



## CITY COUNCIL MEMORANDUM

**FROM:** The Office of the City Manager   **DATE:** July 26, 2021  
**SUBJECT:** Authorize payment for annual software maintenance for Incode (Tyler Technologies) for the city's Municipal Court Software System in the amount of \$88,000.  
**PRESENTER:** Bob Weakley, Assistant Director-Information Technology

### **SUMMARY:**

This is to authorize the purchase of annual software maintenance for the Tyler/Incode annual software maintenance agreement for the city's Municipal Court software system. This maintenance is necessary for continued 24/7 technical support, version upgrades, and enhancements for the software.

### **GENERAL DESCRIPTION:**

Tyler's Incode software platform is the software system used by the city's Municipal Court. The purchase of this maintenance allows the ability to perform any necessary software programming updates and enhancements. This maintenance contract covers any problems that may arise with citations, warrants, and the daily functional Court operating systems.

The city's annual maintenance costs are defined and outlined in the System Agreement between Tyler Technologies and the City of North Richland Hills dated July 19, 2004. Annual maintenance renewals are set forth in the Annual Software Maintenance Agreement (the "Maintenance Agreement"), which is included as a part of the System Agreement. Pursuant to the Maintenance Agreement, software maintenance will automatically renew annually for one-year terms unless either party to the Agreement gives the other party at least 30 days prior written notice of intent not to renew.

Funding for this item is included in the FY 2020/21 Adopted Budget.

### **RECOMMENDATION:**

Authorize payment for annual software maintenance for Incode (Tyler Technologies) for the city's Municipal Court Software System in the amount of \$88,000.