
Meeting Date: February 24, 2025

Subject: Financial Software Amendment

Attachments: Resolution 2025-08

Presented by: Yeni Salcedo, Lead Finance Tech

Approved for Agenda by: Dan Ford, City Manager

Discussion:

The original contract with Tyler Technologies for financial services did not include some features related to payments and services orders, as the City was still determining the best way forward. Currently the City utilizes the company Invoice Cloud to process online payments. The City is paying about \$500 a month for this service and we do not take credit cards in person. Service orders are done through email, which is not an efficient or effective way to keep track of the work needed to be done.

This amendment to our financial services contract would add service orders, notification capabilities for Utility Billing, credit card services at a 3.5% fee for customers, purchase of 6 (or 4) credit card terminals, and an annual fee for PCI (Credit Card) compliance.

We will be able to move all our customers who are currently paying their bills online through Invoice Cloud to Tyler's system without each customer having to manually re-enroll themselves in the service. The online fee for ACH automatic payments will increase from \$0.95 to \$1.95

To summarize, this contract amendment gives the City:

- **Credit card terminals for in-person purchases with a 3.5% (\$2.50 minimum) fee for customers**
- **Payments online and over the phone through Tyler instead of Invoice Cloud saving the City about \$500 a month**
- **Ability to use a customer notification feature in Utility Billing at \$0.10 per customer**
- **Purchase of 6 (or 4) Credit Card Terminals with an annual fee for PCI compliance**
- **Service Order Module for City Workers**

Fiscal Impact:

\$5,294 one-time costs, \$1,330 annual fees. We pay our current vendor about \$500 a month, so we expect net savings through this change.

Recommendation:

Approve resolution 2025-08 Amending Contract 090329-TTI

Alternatives:

Remain with invoice cloud for payments and email for service orders.