

**RESOLUTION NO. 97-2021**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ABILENE, TEXAS, AUTHORIZING THE SOFTWARE AS A SERVICE AGREEMENT WITH TYLER TECHNOLOGIES, INC.**

**WHEREAS**, the City of Abilene (Abilene) owns and operates a Customer Service Center that provides billing and customer support services for various municipal services; and

**WHEREAS**, the utility billing software is the client server hosted Incode brand by Tyler Technologies, Inc. and for which Abilene currently pays an annual support and maintenance fee; and

**WHEREAS**, in recent months a series of network-related issues extending over several days illustrated the risk of keeping this critical technology on the City's server; and

**WHEREAS**, there is a version of the Incode software product that is hosted on the Tyler Technologies Cloud which offers improved system performance and provides a more robust, secure and resilient utility billing system; and

**WHEREAS**, the Software as a Service Agreement with Tyler Technologies, Inc. will provide for the client server hosted Incode system to be replaced with a Tyler Technologies Cloud hosted system in the amount of \$90,404.00 annually; and

**NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ABILENE, TEXAS:**

That the City Manager is authorized to execute the Software as a Services Agreement with Tyler Technologies, Inc. in the amount of \$90,404.00 annually.

**ADOPTED this 24th day of June, 2021.**

ATTEST:

  
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Shawna Atkinson, City Secretary

  
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Anthony Williams, Mayor

APPROVED:

  
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Stanley E. Smith, City Attorney

