

City Council Meeting

Agenda Item

Data Sheet

Meeting Date: November 3, 2025

Topic:

Approve the annual renewal expenditures with Tyler Technologies, Inc. for recurring Software as a Service (SaaS) subscriptions, support services, and licensing fees associated with the City's enterprise systems including ERP Pro, Computer-Aided Dispatch (CAD), Public Safety Analytics, BRAZOs eCitation, GIS, and Utility Billing Online for Fiscal Year 2025–2026, through a Sourcewell Contract (Contract No. 060624-TTI) for a total not-to-exceed amount of \$479,235. Authorize the expenditure of funds and authorize the City Manager to execute any and all documents related to this purchase. This expenditure is included in the Fiscal Year 2025-2026 budget.

Background:

The City of Tomball utilizes a suite of integrated software solutions from Tyler Technologies to support core municipal functions across Finance, Human Resources, Utility Billing, Municipal Court, and Public Safety. These systems operate under an annual Software as a Service (SaaS) agreement that ensures the City's access to Tyler's hosted platforms, data security, system maintenance, and technical support.

For FY 2025–2026, the annual renewals encompass the following key systems and services:

- **ERP Pro (Incode)** - Financial management, HR, payroll, purchasing, municipal court, project accounting, utility billing, fixed assets, cashiering, and related applications supporting City Hall, Utility Billing, Municipal Court, and Finance operations.
Annual Renewal Total: \$129,939
- **Computer-Aided Dispatch (CAD), Mobile, and Analytics Suites** - Includes CAD operations, mobile site licensing, law enforcement interfaces, and data archiving to support Police and Fire dispatch and operational analytics.
Annual Renewal Total: \$239,548
- **BRAZOs eCitation and Municipal Justice Integration** - Supports electronic ticketing, crash reporting, and real-time data integration between court and police systems.
Annual Renewal Total: \$25,838
- **GIS Data Update Service** - Quarterly data synchronization to maintain up-to-date spatial and addressing data within CAD and GIS systems.
Annual Renewal Total: \$6,510
- **Utility Billing Online (UB Online)** - Provides the web-based customer portal for online utility payments and account management.
Annual Renewal Total: \$2,400

- **Online Transaction Fees** - Covers per-transaction processing costs for credit/debit card and online utility billing payments and is based on an average rate of \$1.25 per transaction.
Estimated Total: \$60,000

Together, these renewals represent the City's ongoing investment in maintaining secure, reliable, and integrated digital infrastructure across critical public service departments. The Information Technology Department continues to oversee these systems to ensure compliance, operational readiness, and continuity of services for residents and staff.

All renewals fall under existing contract terms outlined in the Tyler Software as a Service Agreements between the City of Tomball and Tyler Technologies. These expenditures were allocated in the FY 2025-2026 budget and are integral to maintaining the City's operational and technological needs across multiple departments.

FY 2026 Estimated Expenditures	
ERP Pro (Incode)	\$129,939
CAD	\$239,548
eCitation	\$25,838
GIS Updates	\$6,510
UB Online	\$2,400
Transaction Fees	\$60,000
Contingency and Training	\$15,000
FY 2026 Annual Renewal Expenditures \$479,235	

Origination: Information Technology

Recommendation:

Staff recommends approving renewal expenditures with Tyler Technologies, Inc, for an annual amount not-to-exceed \$479,235.

Party(ies) responsible for placing this item on agenda: Ben Lato, IT Director

FUNDING (IF APPLICABLE)

Are funds specifically designated in the current budget for the full amount required for this purpose?

Yes: _____ No: _____ If yes, specify Account Number: #100-117-6320
#600-612-6329

If no, funds will be transferred from account # _____ To account # _____

Signed

Ben Lato

Staff Member

Date _____

Approved by

City Manager

Date _____