

# Memorandum



CITY OF DALLAS

DATE February 13, 2015

TO Members of the Budget, Finance & Audit Committee: Jerry R. Allen (Chair),  
Jennifer Staubach Gates (Vice-Chair), Tennell Atkins, Sheffie Kadane, Philip T. Kingston

SUBJECT Upcoming Agenda Item: Supplemental Agreement to INCODE Court Case Management System Contract  
for Application Managed Services

The February 25, 2015 Council Agenda will include an item to authorize forty-three months of application management services for the INCODE Court Case Management system with Tyler Technologies, Inc. in an amount no to exceed \$927,723.00.

In 2012, City Council approved the acquisition of INCODE, a Court Case Management System from Tyler Technologies, Inc. This new system replaced a 25 year old legacy mainframe system which had exceeded its service life and also provided several enhancements and new functionality for Court and Detention Services (CTS), Judiciary and City Attorney Prosecutors. Today, the INCODE system supports over 500,000 violations issued annually such as traffic cases, class "C" misdemeanors and civil cases.

This amendment will provide application management services (AMS) and day-to-day system support and monitoring for the INCODE Court Case Management System. The additional services include proactive performance monitoring of the application and the associated equipment and processing user request changes for account and security permissions. The vendor will also provide a dedicated help desk and support team that will handle issue resolution, routine software and hardware updates, application configuration changes and user requested small scope enhancements.

This change in the service delivery model will result in savings to the City of approximately \$402,000 over the next three years. Application management services for the Court Case Management System will result in a reduction in force for the three information technology personnel currently supporting the system. As with previous reductions in force, if the affected employees are interested, the Civil Service Department and the Human Resources Department will assist them in their search for other employment within the City of Dallas.

Please contact Bill Finch at 670-1890 if you have any questions.

Jill A. Jordan, P.E.

Assistant City Manager

c: Honorable Mayor and Members of the City Council  
A.C. Gonzalez, City Manager  
Warren M.S. Ernst, City Attorney  
Craig D. Kinton, City Auditor  
Rosa A. Rios, City Secretary  
Daniel F. Solis, Administrative Judge  
Ryan S. Evans, First Assistant City Manager

Eric D. Campbell, Assistant City Manager  
Mark McDaniel, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Sana Syed, Public Information Officer  
Elsa Cantu, Assistant to the City Manager – Mayor & Council