

# STAFF REPORT



**SUBJECT:** Annual Incode 10 Software Maintenance

**DEPARTMENT:** Finance

**STAFF CONTACT:** Monica Harris

## RECOMMENDATION:

Staff recommends approval of expenditure for annual Incode 10 software maintenance and support invoice of \$34,164.82.

## BACKGROUND:

Finance updated to the Incode 10 platform last fiscal year. Tyler Technology charges an annual fee per module for software updates and technical support, which allows staff to get assistance with software issues and well as real-time information on how to use the software. The annual fee for Utility Billing and Accounts Receivable Customer Information System (CIS) and Customer Relationship Management (CRM), Financials, Technical Service, and the online payment Third Party System is \$34,164.82.

## FISCAL IMPACT SUMMARY:

The budget includes \$36,146 for Incode 10 software maintenance and support.

## ALTERNATIVES

Not approve the expenditure, which would be extremely detrimental in the utilization of the software.