



CITY OF NORMAN, OK STAFF REPORT

MEETING DATE: 08/11/2026

REQUESTER: Gary Schmidt, Police System Database Administrator

PRESENTER: Chad Vincent, Major

ITEM TITLE: CONSIDERATION OF APPROVAL, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF AMENDMENT THREE TO CONTRACT K-1213-125 WITH TYLER TECHNOLOGIES IN THE AMOUNT OF \$259,650 AND ADDITIONAL RECURRING COST OF \$67,000 ANNUALLY, FOR THE POLICE DEPARTMENT TO MIGRATE/UPGRADE TO THE TYLER ENTERPRISE RECORDS MANAGEMENT SYSTEM PLATFORM / APPLICATIONS WHICH WAS APPROVED IN THE FYE 2027 BUDGET AS OUTLINED IN THE STAFF REPORT.

BACKGROUND:

K-1213-125 was originally approved by the City Council on December 18, 2012, in the amount of \$1,821,745, along with the authorization for the purchase of necessary third-party software and hardware products in the amount of \$154,341. Prior to obtaining the services under this contract, the City of Norman emergency responders (police and fire) had been using multiple databases and software solutions to satisfy minimum response and reporting needs, which applications and database infrastructures had proven to be inefficient and unreliable solutions. The previous system created multiple serious issues, including delays, lock-ups, lengthy data backups, spikes in the central processing unit (CPU), and field reporting limitations. Following a needs assessment performed by RCC Consultants, pursuant to K-1011-133, it was determined that replacement of the City's CAD, RMS, and MD applications was warranted. New World was chosen through a BID process with RCC Consultants' assistance, including a thorough due diligence and evaluation of the applicants, considering the breadth of the City's needs. The goal for the New World Contract was for the City to invest in an integrated database system and to transfer necessary data for the purpose of reducing redundant data entry, improving application response, and enhancing public safety workflow, which ultimately increases personnel efficiency and public service.

Since the City proceeded under the contract with New World, several situations arose in which New World and the City identified particular needs that were different or in addition to those initially realized at the time of bid or the original approval of K-1213-125. Over the course of three years, a merger resulted in a transition of the contract work from New World to Tyler Technologies, Inc. ("Tyler"). Amendment No. 1 to K-1213-125 was approved by city council on

February 19, 2019, which substituted Tyler as a contracting party, substituted services under the contract for the original cost of the contract, and finalized payment for the original services and an agreement regarding the services and software ultimately implemented the City, and to be provided by Tyler, under K-123-125, in order to meet the City's goals for K-123-125. Amendment No. 2 to K-1213-125 was approved by the city council on 6/23/2020, which accommodated the ongoing annual support and maintenance services for the Tyler software; the maintenance contract would have ended on 6/30/2020.

DISCUSSION:

Amendment No. Three allows the contract to reflect the usage of the newest version of the software application, Enterprise Public Safety Suite, with the required software application modules for use within the State of Oklahoma. The software migration includes a one-time estimate cost of \$259,650 for services, with an increase in the annual cost of the software as a service (SaaS cloud hosting fee) of \$67,000 annually. In conjunction, this amendment will remove the existing annual maintenance licenses and associated costs which is estimated to be \$64,143.88 of savings from our software inventory related to the OLD software module applications. The new annual maintenance net cost will increase approx. \$3000.00 annually moving forward.

The funding for Enterprise Public Safety Suite Upgrade/Migration amendment was approved and appropriated during the FYE 2027 City of Norman budget and review process.

RECOMMENDATION:

Acceptance of Amendment No. Three, acknowledging the terms of the agreement by signing/dating the associated Amendment, and approval to proceed with Upgrade / Migration to the Tyler Enterprise Public Safety Software Suite in the amount of \$259,650 from the State Seizures-Telecommunication Equipment-Computer Software (Account No. 25660235-45304) and the services of \$67,000 from State Seizures-Maintenance & Repair-Contract Data Processing (Account No. 25660235-44226).