

Agenda Item: 2.e

Meeting Date: September 17, 2026

MEMORANDUM

To: City Commission

Through: Jennifer K. Bramley, City Manager

From: Michael Nagy, Director of I.T. Services

Date: 2026-08-13

Subject: Commission approval is requested for the FY27 acquisition of annual IT support contracts from various vendors, in a total amount of \$410,110.65

Presenter(s): Michael Nagy, Director of I.T. Services

Staff Recommendation: Staff recommend approval to proceed with the purchase of the FY27 annual IT support contracts in the total amount of \$410,110.65 from various vendors.

Strategic Themes: Communications and Technology

Boards & Committees: N/A

Budget Impact: The total FY27 budget impact is \$410,110.65 for the following four IT support contracts. All funding is budgeted in the FY27 IT Services account numbers as follows:

ITEM #1 - Data Backup System Annual Support Contract Renewal in the amount of \$94,603.20 is available in the IT Services account Number 557-1507-513-053407-GG (Annual IT Software Licensing & Support).

ITEM #2 - Cybersecurity Managed Detection & Comprehensive Preparedness Subscription Services Annual Contract Renewal in the amount of \$57,881.25 is available in the IT Services account Number 557-1507-513-053405-GG (Other Contractual Services).

ITEM #3 - Tyler Technologies ERP Cloud Support & Licensing Annual Contract Renewal Subscription in the amount of \$257,626.20 is available in the IT Services account Number 557-1507X- 513-057101 (IT Services Expense Fund for GASP-96).

Past Action: The City Commission has previously and consistently authorized the acquisition of the IT annual support contracts specified herein.

Next Action: Commission authorizes the procurement of the FY27 IT annual support contracts as specified herein.

Attachments: [B. 26-409 - Public Records Exemption Citation Notice.pdf](#)
[C. 26-409 - FY27 Data Backup System Support Quote HQ3442-01_Redacted.pdf](#)
[D. 26-409 - FY27 Data Backup System Price Comparisons_Redacted.pdf](#)
[E. 26-409 - FY27 Tyler Cybersecurity Subscription Services Quote 045-238727.pdf](#)
[F. 26-409 - FY27 Tyler ERP Support Renewal Quote 045-238728.pdf](#)
[A. 26-409 - Purchase Agent Memo for FY27 IT Support Contracts.pdf](#)

Background: In accordance with Florida Statute 119.07(1)(e), information relating to critical infrastructure is exempt from the public disclosure requirements of Chapter 119. Therefore, this information has been redacted throughout this report and from all accompanying documentation.

The Information Technology Services Department maintains essential technology service contracts that support core City operations. For FY27, several critical systems and support agreements require renewal. These systems include:
ITEM #1 - Data backup and recovery system
ITEM #2 - Cybersecurity monitoring services
ITEM #3 - Cloud-based ERP licensing

Collectively, these systems support key City functions such as financial management, permitting, asset inventory, data protection, and cybersecurity threat monitoring.

Vendor pricing for all items listed below has been reviewed and approved by the City Purchasing Agent. Several renewals qualify for sole source procurement or cooperative purchasing agreements, eliminating the need for additional competitive quotes.

ITEM #1 - FY27 DATA BACKUP HARDWARE & SOFTWARE SUPPORT CONTRACT RENEWAL

Product Name: Data Backup Hardware & Software Support
Vendor: Hayes, Inc.

Purpose: The City has utilized its current data backup and recovery system since 2020 to perform nightly, weekly, monthly, and annual backups of critical user data. Renewal of the annual licensing and support contract is necessary to maintain system functionality, ensure access to technical support, and continue cybersecurity threat monitoring for the storage infrastructure.

For comparison, the vendor's pricing proposal includes the standard list price, NASPO cooperative contract pricing, and a special discounted government rate offered by an authorized reseller. The reseller's discounted pricing provides a cost savings of \$77,040.00 compared to the NASPO contract rate. Because the backup and recovery system is a proprietary solution and the reseller has provided verified government rate discounts, no additional price quotes are required.

Funding for the annual support and licensing contract, totaling \$94,603.20, is budgeted in the FY27 IT Services account 557-1507-513-053407-GG (Annual IT Software Licensing & Support).

ITEM #2 - FY27 CYBERSECURITY MANAGED DETECTION & RECOVERY PROTECTION AND MONITORING SERVICES ANNUAL CONTRACT RENEWAL

Product Name: Tyler Technologies "Cybersecurity protection software

Vendor: Tyler Technologies, Inc.

Purpose: To enhance protection for the City's core Tyler ERP system, email services, and network infrastructure against intrusions, threats, and cyberattacks, the City contracted with Tyler Technologies, Inc. in FY24 to provide ongoing cybersecurity protection and monitoring. These services include Managed Detection and Response (MDR) and the Comprehensive Preparedness Subscription (CPS) Services, which together deliver continuous threat monitoring, incident response, and advanced security readiness.

Pricing for these services is based on the Sourcewell national purchasing contract #0903320 TTI, which satisfies competitive procurement requirements. As a result, no additional price quotes are required.

Funding for Tyler's cybersecurity protection and monitoring services is budgeted in the FY27 IT Services account 557-1507-513-053405 GG (Other Contractual Services) in the amount of \$57,881.25.

ITEM #3 - FY27 TYLER ERP CLOUD SOFTWARE CONTRACT RENEWAL

Product Name: Tyler Technologies ERP Cloud Support & Licensing Annual Contract Renewal Subscription

Vendor: Tyler Technologies, Inc.

Purpose: The City has utilized the Tyler ERP system since 2018 and migrated from on premises servers to Tyler Technologies' cloud hosted environment in 2023 as an enhanced security measure following the 2022 cyberattack. The Tyler ERP suite includes Munis Financials, EPL for permitting,

EAM for work orders and asset inventory, Cashiering, Online Customer Payments, and will expand to include Utility Billing in FY27–FY28. Continued use of the Tyler ERP cloud platform requires annual renewal of licensing and support services.

Because the Tyler ERP system is a proprietary, sole source solution, no additional price quotations are required.

Funding for the Tyler ERP cloud services, totaling \$257,626.20, is budgeted in the FY27 Information Technology Services account 557 1507X 513 057101 GG (Annual IT Software Licensing & Support).

The City’s Purchasing Agent has reviewed the vendor pricing and confirmed the availability of funding for the items listed above. The purchases have been approved as documented in the attached memorandum. Accordingly, staff recommend proceeding with the acquisition of the annual IT support contracts as outlined in this report.