



AGENDA ACTION FORM

Consideration of a Resolution Authorizing the City to Enter into an Agreement with Tyler Technologies for Financial Information System (FIS).

To: Board of Mayor and Aldermen

From: Chris McCartt, City Manager *CM*

Action Form No.: AF-251-2026

Work Session: September 14, 2026

First Reading: N/A

Final Adoption: September 15, 2026

Staff Work By: Travis Bishop

Presentation By: Travis Bishop

Strategic Focus Area: 1. Efficient & Responsive Government

Recommendation:

Approve the Resolution

Executive Summary:

If approved, the City will enter into an Agreement with Tyler Technologies for a Financial Information System (FIS).

In February 2025, the City issued a Request for Proposal (RFP) to replace Central Square's Naviline Enterprise Resource Planning (ERP). The city received five proposals, of which four proposals met the stated requirements. During evaluation of process, it was determined that a single ERP solution would not adequately meet the needs of both Human Resources and Finance functions. As a result, the Financial Information System (FIS) and Human Capital Management (HCM) were separated to allow each system to be evaluated and selected based on the specific needs of the respective departments. Tyler Technologies was selected as the City's FIS provider.

The current ERP system has been in place since 1989 and is used by the City and Kingsport Schools. Over time, extensive customized programming, an outdated programming language, limited functionality, reporting capabilities, and reliance on specialized institutional knowledge have made the system increasingly difficult to maintain, support, and modify.

Tyler Technologies' Software as a Service (SaaS) platform will provide the City with a modern, user-friendly, web-based financial system designed to improve access to financial information, reduce manual processes, enhance financial reporting, and strengthen data integrity. The platform will also provide the City with a more sustainable and supportable technology environment.

The annual SaaS fee will not exceed \$536,340 and will be funded through the City's annual operating budget. This annual fee includes the optional modulus and will be set for a three-year period. The Tyler one-time implementation fee is \$1,022,124 and will be funded through bond issuance in the spring of 2027. Implementation is expected to take 24 months.

Attachments:

Contract
Resolution

	<u>Y</u>	<u>N</u>	<u>O</u>
Baker	—	—	—
Byers	—	—	—
Clifton	—	—	—
Duncan	—	—	—
Isaacs	—	—	—
Phillips	—	—	—
Montgomery	—	—	—