

---

**City Council Regular Meeting**

**DEPARTMENT:** Information Technology

**FROM:** Hugo Rodriguez, Deputy Chief Technology Officer

**MEETING:** January 6, 2025

---

**SUBJECT:**

Consider approval of a contract amendment with Tyler Technologies for maintenance and support of their Incode software for 3 years in the amount of \$125,594. (Staff Contact: Hugo Rodriguez, Deputy Chief Technology Officer)

**SUMMARY:**

In 2016, the City implemented Tyler Technologies' Incode software to improve the efficiency and oversight of the municipal court's daily operations. This robust system is integral to the court's functionality, providing tools to manage and organize court dates, fines, judgments, and record retention. It also enables residents to make online payments for fines, reducing administrative overhead and improving convenience for the public. Additionally, the system enhances jury management by streamlining the selection and communication processes, ensuring the court's operations run smoothly and efficiently.

The requested action is to approve an amendment to the existing contract to secure ongoing maintenance and support for the Incode software. This amendment is vital to ensure the system continues to operate efficiently, as Tyler Technologies is the sole provider authorized to maintain and support its proprietary software. BTX-IT will allocate funding for this maintenance and support in the IT Support Fund, starting at \$40,633.36 for the first year, with a 3% annual increase, totaling \$125,594 over the three years.

**RECOMMENDATION:**

Approval of the contract amendment

**PRIOR ACTION/INPUT (Council, Boards, Citizens):**

N/A

**REFERENCE:**

CSO#516-09-2016

**FISCAL IMPACT:**

Proposed Expenditure: \$125,594  
Account Number(s): 6108001-63506  
Fund: 610 Support Services  
Account Description: Computer Software M & R

**STAFF CONTACT:**

Hugo Rodriguez  
Deputy Chief Technology Officer  
[hrodriguez@burlson.tx.com](mailto:hrodriguez@burlson.tx.com)  
682.312.2766