

CITY OF CHARLOTTE
DEPARTMENT OF FINANCE & TREASURE
INTEROFFICE MEMORANDUM

TO: MAYOR LEWIS, CITY COUNCIL AND MANAGER GUETSCHOW
FROM: CHRISTINE K. MOSSNER, FINANCE DIRECTOR
SUBJECT: QUESTIONS REGARDING THE JANUARY 23, 2017 CLAIMS SUBMITTED FOR PAYMENT
DATE: JANUARY 20, 2017

The following questions were received from Councilmember Bahmer regarding specific items submitted for payment.

- On page #22 of this week's claims and accounts there is a payment of \$5,299.14 going to Tyler Technologies. The heading reads "2017 Annual Maintenance Fee." I am curious what is contemplated in this charge?
 - Tyler Technologies is the software vendor for our financial software package. We pay an annual maintenance fee for each of our five modules. This maintenance fee includes all software upgrades and technical support.