



Town of Lake Park Town Commission

Agenda Request Form

Meeting Date: December 17, 2025

Originating Department: Information Technology

Agenda Title: Resolution 107-12-25 - Agreement (1st Renewal) - Financial, Purchasing, Human Resource, Utility Billing, Business Licensing, Code Compliance and Permitting Software Subscription and Support - Tyler Technologies, Inc.

Approved by Town Manager: _____ **Date:** _____

Cost of Item: \$81,391.35 **Funding Source:** General Fund

Account Number: 110-49303 **Finance Signature:** _____

Advertised: _____

Date: _____ **Newspaper:** _____

Attachments:

- 1. Tyler Contract Amendment
- 2. Tyler SaaS Agreement
- 3. Resolution 107-12-25
- 4. Renewal Agreement Tyler
- 5. Tyler Implementation Costs for Community Development
- 6. Lake Park Tyler Project Overview

Please initial one:

PM Yes, I have notified everyone.

 Not applicable in this case

Summary Explanation/Background:

The Information Technology Department has identified the need to renew the Town's existing Tyler software subscription and support agreement with Tyler Technologies, Inc. to ensure continued use of the Town's Financial, Purchasing, Human Resource, Utility Billing, Business Licensing, Code Compliance and Permitting systems. The original 3-year agreement, authorized by Resolution No. 46-08-22, was executed on August 3, 2022, following the competitive bidding process under the City of Groveland's RFP 19-IT-004 (piggyback), in the

amount of \$88,604 per year. The original Agreement expired on September 30, 2025 and the proposed one-year renewal would be retroactive back to October 1, 2025 and extend to September 30, 2026, in the amount of \$81,391.35 per year. Additionally, the proposed Agreement would continue to provide for automatic one (1) year renewals.

The original three (3) year subscription Agreement provided the Town with various software modules, including Financial, Purchasing, Human Resource, Utility Billing, Business Licensing, Code Compliance and Permitting, as well as MyCivic & Service Requests Pro (Public Works), Parks and Recreation and Cashiering for Parks and Recreation.

Note: Three (3) modules MyCivic & Service Requests Pro (Public Works), Parks and Recreation and Cashiering for Parks and Recreation] have not been implemented following approval of the original software and subscription Agreement with Tyler Technologies and staff does not anticipate implementing these modules within the proposed renewal Agreement.

If approved, the Town Commission would accept the Tyler Technologies revised pricing (Reduced Annual Rate), including all terms, conditions and pricing therein. The proposed renewal would be for one (1) year and would continue to provide the additional, 1-year automatic renewals to the Town. The Town will not expend more than the amount within the approved budget as it may be adopted/amended each year for these goods and services over the term of this contract.

Within the proposed renewal, staff was able to renegotiate the number of modules to be provided [eliminated three (3) previous modules - MyCivic & Service Requests Pro (Public Works), Parks and Recreation and Cashiering for Parks and Recreation], along with the Town receiving module implementation service credits to complete the implementation of the Community Development modules (\$45,396). Additionally, the proposed Agreement would defer the annual price increase (5%) for the Community Development modules for one year. Thus, the expected total annual subscription services cost proposed within the renewal Agreement has been reduced to \$81,391.35 from the previous annual pricing of \$88,604 per year (a savings of \$7,212.65 to the Town).

Note: Various documents related to the original City of Groveland's Request for Proposals (RFP 19-IT-004 – 11/20/2019) are either attached and/or available for review by contacting the Town Clerk's Office, including, but not limited to, Notice to Negotiate, final scoring matrix, RFP 19-IT-004 and published addendums and the RFQ Advertisement, as required

Funding to support this service is available within the current FY 2026 Budget – General Fund.

The proposed 1st Amendment was prepared by the Chief Information Technology Officer and reviewed by the Town's proposed vendor, Tyler Technologies, Inc., the Finance Director and the Town Attorney.

The Town has worked with Tyler Technologies since September 2022 and the various modules that have been implemented thus far (i.e., Finance, Purchasing, Human Resources and Utility Billing modules) are fully operational and customer service for these areas are good. Tyler is extremely motivated to assist the Town in implementing the remaining Community Development modules (completion is expected no later than August 2026).

Recommendation:

I move to approve Resolution 107-12-25 and the 1st Amendment to the Software Subscription and Support Services Agreement with Tyler Technologies, retroactively effective from October 1, 2025, in the amount of \$81,391.35; and authorize the Mayor to execute the proposed 1st Amendment.