

**CITY OF TEMECULA  
AGENDA REPORT**

**TO:** City Manager/City Council

**FROM:** Michael Heslin, Director of Information Technology and Support Services

**DATE:** September 12, 2023

**SUBJECT:** Approve Purchase of Software Support and Maintenance for the Tyler Technologies Suite of Products for Fiscal Year 2023-24

---

**PREPARED BY:** Damion Patrick, Assistant Director of Information Technology and Support Services

**RECOMMENDATION:** That the City Council:

1. Approve the purchase of software support and maintenance for the Tyler Technologies Suite of products including EnerGov Permitting System, Tyler Cashiering, Decision Engine and EnerGov Insights, in an amount not to exceed \$126,184.81; and
2. Authorize the City Manager to approve contract change orders of up to 10% of the total cost, or \$12,618.48.

**BACKGROUND:** The City utilizes Enterprise Software from Tyler Technologies to support operations throughout the City. The Tyler Technologies suite of products is used for managing permits, inspections, business licenses, code enforcement cases, cashiering, reporting, and the online citizen access portal.

Due to the critical nature of the permitting system, the City's requirement is to purchase annual software support and maintenance. This guarantees that the City receives technical support and all mandated software and security updates. In addition, this purchase ensures the software's conformance with all state and federal regulations.

**FISCAL IMPACT:** Adequate funds have been budgeted in the Fiscal Year 2023-2024 Information Technology Annual Operating Budget.

**ATTACHMENTS:**

1. Socrata-EnerGov Insights Bundle Invoice
2. EnerGov Permitting Suite Invoice