



AGENDA ITEM # 4

**AGENDA ITEM EXECUTIVE SUMMARY
Committee of the Whole Meeting
April 23, 2018**

Item Title: **Parking Ticket/Adjudication Software Recommendation**

Staff Contact: Tom Dahl, Finance Director

COMMITTEE OF THE WHOLE ACTION

Consider a Staff recommendation to purchase Brazos Electronic Citation Software and Incode Court Case Management Software from Tyler Technologies in the amount of \$87,587.

Executive Summary:

In an effort to continue leveraging technology to improve village services and work processes across all departments, the Police and Finance Departments have been working on a project to replace the current parking ticket/adjudication software that the Police Department currently utilizes. The current software has the ability to print tickets in the field and provides all of the notices and scheduling for adjudication. At a minimum, any replacement software has to perform both functions, citation issuance, and adjudication.

While the software performs these two functions well, there are several drawbacks. First, the current software runs on FileMaker Pro and was developed and maintained by a single individual. If the system goes down or has issues and the individual is sick or away, our support request waits until he is back. Second, the software does not allow staff in the field to search for past history at a particular address or for a past violation. Third, the payment of tickets is not linked to Munis, the Village’s ERP software. Finance Department staff enters the payment into Munis and then has to enter the payment into the citation software to “clear” the ticket. Lastly, the current software restricts our ability to utilize NET MOTION to it full capability.

Tyler Technologies, the parent company of Munis, has two solutions to replace the current software. Brazos Electronic Citation Software can operate on any device and issue a citation on any type of violation – parking violations, ordinance violations, and code enforcement violations. Any issuer can take a picture of the violation and print the citation from an in car printer. The pictures become part of the ticket and are available to view anywhere that the software is loaded. Incode Court Case Management Software is the adjudication and payment solution. Incode works hand in hand with Brazos and using our business rules, sets the court docket for the adjudication hearing, prepares late notices

and hearing notices and can even take payments during the hearing if we wanted. Incode offers an online payment solution that prints a QR code on the ticket and when scanned will direct the violator to a payment website. The payment is then recorded by Incode and simultaneously sent to Brazos and Munis. Since Incode is a Tyler product, payments can be made at the Finance Department through Incode, apply automatically to “clear” the ticket, and then sent to Munis at the end of the day as a payment batch.

Brazos/Incode will allow our Community Development and Fire Departments to issue warnings and citations in the field rather than having staff come back to the office, prepare letters, and track the violations. This software will also allow the Finance Department to streamline the payment process which is currently a two-step and sometimes three-step process for processing a ticket payment. In addition, by having the ability to show someone the pictures taken by Village staff, we can cut down on the time spent having the person go back and forth between Village Hall and the Police Department to discuss the ticket they received.

Staff has investigated Tyler products to fill this need due to the fact that our future is tied to Munis and the products that Tyler offers. If we evaluated third party software, the cost of developing an interface between that software and Munis is often a cost borne twice, once by Munis and once by the third party software or the software is a lease arrangement where the software provider is paid a percentage of citation collections on an annual basis. Due to software innovations over the last 10 years, Munis is not tied to any hardware requirements and will continue to grow with the Village. Therefore, staff believes it is in the best interest of the Village to evaluate Tyler’s solutions first and pursue them if they meet our needs. Staff has reached out to communities in Texas that use both Brazos, Incode, and Munis together and were very satisfied with their performance.

Implications:

Is this item budgeted? Not entirely. Staff included \$40,150 for miscellaneous software purchases in anticipation of purchasing new ticketing/adjudication software, Munis Maplink and Nixle in the Computer Software/Hardware line item which has an overall budget of \$120,740 in the IT Fund. The Village can no longer use Munis Maplink due to our GIS server environment so there is \$30,000 available from budgeted funds. The remaining amount will come from fund balance reserves of the funds (General Fund, Water/Sewer Fund and Parking Lots Operating Fund) that are charged by the IT Fund.

Any other implications to be considered? Combined annual maintenance costs for both Brazos and Incode are approximately \$15,000 and would be budgeted in the IT Fund. The quote also includes \$9,500 for data conversion costs which can be less based on the amount of data that is needed to be converted.

Attachments:

Quote for Brazos Electronic Citation Software
Quote for Incode Court Case Management



Quoted By: Mark Lepley
 Quote Expiration: 9/10/2018
 Quote Name: Village of Roselle IL - eCitation
 Quote Number: 2018-46234
 Quote Description: Brazos Standard Parking & Warnings/Local Ordinances/
 Code Enforcement

Sales Quotation For

Roselle Police Department
 103 S Prospect St
 Roselle , IL 60172-2095
 Phone: +1 (630) 980-2025

Tyler Software

Description	Quantity	License	Software Total	Year One Maintenance
Brazos				
Interface: Tyler Incode Court Case Mgmt System	1	\$0	\$0	\$0
eCitation - Brazos Rapid Extension Framework - MDC or TABLET	16	\$13,600	\$13,600	\$2,856
Task: Code Enforcement	1	\$3,250	\$3,250	\$683
Device Level Interface for Motorola PremierOne Mobile	1	\$3,250	\$3,250	\$683
		<i>Sub-Total:</i>	\$20,100	\$4,222
		<i>Less Discount:</i>	\$325	
		TOTAL:	\$19,775	\$4,222

Tyler Software and Related Services - Annual

Description	Quantity	Unit Price	Annual Fee
Brazos			
Brazos Hosting Fee	1	\$1,407	\$1,407
		TOTAL:	\$1,407

Professional Services

Description	Quantity	Unit Price	Extended Price
Brazos Project Mgmt (plus per diem as needed if not remote)	1	\$1,000	\$1,000
Set Up & Config	1	\$10,000	\$10,000
Set Up Fees - Third Party Hardware	16	\$50	\$800
Training	2	\$1,000	\$2,000
		TOTAL:	\$13,800

Summary	One Time Fees	Recurring Fees
Total Tyler Software	\$19,775	\$4,222
Total Tyler Annual	\$0	\$1,407
Total Tyler Services	\$13,800	\$0
Total Third Party Hardware, Software and Services	\$0	\$0
Summary Total	\$33,575	\$5,629

Optional Tyler Software

Description	Quantity	License	Software Total	Year One Maintenance
Brazos				
Device Level Interface: Intergraph ILEADS Mobile	1	\$3,250	\$3,250	\$683
Interface: Intergraph WEB RMS Records Mgmt System	1	\$3,250	\$3,250	\$683
Task: Tow/Impound Report (standard)	1	\$3,250	\$3,250	\$683
	<i>Sub Total:</i>	\$9,750	\$9,750	\$2,049
	TOTAL:	\$9,750	\$9,750	\$2,049

Optional Professional Services

Description	Quantity	Unit Price	Extended Price
Development of new configuration for hardware platform - TABLETS	1	\$2,500	\$2,500
	TOTAL:		\$2,500

Optional Third Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Maintenance
P1063406-031 / Zebra, ZQ520, Vehicle Charger, cig adapter	1	\$30	\$0	\$30	\$0
LD-R4KN5B / Zebra, ZQ520/RW420, Paper, 36 rolls per case	1	\$92	\$0	\$92	\$0
ZQ52-AUE0000-00 / Zebra, Printer, ZQ520	1	\$588	\$0	\$588	\$0
	TOTAL:	\$710			

Unless otherwise indicated in the contract or Amendment thereto, pricing for optional items will be held for Six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval:

Date:

Print Name:

P.O.#:

Comments

Brazos eCitation project includes the following local citations:

- Parking
- Compliance Traffic
- Code Enforcement/Village Ordinances (N Tickets)

Estimated travel expenses - \$2,500 (Billed as incurred)

Subject to the applicable terms of your existing contract with Tyler, and for the fees quoted herein, we grant you: (i) a per-unit license to the software located on the ticket writer hardware provided under this purchase order, and (ii) a per-unit license to access a remote database via the ticket writer hardware, both for your internal business purposes only. We will provide remote database access according to our industry standard hosting terms of service.



Quoted By: Jon Atkin
 Quote Expiration: 9/9/2018
 Quote Name: Village of Roselle-LGD-CT
 Quote Number: 2018-46149
 Quote Description: Incode Court 10 Parking

Sales Quotation For

Village of Roselle
 31 S Prospect St
 Roselle , IL 60172-2097
 Phone: +1 (630) 980-2000

Tyler Software and Related Services

Description	License	Impl Hours	Impl Cost	Data Conversion	Module Total	Maintenance	
Incode Court							
General Ledger Interface-Munis	\$0	0	\$0	\$0	\$0	\$0	
Tyler Content Manager Standard Edition	\$0	40	\$5,000	\$0	\$5,000	\$0	
Output Director	\$0	8	\$1,000	\$0	\$1,000	\$0	
Criminal Court Case Mgt	\$11,000	72	\$9,000	\$0	\$20,000	\$2,750	
Scheduling	\$4,000	0	\$0	\$0	\$4,000	\$1,000	
Cashiering	\$0	0	\$0	\$0	\$0	\$0	
Cashiering	\$0	0	\$0	\$0	\$0	\$0	
Brazos Technology Interface -Parking	\$0	0	\$0	\$0	\$0	\$0	
Collection Agency Export Interface	\$3,000	0	\$0	\$0	\$3,000	\$375	
DataXchange	\$0	4	\$500	\$0	\$500	\$0	
Expungement App/Expungement Reopen	\$0	0	\$0	\$0	\$0	\$0	
Hot List to Brazos	\$0	0	\$0	\$0	\$0	\$0	
	<i>Sub-Total:</i>		\$18,000	\$15,500	\$0	\$33,500	\$4,125
	<i>Less Discount:</i>		\$1,500				
	TOTAL:	124	\$16,500	\$15,500	\$0	\$32,000	\$4,125

Tyler Software and Related Services - Annual

Description	One Time Fees			Annual Fee
	Impl. Hours	Impl. Cost	Data Conversion	
Incode Court				
Incode Court Online Component	0	\$0	\$0	\$0
Incode Notifications for Court	0	\$0	\$0	\$0
Incode Online Record Search	0	\$0	\$0	\$1,750
	<i>Sub-Total:</i>		\$0	\$1,750
	TOTAL:	0	\$0	\$1,750

Other Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Project Management	1	\$2,500	\$2,500	\$0
Online Application -Set up fee	1	\$800	\$800	\$0
TOTAL:			\$3,300	\$0

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Maintenance	Maintenance Discount	Total Maintenance
Topaz Signature Pad T-L462 - USB On-Premise Court Sites	1	\$400	\$0	\$400	\$80	\$0	\$80
TOTAL:				\$400			\$80

Summary

	One Time Fees	Recurring Fees
Total Tyler Software	\$16,500	\$4,125
Total Tyler Annual	\$0	\$1,750
Total Tyler Services	\$28,300	\$0
Total Third Party Hardware, Software and Services	\$400	\$80
Summary Total	\$45,200	\$5,955
Estimated Travel Expenses	\$3,500	

Detailed Breakdown of Conversions (Included in contract total)

Description	Hours	Unit Price	Programming Fee	Extended Price
Incode Court Court Case Management -Conversion	16	\$125	\$7,500	\$9,500
Total:				\$9,500

Optional Tyler Software and Related Services

Description	License	Impl Hours	Impl Cost	Data Conversion	Module Total	Maintenance
Incode Court Officer Email Notification (Generic Interface)	\$3,025	0	\$0	\$0	\$3,025	\$378
Tyler Software Tyler Web	\$7,500	12	\$1,500	\$0	\$9,000	\$563
<i>Sub Total:</i>	\$10,525		\$1,500	\$0	\$12,025	\$941
<i>Less Discount:</i>	<i>\$6,763</i>					
TOTAL:	\$3,762	12	\$1,500	\$0	\$12,025	\$941

Optional Third Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Maintenance	Maintenance Discount	Total Maintenance
Epson TM-H6000IV Thermal Receipt Printer - Black, USB NEW	1	\$1,050	\$0	\$1,050	\$203	\$0	\$203
Panasonic KV-S1015C Color Duplex Document Scanner	1	\$560	\$0	\$560	\$0	\$0	\$0
TOTAL:				\$1,610			\$203

Comments

- Incode Court Online component displays citations for payment, payment plans, payment options, deferred disposition. Make payments, collects pleas from defendants, security SSL(secure socket layer), payment processing (credit card), and payment packet is created to be imported to Court system. Note that the defendant pays \$2.50-\$3.50 fee per transaction for payment on-line.
- Incode Notification for Courts (\$.20 per violation) - defendant notification by phone. Calls can be made for citation issued, court date reminders, court date missed and notification of next step, warrant issued, and payment plan due date reminder etc. Case is updated after each call. Call can be taken live, a message left, or no answer (court creates unique message for each call type and call can be in English or Spanish). The call can go to the attorney rather than the defendant. Incode Notification for Courts (\$.20 per text) - Defendant notification by text. Text can be made for the citation issues, court date reminder, court date missed and notification of next step, warrant issued, and payment plan due date reminder. Note: The Court will be billed by Tyler Technologies quarterly for the calls/texts conducted. The Court will be allowed 2 call campaigns in the first 30 days at no charge. Tyler will assist with the setup and creation of the campaigns. Trial offer is free for 30 days and the campaign is limited to a one year time frame. Both campaigns must be used within the 30 day time frame. If more than 2 campaigns are used, then the customer will be billed for the additional campaigns.
- Travel Expenses are billed as incurred based on Federal IRS per diem standards.
- Court Case Management conversion includes basic case data.