



**STAFF REPORT
HOLLISTER CITY COUNCIL
MEETING DATE: September 2, 2025
REPORT # IT-2025-05**

AGENDA ITEM: A RESOLUTION AMENDING THE AGREEMENT WITH TYLER TECHNOLOGIES INC., FOR THE SAAS MIGRATION EFFORTS

DEPARTMENT: Information Services

DEPARTMENT HEAD: Sean Colt, Information Services & Technology Director

STAFF CONTACT: Ravikumar Donthi, IT Assistant Director

RECOMMENDED ACTION: Adopt a resolution authorizing the City Manager to finalize negotiations and enter into a contract with Tyler Technologies Inc., and execute agreements that account for standard implementation change orders as well as annual software license increases, not to exceed 10%, as well as to procure additional licenses as needed to support employee growth.

DISCUSSION: The City of Hollister utilizes Tyler Enterprise Resource Planning (ERP) software, supported by Tyler Technologies, Inc., as an integral part of its operations—enabling compliance, financial tracking, human resources (HR) recordkeeping, and employee management. Tyler Technologies, Inc. has entered into an agreement to support the migration of the City’s on-premises ERP environment to a cloud-based SaaS solution, as approved under Resolution No. 2025-43 on April 7, 2025. An amendment request is being submitted to remove the Laserfiche software module license and include professional services to support a new integration within the SaaS environment for the City’s business licenses and building permits module.

FISCAL IMPACT: Additional savings of **\$3,272.00** to the overall program migration costs as part of the migration of the environment to the Tyler SaaS cloud.

PREVIOUS COUNCIL OR COMMISSION ACTION: Resolution No. 2025-43 – sole-source provider for Enterprise Resource Planning (ERP) products for ERP software services for city departments through FY 2026/27 - City Council approved April 7, 2025

CEQA: N/A

ATTACHMENTS:

1. Resolution no: 2025-43, Dated: April 7, 2025
2. Remove existing Laserfiche integration in Tyler ERP Incode-9 that supports BP (Building Permit), BL (Business Licenses) modules.
3. Professional services cost to integrate Tyler Incode-9 - BP (Building Permit), BL (Business Licenses) with TCM (Tyler content Manager)