



City of San Antonio

Agenda Memorandum

File Number: 16-5985

Agenda Item Number: 27.

Agenda Date: 12/15/2016

In Control: City Council A Session

DEPARTMENT: Municipal Courts

DEPARTMENT HEAD: John Bull, Presiding Judge

COUNCIL DISTRICTS IMPACTED: City Wide

SUBJECT: Court Case Management System for Municipal Court

SUMMARY:

This Ordinance authorizes a License and Services Agreement for support, maintenance and web payment services from Tyler Technologies, Inc. for the San Antonio Municipal Court Case Management System (CMS) for an indefinite term, at a cost estimated to be \$604,291.00 each year, for support and maintenance and \$135,000 each year for web payment services.

BACKGROUND INFORMATION:

In FY2009, City Council approved the initial purchase of a new CMS to replace a legacy system. The product was purchased through an Interlocal Agreement with the National Joint Power Alliance, a purchasing cooperative utilizing contract OC 013006 with Tyler Technologies, Inc (Tyler). City Council authorized this action and funding in Ordinance 2009-02-12-0102. The City wishes, in accordance with Chapter 252 of the Local Government Code, to enter into a License and Services Agreement for support and maintenance from Tyler for the San Antonio Municipal Court's CMS for an indefinite term of years. Tyler currently maintains all patents and copyrights to the software in use by the court with the Incode Case Management System. Tyler's software products are proprietary, and therefore are not supported by another vendor.

ISSUE:

This agreement will provide continuous support and maintenance from Tyler, which has provided the software for the Court's CMS since 2009. Tyler will provide software related court maintenance and development support via telephone and remote access; and licensing updates for the court's software products. The estimated

cost for the support and maintenance is estimated to be \$604,291.00 each year. This agreement will also provide authorization and yearly costs for web payment services so that the public may pay citations and request other court services at a cost of \$3.00 per internet transaction and \$2.00 per Kiosk transaction. This will make it easier and more convenient for defendants to resolve outstanding citations with the court. The estimated costs will be \$135,000 annually.

ALTERNATIVES:

Should this contract not be approved, the Municipal Court would be required to procure services on an as needed basis which could lead to inconsistent service and delay the timeliness of maintenance and support of the Court's CMS.

FISCAL IMPACT:

All expenditures will be in accordance with the Department's adopted budget approved by City Council. The estimated cost of this contract is \$604,291.00 annually. Funding for FY17 support and maintenance expenditures is available through the FY 2017 Municipal Court Technology Fund Budget. Annual estimated maintenance and support fees of \$604,291.00 will be appropriated from the Municipal Court Technology Fund. The estimated web payment services fees of \$135,000 will be paid from the General Fund.

RECOMMENDATION:

Staff recommends approval of the contract for support, maintenance and web payment services from Tyler Technologies, Inc. for the Court's CMS for an indefinite term, at a cost estimated to be \$604,291.00 each year, for support and maintenance and \$135,000 each year for web payment services.