



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: Information Technology

To: City Council

From: City Manager & Staff

Council Meeting Date: May 5, 2025

Re: Amendment to the Tyler Technologies contract

Executive Summary

Amending contract B337-13 between the City of Columbia and Tyler Technologies, LLC for the removal of the Tyler Incident Management (311), ERP Citizen Self Service and Tyler Content Manager Enterprise modules; the addition of Enterprise Permitting & Licensing Credit Card Payment API; and the addition of the ERP (Munis) API Toolkit Bundle.

Discussion

Tyler Technologies, LLC provides Enterprise software to the City supporting core financials, business licensing, permitting, and other services utilizing ERP (Munis) and EPL (EnerGov). We are requesting approval for the following items and have merged them into one amendment for ease.

1. Removal of the support and maintenance of the Tyler Incident Management, ERP Citizen Self Service and Tyler Content Manager Enterprise (TCM) modules. Tyler Incident Management was used to track citizen requests, such as potholes and street light repairs. This has been replaced with SeeClickFix. ERP Citizen Self Service was utilized for General Billing and Miscellaneous Cash Receipts, and has been replaced with PayIt. TCM provided a document management system for Tyler products. This has been replaced with Laserfiche. These Tyler modules are no longer in use and Tyler has removed them from our support contract, effective 9/30/24.

Annual cost savings of \$62,300.

2. The EnerGov Credit Card Payment API is needed to automate business license and permitting payments with PayIt.

Implementation cost of \$19,599 will be covered by existing funds.

Recurring annual maintenance of \$2,400 will be covered by cost savings.

3. The API Toolkit bundle is needed to interface and integrate systems with ERP (Munis). The API Toolkit allows us to read and write data from and to Munis through a programming interface, streamlining business operations.

Implementation cost of \$84,400 will be covered by existing funds.

Recurring annual maintenance of \$13,200 will be covered by cost savings.



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Fiscal Impact

Short-Term Impact: \$5,001 cost savings (\$19,599+\$2,400+\$84,400+\$13,200-\$62,300-\$62,300)

Long-Term Impact: \$46,700 cost savings annually (\$2,400+\$13,200-\$62,300)

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Operational Excellence, Secondary Impact: Economy, Tertiary Impact: Not Applicable

Comprehensive Plan Impacts:

Primary Impact: Mobility, Connectivity, and Accessibility, Secondary Impact: Livable & Sustainable Communities, Tertiary Impact: Not Applicable

Legislative History

Date	Action
June 20, 2023	B136-22 - authorizing an amendment to the agreement with Tyler Technologies, Inc. for the Columbia Financial Enterprise Resource System (COFERS) project to cancel and remove the Munis General Ledger API Toolkit and add the Accounts Receivable API Toolkit, EnerGov Decision Engine, and Assets and Inventory Mobile modules; amending the FY 2023 Annual Budget by appropriating funds.
May 2, 2022	B122-22 - amending the FY 2022 Annual Budget by appropriating funds for annual maintenance fees associated with the agreement with Tyler Technologies, Inc. for the community health software modules used by the Department of Public Health and Human Services.
February 7, 2022	B36-22 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for the purchase of additional licenses and to clarify maintenance fees and obligations relating to the Executime and General Ledger Application Programming Interface (API) software modules; amending the FY 2022 Annual Budget by appropriating funds.
July 20, 2021	B212-21 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for implementation of the Executime, Quatred, and General Ledger Application Programming Interface (API) software modules, and hosting services for the MobileEyes and MyCivic software modules; amending the FY 2021 Annual Budget by appropriating funds; and fixing the time when this ordinance shall become effective.



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November 17, 2020	B318-20 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, to cancel Disaster Recovery services.
March 2, 2020	B40-20 - Authorizing an amendment to the agreement with Tyler Technologies, Inc. relating to the Columbia Financial Enterprise Resource System (COFERS) project to replace Transparency software with the Socrata Open Finance module.
March 5, 2019	B53-19 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for the acquisition of Digital Health Department SaaS software.
January 29, 2019	B16-19 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, to discontinue bid management, decision engine and food inspection modules.
August 21, 2018	B194-18 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for replacement of Tyler Forms with DocOrigin software.
May 22, 2018	B108-18 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, extending the EnerGov Go-Live date.
January 19, 2018	B16-18 - authorizing an amendment to the agreement with Tyler Technologies, Inc., as part of the Columbia Financial Enterprise Resource System (COFERS) project, for many changes to the original agreement.
November 19, 2013	B337-13 – authorizing an agreement with Tyler Technologies, Inc. for the Columbia Financial Enterprise Resources System (COFERS) project; and fixing the time when this ordinance shall become effective.

Suggested Council Action

Staff recommends approval of the amendment.