



Date: Tuesday, November 14, 2023

Honorable Mayor and Council Members

Author and title: Nicole Casey, Administrative Services Director

Title: **Contract with Tyler for Tyler Payments**

Jen Callaway, Town Manager

Recommended Action: That the Council authorize the Town Manager to sign a contract amendment with Tyler to add Tyler Payments as the Town's payment processor for eMiscellaneous Billing and ePermits.

Discussion: The Town currently accepts payments via the Town's website for building permits. Tyler - New World, the Town's provider of its Enterprise Resource System, is ending support with the Town's current payment processor as of December 31, 2023. The Town explored options for payment processing among the options that are supported by Tyler - New World.

Ultimately, staff is recommending moving forward with Tyler Payments. By using Tyler Payments, the Town will be able to expand the payment options available to customers. Additionally, this will allow the Town to start taking online payments for more types of bills in addition to permits. This expansion is only available using Tyler Payments verse another supported product.

Staff reviewed the fees that Tyler Payments proposes to charge, and they are in-line with similar products on the market. Tyler Payments would replace both the processor and the accepting bank and based on staff's analysis, the user experience is nearly equal with the Town's current setup.

The Town's purchasing policies require Council approval for contracts with a not-to-exceed amount. This contract amendment has a contracted amount per transaction verse a contract total.

Based on this, staff recommend authorizing the Town Manager to sign a contract amendment with Tyler to add Tyler Payments as the Town's payment processor for eMiscellaneous Billing and ePermits.

Priority:

<input type="checkbox"/> Enhanced Communication	<input type="checkbox"/> Climate and Greenhouse Gas Reduction	<input type="checkbox"/> Housing
<input type="checkbox"/> Infrastructure Investment	<input type="checkbox"/> Emergency and Wildfire Preparedness	<input checked="" type="checkbox"/> Core Service

Fiscal Impact: The Town currently absorbs credit card fees for building permits and miscellaneous invoices. This contract would replace the Town's current payment processor and it is not expected that this will result in a significant increase in fees.

Attachments: Tyler Payments Product Sheet