



AGENDA MEMORANDUM

Action Item for the City Council Meeting February 27, 2024

DATE: February 27, 2024

TO: Peter Zanoni, City Manager

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Incode Software for Municipal Court
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CAPTION:

Resolution authorizing execution of a three-year software licensing and support agreement, with auto-renewable one-year terms, with Tyler Technologies, Inc., of Plano, in an amount not to exceed \$887,682.00 to upgrade Municipal Court's Incode software, with FY 2024 funding of \$212,174.00 from the General Fund and \$100,000.00 from the Court Technology Fund.

SUMMARY:

This resolution authorizes the execution of a contract with Tyler Technologies, with a three-year auto-renewable agreement beginning October 1, 2023 to upgrade to the most recent software version for licensing and support maintenance and to move to the hosted solution of Incode software.

BACKGROUND AND FINDINGS:

Incode case management software is used by Municipal Court staff and Judges to process court dockets, Citywide issued tickets, warrants and payments. The current version of Incode is reaching end-of-life and will no longer be supported and maintained by Tyler Technologies. Without continuing software support and security patches, Incode software would create security vulnerabilities within the City's Network. This resolution authorizes the execution of a contract with Tyler Technologies, with a three-year auto-renewable agreement beginning October 1,

2023, to upgrade to the most recent software version for licensing and support maintenance and to move to the hosted solution of Incode software.

PROCUREMENT DETAIL:

Tyler Technologies is the sole manufacturer of Incode Municipal Court Software. This purchase allows for the City to move Incode to the cloud and upgrade to the most recent version. Along with this upgrade, the City is purchasing Tyler’s Content Manager and Online Jury Component. Content Manager will allow for documents to be generated, signed, maintained, and stored within Incode. The Online Jury Component modules will allow for electronic management of jury notices, reminders, and registration for jury pools.

ALTERNATIVES:

The City could choose to remain on the current version of Incode Municipal Court software without support, maintenance, and security updates, however, this would introduce security vulnerability into the City’s network.

FISCAL IMPACT:

The fiscal impact in FY2024 for Municipal Court is \$312,174.00

FUNDING DETAIL:

Amount:	\$212,174	
Fund:	1020	General Fund
Organization/Activity:	10440	
Department:	022	
Project # (CIP Only):		
Account:	530000	Professional Services
Amount:	\$100,000	
Fund:	1036	Court Technology
Organization/Activity:	10481	
Department:	022	
Project # (CIP Only):		
Account:	530000	Professional Services

RECOMMENDATION:

Staff recommends approval of this motion authorizing a service agreement amendment with Tyler Technologies as presented.

LIST OF SUPPORTING DOCUMENTS:

- SaaS Agreement – Available upon request
- Price Sheet – Available upon request