, discontinuing the contract for the CD module with Tyler would have a cost savings of \$22,000.

Comparatively, the second vendor offering Electronic Plan Review came in higher at \$82,500 for Year 1 and \$55,000 for Year 2 & 3.

Other cities in the St. Louis area using the Tyler/MyGov module include but not limited to:

Brentwood, Arnold, Wildwood, Richmond Heights, and Pacific.

Recommendation:

In lieu of going out for RFP, we would like to pursue the Tyler/MyGov Saas option as they are our current provider for our Financial Management product. The benefits of the Tyler/MyGov product far exceeds the product limitations we currently have in place today. The workflow process will directly benefit staff and more importantly, the public, with a powerful, full service online offering.

Submitted By: Paula Reeds

Date: April 22, 2025

Tyler Technologies Acquires MyGov

01/31/2025

Acquisition strengthens Tyler's public administration offerings

PLANO, Texas--(BUSINESS WIRE)-- [Tyler Technologies, Inc.](#) (NYSE: TYL) announced today it has acquired MyGov LLC, a company offering cloud-based software with an integrated platform for managing and streamlining permitting, inspections, planning, and zoning.

Tyler's acquisition of MyGov brings together Tyler's public sector expertise with MyGov's success serving municipalities utilizing MyGov's community development and asset management solutions. MyGov will bring a complementary application to Tyler's product portfolio providing community development, asset management, and additional services specifically tailored for towns, cities, and counties across the United States.

"We are excited to join Tyler and expand the company's expertise and footprint in the public administration market," said Stephen Burnsworth, founder and product director of MyGov. "MyGov's integrated community development suite will complement the rest of Tyler's extensive enterprise portfolio, bringing another option to streamline community development and asset management."

MyGov boasts several community development modules, including permits and inspections with full automation of electronic plan submittals, reviews, and markups; tools for code enforcement, citations, hearings, and abatements; work orders to automate jobs and track cost and usage for workers, materials, and equipment; and configurable tools to track asset inventory, usage, and orders.

MyGov serves approximately 150 clients, with a high concentration in Texas. The scalability and easy implementation of MyGov will enable Tyler to quickly meet the needs of small and mid-sized communities. These municipalities will also be able to leverage other Tyler solutions, including integrations with Tyler's enterprise resource planning (ERP) systems.

“Tyler’s comprehensive public administration solutions are at the heart of every connected community, and the acquisition of MyGov will allow us to offer a complementary suite of community development solutions to meet the needs of small and mid-size jurisdictions,” said Sean Marlow, president of Tyler’s Municipal & Schools Division. “Both of our companies understand the distinct needs of the public sector and have a track record of successful implementations. We are excited to elevate our public administration offerings.”

Based in Norman, Oklahoma, MyGov was founded in 2002 by Stephen Burnsworth. Management and staff will become part of Tyler’s Municipal & Schools Division.

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of integrated software and technology services for the public sector. Tyler’s end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler’s solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 44,000 successful installations across 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including on *Government Technology’s* GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

#TYL_Financial

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Source: Tyler Technologies



Sales Quotation For:
City of Ballwin
14811 Manchester Rd
Ballwin MO 63011-4617

Quoted BY Kevin Dinh
Quote Expiration 9/14/25
Quote Name MyGov

Tyler Annual Software – SaaS			
Description	List Price	Discount	Annual
Tyler One			
MyGov			
Business Licenses	\$ 10,896	\$ 1,090	\$ 9,806
Permits & Inspections	\$ 10,896	\$ 1,090	\$ 9,806
GIS/Mapping	\$ 5,448	\$ 545	\$ 4,903
Electronic Plan Review	\$ 5,448	\$ 545	\$ 4,903
Credential Manager	\$ 5,448	\$ 545	\$ 4,903
Code Enforcement	\$ 10,896	\$ 1,090	\$ 9,806
TOTAL:		\$ 49,032	\$ 4,905
Term # of Years:		3	\$ 44,127

Services		
Description	Hours/Units	Extended Price
MyGov		
Code Enforcement	1	\$ 2,804
Credential Manager	1	\$ 1,527
Electronic Plan Review	1	\$ 1,527
GIS/Mapping	1	\$ 1,527
Permits & Inspections	1	\$ 2,804
Business Licenses	1	\$ 2,804
Data Import for Permits, Code Enforcement, Business License	3	\$ 4,500
TOTAL:		\$ 17,493

Summary	One Time Fees	Recurring Fees
Total SaaS		\$ 44,127
Total Tyler Services	\$ 17,493	
Summary Total	\$ 17,493	\$ 44,127
Contract Total	\$ 61,620	

Comments

Work will be delivered remotely unless otherwise noted in this agreement.

Expenses associated with onsite services are invoiced as incurred according to Tyler's standard business travel policy.

SaaS is considered a term of one year unless otherwise indicated.

Client agrees that items in this sales quotation are, upon Client's signature or approval of same, hereby added to the existing agreement ("Agreement") between the parties and subject to its terms. Additionally, payment for said items, as applicable but subject to any listed assumptions herein, shall conform to the following terms, subject to payment terms in an agreement, amendment, or similar document in which this sales quotation is included:

- License fees for Tyler and third-party software are invoiced upon the earlier of (i) delivery of the license key or (ii) when Tyler makes such software available accessible.
- Fees for hardware are invoiced upon delivery.
- Fees for year one of hardware maintenance are invoiced upon delivery of the hardware.
- Annual Maintenance and Support fees are first payable when Tyler makes the software accessible to the Client, and SaaS fees, Hosting fees, and Subscription fees are first payable on the first day of the month following the date this quotation was signed (or if later, the commencement of the agreement's initial term). Any such fees are prorated to align with the applicable term under the agreement, with renewals invoiced annually thereafter in accord with the agreement.

Fees for services included in this sales quotation shall be invoiced as indicated below.

- Implementation and other professional services fees shall be invoiced as delivered.
- Client has six months to use the services. If Client does not use the services within six months, Tyler may remove the unused services or issue a new quote to provide services at then-current rates.
- Fixed-fee Business Process Consulting services shall be invoiced 50% upon delivery of the Best Practice Recommendations, by module, and 50% upon delivery of custom desktop procedures, by module.
- Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, Tyler will invoice Client the actual services delivered on a time and materials basis.

- Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where "Project Planning Services" are provided, payment shall be invoiced upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be invoiced monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
- If Client has purchased any change management services, those services will be invoiced in accordance with the Agreement.
- Notwithstanding anything to the contrary stated above, the following payment terms shall apply to fees specifically for migrations: Tyler will invoice Client 50% of any Migration Services Fees listed above upon Client approval of the product suite migration schedule. The remaining 50%, by line item, will be billed upon the go-live of the applicable product suite. Tyler will invoice Client for any Project Management Fees listed above upon the go-live of the first product suite. Annual SaaS Fees will be invoiced upon availability of the hosted environment.

Any SaaS or hosted solutions added to an agreement containing Client-hosted Tyler solutions are subject to Tyler's SaaS Services terms found here: <https://www.tylertech.com/terms/tyler-saas-services>.

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held for six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____

Print Name: _____ P.O.#: _____