

FLOWERY BRANCH CITY COUNCIL
EXECUTIVE SUMMARY

SUBJECT: Tyler Technologies Incode Financial Software Contract

DATE: August 30, 2017

BUDGET INFORMATION:

ANNUAL- \$31,464 (FY2019)

CAPITAL- \$68,000 (+ Travel) Local Resources Fund

RECOMMENDATION

POLICY DISCUSSION

STATUS REPORT

OTHER

COMMISSION ACTION REQUESTED ON: September 7, 2017

PURPOSE:

To upgrade the City's current Accounting +Plus software to Tyler Incode Financial Software.

HISTORY:

On 6/4/2003, the City purchased the Accounting +Plus financial software for a cost of \$67,213.00. On 1/21/2016, Council approved an upgrade to Smart Fusion with the same company for \$52,833.04, but cancelled the contract after several complaints from other cities and the company tried to increase the price.

FACTS AND ISSUES:

The signing of this contract is necessary for software implementation for city-wide daily operations. Our current software no longer meets the needs of the City for reporting and presentation purposes. Here are some specific issues to consider:

1. Utility Bill Issues: Each month, several utility bills are being returned or lost by the post office. We are currently using 4X6 cards. The new software would allow us to use 8X11 paper invoices, plus utilize a call/text reminder system for late bills instead of mailing late notices. This reminder system will help with collections and cutoffs allowing customers to pay directly from their phone/devices. The larger bills have a designated area for staff to enter notes to our customers (i.e. road closings and maintenance, scheduled water outages, downtown events, etc.)
 2. Storage and Archiving: Every couple of years, we must archive utility customer accounts due to space restrictions. Until the archives are done, the system continues to slow. Once the archiving is done, it is difficult to retrieve information. With the cloud version of the new software, data storage is handled offsite but we still have access to scanned invoices on the customer accounts and history of accounts can
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be kept back as far as we need.

3. Scanning: Tyler Incode Software allows for documents to be recorded with each transaction. This feature will save the City storage space and allow ease of access to specific documents related to specific transactions.
 4. Projects and Grants Module: Tyler Incode offers project accounting and grants accounting for more accurate recording of documents and financials.
 5. Capital Assets Module: Tyler Incode offers a capital assets module for accurate recording of assets and depreciation expense by the City. Currently, our auditors keep the capital assets schedule maintained for the City. This should be the responsibility of the City not the auditors.
 6. Personnel Management: Tyler Incode includes a personnel management system for human resources purposes, time keeping, payroll, benefits, and employee portal for viewing information online.
 7. Server Issues: As our City continues to grow, our server needs will grow as well. Utilizing the cloud version of the Tyler Incode software frees up space on our server for more storage for video surveillance for the police department. With our current server and the new server we have purchased, we would have plenty of storage as long as we utilize the cloud version of the software. The server version of the software would cost the City \$106,000 for implementation.
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OPTIONS:

Upgrade to Tyler Incode Financial Software or continue using Accounting +Plus.

RECOMMENDED SAMPLE MOTION:

I make a motion for City Council to authorize the Mayor to sign the contract with Tyler Technologies, Inc for the Incode Financial Software upgrade.

DEPARTMENT: Administration

Prepared by: Alisha Gamble
