

# AGENDA ITEM SUMMARY SHEET

## City of Rollingwood

Meeting Date: April 21, 2021

**Submitted By:**

City Staff

**Agenda Item:**

Discussion and possible action on a contract with Randy Hollar for Incode implementation services.

**Description:**

The city received a 30 day notice of termination from the third-party utility billing provider on April 7, effective May 7, 2021. The city has a current contract for utility billing and financial software and implementation with Tyler Technologies. Tyler is unable to provide the implementation services in this short time frame, but they can deploy the Incode software in time. Once the Incode software is deployed, staff will need technical assistance with the implementation. Randy Hollar had performed implementation services for the City of Liberty Hill and it was successful. If the agreement is approved, Randy will be on-site May 10 and it is expected to take two weeks for the implementation. We plan to manually input the account information and start billing with the May consumption. There should be no interruption to the utility billing. Staff may require some additional assistance going live and general questions, which can be provided remotely.

**Action Requested:**

Take action to approve a proposal from contract with Randy Hollar for Incode implementation services.

**Fiscal Impacts:**

The estimated cost for Randy Hollar's services is \$13,450. These services were budgeted for and estimated to cost approximately \$50,000 with Tyler Technology. Contracting with Randy Hollar will save the city approximately \$36,000.

**Attachments:**

1. Standard Professional Services Agreement