

STAFF REPORT



SUBJECT: Authorize Payment for Incode 10 Software Maintenance

DEPARTMENT: Finance

STAFF CONTACT: Monica Harris

RECOMMENDATION:

Staff recommends approval of expenditure of \$43,660.03 for annual Incode 10 software maintenance and support.

BACKGROUND:

Tyler Technology charges an annual fee per Incode 10 module for software updates and technical support, which increases 5% each year. This fee allows staff to get assistance with software issues, as well as real-time information on how to use the software. The annual fee is as follows:

- CIS/CRM Meter Interface 11/01/21 to 10/31/22 = \$3,752.27
- CIS/CRM Customer Relation Suite (Utility Billing and Accounts Receivable) 01/01/22 to 12/31/22 = \$16,617.02
- Court Case Management 12/01/21 to 11/30/22 = \$3,031.88
- Financial Management (includes Accounts Payable, Payroll, and HR) 01/01/22 to 12/31/22 = \$16,863.94
- Technical Services 01/01/22 to 12/31/22 = \$1,871.30
- Third Party System Software (Online payment portal) 01/01/22 to 12/31/22 = \$520.82
- Fixed Assets Management 01/01/22 to 12/31/22 = \$1,002.80

FISCAL IMPACT SUMMARY:

The budget includes \$43,662 for Incode 10 software maintenance and support.

ALTERNATIVES

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