

**WOODBURY COUNTY BOARD OF SUPERVISORS AGENDA ITEM(S) REQUEST FORM**

#9

Date: 06/20/18

Weekly Agenda Date: 06/26/18

**ELECTED OFFICIAL / DEPARTMENT HEAD / CITIZEN:** Pat Gill - Auditor

**WORDING FOR AGENDA ITEM:**

Approval of Tyler Software Financial and Real Estate Conversion Project

**ACTION REQUIRED:**

Approve Ordinance

Approve Resolution

Approve Motion

Public Hearing

Other: Informational

Attachments

**EXECUTIVE SUMMARY:**

To improve the efficiencies, effectiveness, and accuracy of our county's services, the Auditor/Recorder, Treasurer, and both Assessors agree that there is a need to share a common software for financial accounting (accounts payable and payroll) and real estate. Referrals from other counties in Iowa resulted in the decision to research Tyler Technologies as a new software vendor for Woodbury County. Tyler Technologies provides software packages to 54 counties in Iowa and is the largest software company in the nation focusing solely on providing services to the public sector. The principal reason for this proposed change is the outcome of the use of three different software products by the Auditor/Recorder, Treasurer and Assessors Offices causing inefficiencies and potential for errors in transfers between the softwares. This project proposes converting the current real estate and financial software to Tyler Technologies, including: Property Tax and Real Estate for tax parcel management, Eagle Recorder for recording and indexing, InCode 10 for financials- including payroll and accounts payable, Tyler Content Management for imaging documents, Tyler Transparency for public access to County data, Executime & Attendance as an electronic time card system, Real Estate Web Plug in as a public access point to recorded documents, also included is inventory and work order programming for improved inventory tracking that is integrated within the financial system.

**BACKGROUND:**

In January of this year, the Woodbury County Auditor's Office reached out to Tyler Technologies requesting a presentation about their real estate and financial software. The Auditor/Recorder, Treasurer, and Assessor agree that a common software is needed. Tyler's presentations were well received by all offices. Additionally, outside references from other agencies have been very positive. This agenda item is intended to address any questions or concerns that the Woodbury County Board has regarding Woodbury County's goal of obtaining Tyler as the common software to be used by the Assessors', Auditor's, Recorder's, and Treasurer's Offices and to request approval of the project. The anticipated benefits of converting to a common software within the County includes an increase in efficiencies and transparency, a decrease in errors, better customer service, available on-line and in person training, and more self-sufficient users.

For real estate, Woodbury County currently is using two different software packages -Tyler Technologies is used in both Assessors' Offices and Solutions is used in the Auditor's, Recorder's, and Treasurer's Offices. Transferring from one software to another is a complex task with countless variables that need to be considered. This year, we have had to task WCICC with several weeks of work to help with balancing valuations due to transfer problems – something that would not be an issue if we were all using the same software. More currently, the Assessors' and Auditor's Offices have recognized that the Business Property Tax Credit file (BPTC) in the Auditor's Office did not carry the new credits from Tyler into Solutions when the files were rolled. This has resulted in extra work and time for the Assessors to update the Solutions file. Additionally, each time there is a need for both departments to enter information into their software, there is a greater chance of error with the duplicate entries.

For financials, the Auditor's Office uses HTE and the Treasurer's Office uses Solutions. This has been the source of Material Weaknesses in our annual audit. Our external Auditor has recommended that we can eliminate some of our findings if we were all on the same software. Currently, we spend hours reconciling, manually calculating the amounts that need to be transferred and relying on spreadsheets and manual entry to communicate amounts that need to be moved to cover adjusting entries and fund transfers. A common software would reduce the room for error that is present in our current platform.

To assess the costs of a common software in the county, we have been meeting with WCICC to estimate the cost associated with the infrastructure. Using Tyler's specs, we have worked with our project manager and the WCICC staff to assess the needs to support the software. It was determined that the best approach is to incorporate the infrastructure into the existing IT platform.

**FINANCIAL IMPACT:**

Implementation (non-recurring) - \$462,327.00

Annual Cost - 5 year perpetual license - \$139,653.00 per year (Option to renew for year 6 with no more than 5% increase and no increase in years 7 and 8)

Annual Cost (Inventory & Work Orders) - \$12,025.00 per year

It also should be noted that we recognize the costs that we currently pay towards HTE (GMBA and Payroll) and Solutions (real estate). Our proposal is to maintain the current software for two years - the year of implementation (FY19), and the first year of using Tyler Technologies (FY20). We plan to work with WCICC during the latter part of this time frame to determine the County portion that should be eliminated from the Superior (HTE) and Solutions billing.

Also to note, Jeff Peters with Williams & Co advised that they have billed about \$15,000.00 extra for our audit due to the duplicate software creating extra work in getting the trial balances to work.

**IF THERE IS A CONTRACT INVOLVED IN THE AGENDA ITEM, HAS THE CONTRACT BEEN SUBMITTED AT LEAST ONE WEEK PRIOR AND ANSWERED WITH A REVIEW BY THE COUNTY ATTORNEY'S OFFICE?**

Yes  No

**RECOMMENDATION:**

Approval of the Tyler Software Financial and Real Estate Conversion Project

**ACTION REQUIRED / PROPOSED MOTION:**

Motion to Approve the Tyler Software Financial and Real Estate Conversion Project.  
Motion to receive and sign the Tyler Software Service Agreement.  
Motion to receive and sign the BECA IT and Software Services Agreement.

# Project Estimate

**Woodbury County**  
**Financial Project - Non-Recurring Budget**

<u>Description</u>	<u>Non-Recurring Fees</u>	<u>Total Non-Recurring Costs</u>
<b>Tyler On-Premise Software (Proposal Expires October 2, 2018)</b>		
<b>Professional Services &amp; Hardware</b>		
Implementation Services - Tax & Eagle	\$50,000	
Implementation Services - Financial & Personnel	\$58,000	
Business Process Review - Financial & Personnel	\$5,000	
Business Process Review - Tax & Eagle	\$0	
Project Management	\$5,000	
Data & Conversion Assistance Fees - Existing solutions Tax Apps	\$0	
Data & Conversion Assistance Fees - Financial and Personnel	\$30,000	
Data & Conversion Assistance Fees - RVI Images for Eagle	\$6,000	
<b>Additional</b>		
Implementation Services & Data Conversion - TCM-EE	\$36,760	
Implementation Services - Tyler Transparency	\$4,500	
Implementation Services - ExecuTime Time & Attendance	\$16,000	
Implementation Services - Web Plug-In	\$1,000	
Engineer Office Training (hourly estimate 184 hrs at \$125.00 hr)	\$23,000	
<b>Services Sub-Total</b>		<b>\$235,260</b>
<b>Travel Expenses</b>		
Travel Expenses (Billed as Incurred)	\$40,000	
<b>Travel Expenses Sub-Total</b>		<b>\$40,000</b>
<b>Third Party Extraction Services</b>		
Data export and mapping services - GMBA (HTE)	\$1,800	
Data export and mapping services - Payroll (HTE)	\$700	
Data export and mapping services - Cash Receipts (HTE)	\$400	
Data export and mapping services - Fixed Assets (HTE)	\$400	
Data export and mapping services - Recorder (Solutions)	\$1,500	
Data export and mapping services - Auditor/Treasurer Real Estate (Solutions)	\$2,300	
Data export and mapping services - Treasurer Financial data (Solutions)	\$900	
Data export and mapping services - RVI (Data extraction fee)	pending	
<b>Third Party Data Conversion Costs - Sub-Total</b>		<b>\$8,000</b>



**Woodbury County**  
**Financial Project - Non-Recurring Budget**

<u>Description</u>		<u>Non-Recurring Fees</u>	<u>Total Non-Recurring Costs</u>
<b>Infrastructure Costs</b>			
Qty	<b>DMZ - Internet Facing Web Services</b>		
	1 Server	\$13,500	
	1 VMWare vSphere Enterprise	\$2,882	
	1 Microsoft Windows Server 2016 Standard Edition License	\$758	
	8 Microsoft Windows User (computer access license)	\$400	
	8 Microsoft Windows Remote Desktop (computer access license)	\$1,600	
	1 10 Gb Switches and Optics	\$7,500	
	<b>DMZ Hardware and Software Sub-Total</b>		<b>\$26,640</b>
Qty	<b>Private Network</b>		
	2 Server, 2x8 Xeon, 384 Gb, 2x10 Ge NIC's, 2x16 Gb FC HBA	\$36,000	
	4 VmWare Vsphere Enterprise Plus	\$12,329	
	4 Microsoft Windows Server 2016 Data Center License	\$20,098	
	2 Backup Agent (ESXI host license)	\$3,000	
	1 Backup Appliance / Storage, 70 TB	\$25,000	
	1 Shared Storage, Nimble Expansion	\$28,000	
	1 Storage Replica for HA/DR, Nimble Expansion	\$28,000	
	<b>Private Network Sub-Total</b>		<b>\$152,427</b>
	<b>Grand Total - Non-Recurring Costs</b>		<b>\$462,327</b>

# Tyler Contract



## SOFTWARE AS A SERVICE AGREEMENT

This Software as a Service Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in this Agreement, Tyler and Client agree as follows:

### SECTION A – DEFINITIONS

- **“Agreement”** means this Software as a Services Agreement.
- **“Business Travel Policy”** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **“Client”** means Woodbury County, IA.
- **“Data”** means your data necessary to utilize the Tyler Software.
- **“Data Storage Capacity”** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **“Defect”** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **“Defined Users”** means the number of users that are authorized to use the SaaS Services. The Defined Users for the Agreement are as identified in the Investment Summary.
- **“Developer”** means a third party who owns the intellectual property rights to Third Party Software.
- **“Documentation”** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **“Effective Date”** means the date on which your authorized representative signs the Agreement.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and

includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software.

- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit D.
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Exhibit C.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

## SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Users only. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(8).
2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users. You may add additional users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s).
3. Ownership.
  - 3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
  - 3.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
  - 3.3 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we

do not create or endorse any Data used in connection with the SaaS Services.

4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.
5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(8), below our then current Support Call Process.
6. SaaS Services.
  - 6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 18. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as you are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.
  - 6.2 You will host data on your internal server.

## **SECTION C – OTHER PROFESSIONAL SERVICES**

1. Other Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.
3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.

4. Cancellation. If travel is required, we will make all reasonable efforts to schedule travel for our personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
8. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy and the Support Call Process, we will:
  - 8.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version);
  - 8.2 provide telephone support during our established support hours;
  - 8.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software, if any, in order to provide maintenance and support services;
  - 8.4 make available to you all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
  - 8.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably

require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

#### **SECTION D – THIRD PARTY PRODUCTS**

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.
3. Third Party Products Warranties.
  - 3.1 We are authorized by each Developer to grant access to the Third Party Software.
  - 3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.
  - 3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.

#### **SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES**

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).
2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that

outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

## **SECTION F – TERM AND TERMINATION**

1. **Term.** The initial term of this Agreement is five (5) years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Upon expiration of the initial term, we agree not to increase annual SaaS fees by more than 5% for year six (6) and will not increase in years seven (7) and eight (8). Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
2. **Termination.** This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).
  - 2.1 **Failure to Pay SaaS Fees.** You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
  - 2.2 **For Cause.** If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
  - 2.3 **Force Majeure.** Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
  - 2.4 **Lack of Appropriations.** If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.
  - 2.5 **Fees for Termination without Cause during Initial Term.** If you terminate this Agreement during the initial term for any reason other than cause, Force Majeure, or lack of appropriations, or if we terminate this Agreement during the initial term for your failure to pay SaaS Fees, you shall pay us the following early termination fees:
    - a. if you terminate during the first year of the initial term, 100% of the SaaS Fees through



the date of termination plus 25% of the SaaS Fees then due for the remainder of the initial term;

- b. if you terminate during the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 15% of the SaaS Fees then due for the remainder of the initial term; and
- c. if you terminate after the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 10% of the SaaS Fees then due for the remainder of the initial term.

## **SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE**

### **1. Intellectual Property Infringement Indemnification.**

- 1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
- 1.2 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or your willful infringement.
- 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.
- 1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

### **2. General Indemnification.**

- 2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of PCI-DSS requirements or a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

3. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**
4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(2), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).**
5. **EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**
6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000; (b) Automobile Liability of at least \$1,000,000; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

## **SECTION H – GENERAL TERMS AND CONDITIONS**

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.

2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.
9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.

10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
  - (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;

- (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
  - (c) a party receives from a third party who has a right to disclose it to the receiving party; or
  - (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.
18. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
19. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
22. Contract Documents. This Agreement includes the following exhibits:
- |           |  |
|-----------|--|
| Exhibit A | Investment Summary   |
| Exhibit B | Invoicing and Payment Policy<br>Schedule 1: Business Travel Policy |
| Exhibit C | Support Call Process   |
| Exhibit D | Statement of Work  |

SIGNATURE PAGE FOLLOWS

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Agreement as of the date(s) set forth below.

Tyler Technologies, Inc.

Woodbury County

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Address for Notices:

Tyler Technologies, Inc.  
One Tyler Drive  
Yarmouth, ME 04096  
Attention: Chief Legal Officer

Address for Notices:

Woodbury County  
620 Douglas Street; Room 103  
Sioux City, IA 51101  
Attention: Michelle Skaff



## **Exhibit A**

### **Investment Summary**

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

**Investment Summary**

Michelle Skaff  
Woodbury County



<b>Prepared for:</b> Woodbury County  <b>Contact Person:</b> Michelle Skaff <b>Address:</b> 620 Douglas St Room 103 Sioux City, IA 51101-1248 712-279-6702  <b>Phone:</b> <b>Fax:</b> <b>Email:</b> miskaff@woodburycountyiowa.gov	<b>Contract ID # :</b> 2018-0083
	<b>Issue Date:</b> 06/04/18
	<b>Sales Rep:</b> R. Pieracci
	<b>Tax Exempt:</b> Yes / No

Product, Service & Equipment	Upon Execution	Due by July, 15 2019	As Agreed Upon	As Progress Occurs	Totals	Annual Fees
<b>Total Subscription Fees</b>	34,913	104,739			139,653	139,653
<b>Total Professional Services</b>						
<i>Implementation</i>				151,000	151,000	
<i>Project Management</i>				10,000	10,000	
<i>Data Conversion</i>				51,260	51,260	
<b>Totals</b>	<b>34,913</b>	<b>104,739</b>	<b>-</b>	<b>212,260</b>	<b>351,913</b>	<b>139,653</b>

*Please Note: Travel expenses will be billed as incurred.*



## Subscription Summary - On Premises

Michelle Skaff  
Woodbury County  
June 4, 2018



Expiration Date:  
October 2, 2018

### Investment Summary

#### Professional Services & Hardware

#### One-Time Fees

Implementation Services	50,000	Tax & Eagle
Implementation Services	58,000	Financial/Personnel
Business Process Review - Financial/Personnel	5,000	
Business Process Review - Tax/Eagle	<b>No Fees</b>	Existing Solutions Tax Apps
Project Management	5,000	
<b>Subtotal</b>	<b>118,000</b>	
Data & Conversion Assistance Fees	<b>No Fees</b>	Existing Solutions Tax Apps
Data & Conversion Assistance Fees	30,000	Financial & Personnel
Data & Conversion Assistance Fees	6,000	RVI Images for Eagle
<b>Additional</b>		
Implementation Services & Data Conversion	36,760	(TCM-EE)
Implementation Services	4,500	(Tyler Transparency)
Implementation Services	16,000	(ExecuTime Time & Atten.)
Implementation Services	1,000	(Web Plug In)
<b>Subtotal</b>	<b>94,260</b>	
<b>Services</b>	<b>Total</b>	<b>212,260</b>

#### Not included:

Travel Expenses - Billed as Incurred Estimated at \$35,000 to \$40,000 - May Vary  
 \*\* Note: Travel expenses are billed as incurred based on Federal IRS per diem standards.  
 Optional Additional Modules not included in estimate above. Will add to estimated travel.  
 Third Party Extraction Fees for Solutions, RVI Imaging, HTE Financial/Payroll

#### Subscription - On-Premise

#### Annual Fees

Subscription - On-Premise		Annual Fees
Length of Agreement	5 Years - 60 Months	<b>Fixed for 5 Years</b>
Annual Subscription Fee - Property Tax & Eagle Indexing	35,840	
Annual Subscription Fee - Imaging Portion- Eagle Recorder (RVI)	5,000	
Annual Subscription Fee - Financial/Personnel	54,769	
<i>Unlimited Users - Incode 10 Financial, Personnel, Tax Eagle Recorder - See Next Page for Users</i>	<b>Subtotal</b>	<b>95,609</b>
<b>Additional</b>		
Annual Fee - Network Services	1,800	
Tyler University - Continuing Education	3,000	
Tyler Content Management Enterprise Edition	16,670	Replaces RVI
Tyler Transparency	8,841	
ExecuTime Time & Attendance	9,758	
Real Estate Web Plug-In	3,975	
<b>Subtotal Additional</b>	<b>44,044</b>	<b>44,044</b>
<b>Total</b>		<b>139,653</b>

## Software Licenses

Michelle Skaff  
Woodbury County  
June 4, 2018



Application Software	QTY	Estimated Hours	Estimated Services	Estimated Services	Annual Subscription Fee
<b>Incode Financial Management Suite</b>				30,000	<b>35,770</b>
Core Financials		180	22,500		25,368
<i>Core Financials (GL, Budget Prep, Bank Recon, AP, Express, CellSense, Standard Forms Pkg, Output Director, Positive Pay, Secure Signatures)</i>					
Drainage Module		32	4,000		Included
Fixed Assets		16	2,000		3,806
Project Accounting		12	1,500		6,596
<b>Incode Personnel Management Suite</b>				28,000	<b>18,999</b>
Personnel Management (Includes Position Budgeting) (Payroll & HR)		180	22,500		18,499
Employee Self Service (Number of FTE Employees) (Employee Portal)	363	40	5,000		N/C
Applicant Tracking Interface (NeoGov)		4	500		500
<b>INCODE Property Tax Management/Eagle Recorder</b>				70,000	<b>35,840</b>
Incode 10 Property Tax Management System	1	552	69,000		
<b>Note: AUDITOR &amp; TREASURER ONLY - (Assessors currently use Incode 10 Property Tax)</b>					
Iowa Property Tax Management System					
- Valuations/Tax Billing/TIF					
- Drainage/Special Assessments					
- Tax Sale					
- Apportioning/Collection					
- ACH/Disbursements					
- Transfer Book					
- Cashiering for Tax and Misc Receipts					
- GIS Integration					
- Live QBE interface to data structures					
- Tyler Web Plug In - **Services only*		8	1,000		
<b>Eagle Land &amp; Vital Records Suite</b>	1			30,000	<b>5,000</b>
<b>Eagle Recorder</b>				Imaging Portion	5,000
Base License Fee	1	240	30,000		
Full Use License (per user) Recorder	9				
Full Use License (per user) IT Staff	7				
Public View Licenses (per user) - Recorder	2				
Public View Licenses (per user) - Abstractor (Remote Access)	8				
Public View Licenses (per user) - County P & Z	2				
Public View Licenses (per user) - Treasurer	3				
Public View Licenses (per user) - County Assessor	3				
Public View Licenses (per user) - City Assessor	5				
Public View Licenses (per user) - Auditor	2				
Public View Licenses (per user) - Veteran Services	4				
Public View Licenses (per user) - City of Sioux City P & Z	14				
<b>Professional Services</b>				10,000	
<b>Professional Services</b>					
Project Management		40	5,000		
Business Process Review for Financial/Personnel		40	5,000		
Business Process Review for Tax		40	<b>No Fees</b>		
<b>Incode Application Subtotal</b>		1,264	158,000		95,609
<b>Professional Services Subtotal</b>		80	10,000		
<b>Subtotal</b>			168,000		
<b>Less 50% Discount on Tax &amp; Eagle Implementation</b>			<b>(50,000)</b>		
<b>Application and System Software Total</b>		<b>1,344</b>	<b>\$118,000</b>		<b>95,609</b>
<b>Application Software - Additional</b>					
<b>Incode Financial Management Suite</b>				4,500	8,841
Tyler Citizen Transparency		36	4,500		
Tyler Web Plug In		Hours Listed above			3,975

**Professional Services**

Michelle Skaff  
Woodbury County  
June 4, 2018



Conversion Services	QTY	Programming Fee	Hours	Estimated Conversion Services	Conversion Fee
<b>Financial Applications</b>					18,000
<b>General Ledger</b>		5,000	48	6,000	
- Chart of Accounts 2 years history plus current year					
Legacy/Historical Views			4	500	
<b>Accounts Payable</b>		4,000	16	2,000	
- Vendor Master 2 years history plus current year					
Legacy/Historical Views			4	500	
<b>Fixed Assets</b>					
Import if required					
<b>Personnel/Payroll Applications</b>					12,000
<b>Personnel Management/Payroll</b>		7,500	32	4,000	
- Employee Master, Deductions/Taxes, Retirement, Current Leave Totals, Current Direct Deposit 2 years history plus current year					
Legacy/Historical Views			4	500	
<b>Tax Applications</b>					50,000
<b>Iowa Property Tax Management System</b>		40,000	80	10,000	
Auditor and Treasurer data as described in the Incode 10 Tax Conversion Specification					
<b>Conversion Services Total</b>				23,500	80,000
<b>Less 100% Discount on Tax</b>					(50,000)
<b>Conversion Services Total</b>					30,000

**Third Party Extraction Resource for Solutions Tax & HTE Financial/Payroll**

*Third Party Fees are not included above for BECA IT Services*

**Becky Akard**

**BECA IT and Software Services LLC**

Rebecca Akard | 806 787-5484 | beca.akard@suddenlink.net

## Professional Services

Michelle Skaff  
Woodbury County  
June 4, 2018



### Conversion Services - for Eagle and TCM

<b>EAGLE RECORDER Index Conversion from Solutions</b>	12,000
<b>EAGLE RECORDER Images Conversion from RVI</b>	
Images	4,000
Include Redactions	1,000
Include Annotations	1,000
<b>Conversion Services Subtotal</b>	<b>18,000</b>
<b>Less 100% Discount on Solutions Indexing Data Conversion</b>	<b>-12,000</b>
<b>Conversion Services Total</b>	<b>6,000</b>

RVI Imaging Files are to be extracted by county or RVI for Eagle Recorder. Above services are for extracted data, images, redactions, and annotations as required in the Tyler conversion specification.

## Tyler On Demand - Tyler U

Michelle Skaff  
Woodbury County  
June 4, 2018



### Service

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#### Tyler On Demand - Tyler U

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##### Tyler U Subscription

- E-learning courses available for all employees during the subscription period \$ 3,000
- Unlimited access to hundreds of e-learning courses spanning the entire suite of Tyler applications
- Unlimited access to on-demand Continuing Professional Education credit courses certified by NASBA standards
- Unlimited access to Government compliance courses such as HIPAA Compliance, Red Flag Rules, and Workplace Harassment Prevention
- Available 24/7
- New courses created continually

*Tyler Technologies, Inc. is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org)*

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**Tyler Online Training Center Total**

## Subscription Summary

Michelle Skaff  
Woodbury County  
June 4, 2018



**TCM - Enterprise**

### Cost Summary - Tyler Content Management

Professional Services & Hardware	Hours	Cost
Implementation Services - Estimated		21,500
<b>Includes:</b>		
Configuration/Setup	16	
TCM & Advanced OCR Training	156	
Conversion Services		15,260
<b>Services</b>	<b>172</b>	<b>36,760</b>

*\*\* Note: Travel expenses are billed as incurred based on Federal IRS per diem standards.*

On Premise Subscription	Annual Fees
Length of Agreement	5 Years - 60 Months
FIXED Fee for 5 years	16,670
<i>(Replaces RVI existing Software Maintenance allocated to Woodbury County)</i>	
<b>Summary</b>	<b>16,670</b>

### Description

#### **Tyler Content Manager Enterprise Edition (Bundle)**

- Unlimited Full Users
- Unlimited Retrieval Users
- TCM SE Integration with Incode apps
- Scan Station Licensing
- Advanced OCR

# Software Licenses

Michelle Skaff

Woodbury County

June 4, 2018



## TCM - Enterprise

Application Software	QTY	Hours	Estimated Services	Estimated Services
<b>Tyler Content Manager Enterprise Edition</b>				21,500
<b>Tyler Content Manager Enterprise Edition (Bundle)</b> Unlimited Full Users Unlimited Retrieval Users TCM SE Integration with Incode apps Scan Station Licensing		140	17,500	
<b>ADD:</b> Advanced OCR		16	2,000	
Configuration and Set up		16	2,000	
<b>Application and Software Total</b>		<b>172</b>		<b>21,500</b>

## Professional Services

Michelle Skaff  
Woodbury County  
June 4, 2018



**TCM - Enterprise**

Conversion Services - TCM	Conversion Services
<b>Base Conversion - up to 15 Document Types 1,000,000+ documents</b>	
Data and Images	15,260
Include Annotations	
Include Redactions	
<b>Conversion Services Subtotal</b>	15,260
<b>Conversion Services Total</b>	<b>15,260</b>

**RVI likely will charge a fee for data extraction. Not included above.**



## Subscription Summary

Michelle Skaff  
Woodbury County  
June 4, 2018



**ExecuTime**

### Cost Summary - ExecuTime

<u>Professional Services &amp; Hardware</u>	<u>Hours</u>	<u>Cost</u>
Implementation Services - Estimated	128	16,000
<b>Services</b>	<b>128</b>	<b>16,000</b>

*\*\* Note: Travel expenses are billed as incurred based on Federal IRS per diem standards.*

<u>On Premise Subscription</u>	<u>Annual Fees</u>
Length of Agreement	5 Years - 60 Months
FIXED Fee for 5 years	9,758
<b>Summary</b>	<b>9,758</b>

## Software Licenses

Michelle Skaff

Woodbury County

June 4, 2018



### ExecuTime

Application Software	Users	Hours	Estimated Services	Estimated Services	Annual Fee
<b>ExecuTime</b>				16,000	
ExecuTime Time and Attendance - up to 500ee		128	16,000		8,714
ExecuTime Time and Attendance - Mobile Access License		0	0		1,044
				Subtotal	9,758
Incode Import Interface - ExecuTime		0	0		0
Incode Export Interface - ExecuTime		0	0		0
<b>Application and Software Total</b>		<b>128</b>	<b>16,000</b>	<b>16,000</b>	<b>9,758</b>



## **Exhibit B**

### **Invoicing and Payment Policy**

We will provide you with the software and services set forth in the Investment Summary of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

**Invoicing**: We will invoice you for the applicable software and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. **SaaS Fees**. SaaS Fees are invoiced as follows: (a) 25% on July 31, 2018; (b) on or before July 15, 2019 for fees from July 1, 2019 to June 30, 2020. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates. We agree not to increase annual SaaS fees by more than 5% for year six (6) and will not increase in years seven (7) and eight (8).
2. **Other Tyler Software and Services**.
  - 2.1 ***Project Planning Services***: Project planning services are invoiced upon delivery of the implementation planning document.
  - 2.2 ***VPN Device***: The fee for the VPN device will be invoiced upon installation of the VPN.
  - 2.3 ***Implementation and Other Professional Services (including training)***: Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.
  - 2.4 ***Consulting Services***: If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Best Practice Recommendations, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
  - 2.5 ***Conversions***: Fixed-fee conversions are invoiced 50% upon initial delivery of the converted Data, by conversion option, and 50% upon Client acceptance to load the converted Data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you the actual services delivered on a time and materials basis.
  - 2.6 ***Requested Modifications to the Tyler Software***: Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth

in this Agreement.

2.7 *Other Fixed Price Services*: Other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where “Project Planning Services” are provided, payment will be due upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be billed monthly in arrears, beginning on the first day of the month immediately following the project kick-off meeting.

2.8 *Change Management Services*: If you have purchased any change management services, those services will be invoiced in the following amounts and upon the following milestones:

Acceptance of Change Management Discovery Analysis	15%
Delivery of Change Management Plan and Strategy Presentation	10%
Acceptance of Executive Playbook	15%
Acceptance of Resistance Management Plan	15%
Acceptance of Procedural Change Communications Plan	10%
Change Management Coach Training	20%
Change Management After-Action Review	15%

3. Third Party Products.

3.1 *Third Party Software License Fees*: License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.

3.2 *Third Party Software Maintenance*: The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.

3.3 *Third Party Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

4. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

**Payment.** Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is:

Bank: Wells Fargo Bank, N.A.  
420 Montgomery  
San Francisco, CA 94104  
ABA: 121000248  
Account: 4124302472  
Beneficiary: Tyler Technologies, Inc. – Operating



**Exhibit B**  
**Schedule 1**  
**Business Travel Policy**

1. Air Travel

A. Reservations & Tickets

Tyler's Travel Management Company (TMC) will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within \$100 (each way) of the lowest logical fare. If a net savings of \$200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven (7) day advance booking requirement is mandatory. When booking less than seven (7) days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is six (6) or more consecutive hours in length, only economy or coach class seating is reimbursable. Employees shall not be reimbursed for "Basic Economy Fares" because these fares are non-refundable and have many restrictions that outweigh the cost-savings.

B. Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

- Up to five (5) days = one (1) checked bag
- Six (6) or more days = two (2) checked bags

Baggage fees for sports equipment are not reimbursable.

## 2. Ground Transportation

### A. Private Automobile

Mileage Allowance – Business use of an employee’s private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

### B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a “mid-size” or “intermediate” car. “Full” size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; except for employees traveling to Alaska and internationally (excluding Canada), additional insurance on the rental agreement should be declined.

### C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

### D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

## 3. Lodging

Tyler’s TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler's work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

“No shows” or cancellation fees are not reimbursable if the employee does not comply with the hotel’s cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb, VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

#### 4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status within the continental U.S. are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem).

Per diem for Alaska, Hawaii, U.S. protectorates and international destinations are provided separately by the Department of Defense and will be determined as required.

##### A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

##### Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

##### Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

\*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

Breakfast	15%
Lunch	25%
Dinner	60%

##### B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.\*

\*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

## 5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to \$10.00 per day. Charges for internet access at airports are not reimbursable.

## 6. International Travel

All international flights with the exception of flights between the U.S. and Canada should be reserved through TMC using the "lowest practical coach fare" with the exception of flights that are six (6) or more consecutive hours in length. In such event, the next available seating class above coach shall be reimbursed.

When required to travel internationally for business, employees shall be reimbursed for photo fees, application fees, and execution fees when obtaining a new passport book, but fees related to passport renewals are not reimbursable. Visa application and legal fees, entry taxes and departure taxes are reimbursable.

The cost of vaccinations that are either required for travel to specific countries or suggested by the U.S. Department of Health & Human Services for travel to specific countries, is reimbursable.

Section 4, Meals & Incidental Expenses, and Section 2.b., Rental Car, shall apply to this section.





## Exhibit C Support Call Process

### Support Channels

Tyler Technologies, Inc. provides the following channels of software support:

- (1) Tyler Community – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (2) On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.
- (3) Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
- (4) Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

### Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – [www.tylertech.com](http://www.tylertech.com) – for accessing client tools and other information including support contact information.
- (2) Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
- (3) Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
- (4) Program Updates – where development activity is made available for client consumption

### Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Clients may receive coverage across these time zones. Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

New Year’s Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	

### Issue Handling

#### Incident Tracking

Every support incident is logged into Tyler’s Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident. The incident tracking number is used to track and reference open issues when clients contact support. Clients may track incidents, using the incident number, through the portal at Tyler’s website or by calling software support directly.

#### Incident Priority

Each incident is assigned a priority number, which corresponds to the client’s needs and deadlines. The client

is responsible for reasonably setting the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain “characteristics” may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the client towards clearly understanding and communicating the importance of the issue and to describe generally expected responses and resolutions.

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted Data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of Data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler’s responsibility for loss or corrupted Data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. For non-hosted customers, Tyler’s responsibility for lost or corrupted Data is limited to assisting the client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

#### *Incident Escalation*

Tyler Technology’s software support consists of four levels of personnel:

- (1) Level 1: front-line representatives
- (2) Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues
- (3) Level 3: assist in incident escalations and specialized client issues
- (4) Level 4: responsible for the management of support teams for either a single product or a product group

If a client feels they are not receiving the service needed, they may contact the appropriate Software Support Manager. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet the client's needs.

On occasion, the priority or immediacy of a software support incident may change after initiation. Tyler encourages clients to communicate the level of urgency or priority of software support issues so that we can respond appropriately. A software support incident can be escalated by any of the following methods:

- (1) Telephone – for immediate response, call toll-free to either escalate an incident's priority or to escalate an issue through management channels as described above.
- (2) Email – clients can send an email to software support in order to escalate the priority of an issue
- (3) On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

#### *Remote Support Tool*

Some support calls require further analysis of the client's database, process or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Support is able to quickly connect to the client's desktop and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



**Exhibit D**  
**Statement of Work**

# Statement of Work

---

*Tyler Technologies*

## Prepared for:

**Woodbury County**

Michelle Skaff

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Tyler Technologies, Inc.

[www.tylertech.com](http://www.tylertech.com)

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# 1 Executive Summary

## 1.1 Project Overview

The Statement of Work (SOW) documents the Project Scope, methodology, roles and responsibilities, implementation Stages, and deliverables for the implementation of Tyler products.

The Project goals are to offer Woodbury County the opportunity to make the County more accessible and responsive to external and internal customer needs and more efficient in its operations through:

- Streamlining, automating, and integrating business processes and practices
- Providing tools to produce and access information in a real-time environment
- Enabling and empowering users to become more efficient, productive and responsive
- Successfully overcoming current challenges and meeting future goals

## 1.2 Product Summary

Below, is a summary of the products included in this Project, as well as reference to the County’s functional area utilizing the Tyler product(s). Refer to the Implementation Stages section of this SOW for information containing detailed service components.

[PRODUCT]	[APPLICATION]
Incode	Financials
Incode	Personnel Management
Incode	Tax
Eagle	Recorder
ExecuTime	Time & Attendance
Tyler Content Manager	Document Management

## 1.3 Project Timeline

The Project Timeline establishes a start and end date for each Phase of the Project. Developed during the Initiate & Plan Stage and revised as mutually agreed to, if needed, the timeline accounts for resource availability, business goals, size and complexity of the Project, and task duration requirements.

## 1.4 Project Methodology Overview

Tyler bases its implementation methodology on the Project Management Institute’s (PMI) Process Groups (Initiating, Planning, Executing, Monitoring & Controlling, and Closing). Using this model, Tyler developed a 6-stage process specifically designed to focus on critical project success measurement factors.

Tailored specifically for Tyler’s Public Sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to Scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the County’s complexity, and organizational needs.



## 2 Project Governance

The purpose of this section is to define the resources required to adequately establish the business needs, objectives, and priorities for the Project; communicate the goals to other project participants; and provide support and guidance to accomplish these goals. Project governance also defines the structure for issue escalation and resolution, Change Control review and authority, and organizational Change Management activities.

The preliminary governance structure establishes a clear escalation path when issues and risks require escalation above the Project Manager level. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The path below illustrates an overall team perspective where Tyler and the County collaborate to resolve project challenges according to defined escalation paths. In the event Project Managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the County steering committee become the escalation points to triage responses prior to escalation to the County and Tyler executive sponsors. As part of the escalation process, each project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The County and Tyler executive sponsors serve as the final escalation point.

### 2.1 Client Governance

Depending on the County's organizational structure and size, the following governance roles may be filled by one or more people:

#### 2.1.1 Client Project Manager

The County's Project Manager(s) coordinate project team members, subject matter experts, and the overall implementation schedule and serves as the primary point of contact with Tyler. The County Project Manager(s) will be responsible for reporting to the County steering committee and determining appropriate escalation points.

#### 2.1.2 Steering Committee

The County steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation of the Project's value throughout the organization. Oversees the County Project Manager(s) and the Project as a whole and through participation in regular internal meetings, the County steering committee remains updated on all project progress, project decisions, and achievement of project milestones. The County steering committee also provides support to the County Project Manager(s) by communicating the importance of the Project to all impacted departments. The County steering committee is responsible for ensuring the Project has appropriate resources, provides strategic direction to the project team, for making timely decisions on critical project issues or policy decisions. The County steering committee also serves as primary level of issue resolution for the Project.

### 2.1.3 Executive Sponsor(s)

The County's executive sponsor provides support to the Project by allocating resources, providing strategic direction, and communicating key issues about the Project and the Project's overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated project issues. The executive sponsor engages in the Project, as needed, in order to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day project activities. The executive sponsor empowers the County steering committee, Project Manager(s), and Functional Leads to make critical business decisions for the County.

## 2.2 Tyler Governance

### 2.2.1 Tyler Project Manager

The Tyler Project Manager(s) have direct involvement with the Project and coordinates Tyler project team members, subject matter experts, the overall implementation schedule, and serves as the primary point of contact with the County. As requested by the County, the Tyler Project Manager(s) provide regular updates to the County's steering committee and other Tyler governance members.

### 2.2.2 Tyler Implementation Management

Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. Tyler Project Manager(s) consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager(s) or with the County management, as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level. The name(s) and contact information for this resource will be provided and available to the project team.

### 2.2.3 Tyler Executive Management

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the project team and collaborates with other Tyler department managers, as needed, in order to escalate and facilitate implementation project tasks and decisions. The name(s) and contact information for this resource will be provided and available to the project team.

## 2.3 Acceptance and Acknowledgment Process

All Deliverables and Control Points must be accepted or acknowledged following the process below. Acceptance requires a formal sign-off while acknowledgement may be provided without formal sign-off at the time of delivery. The following process will be used for accepting or acknowledging Deliverables and Control Points:

- The County shall have five (5) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept or acknowledge each Deliverable or Control Point. If the County does not provide acceptance or acknowledgement within five (5) business

days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

- If the County does not agree the particular Deliverable or Control Point meets requirements, the County shall notify Tyler Project Manager(s), in writing, with reasoning within five (5) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The County shall then have two (2) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the County does not provide acceptance or acknowledgement within two (2) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

## 3 Overall Project Assumptions

### 3.1 Project, Resources and Scheduling

- Project activities will begin, as mutually agreed to, after the Agreement has been fully executed.
- The County has the ability allocate additional internal resources if needed.
- The County also ensures the alignment of their budget and Scope expectations.
- The County and Tyler ensure that the assigned resources are available, they buy-into the change process, and they possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, buy-in, and knowledge.
- Abbreviated timelines and overlapped Phases can result in project delays if there are not sufficient resources assigned to complete all required work as scheduled.
- Changes to Project Plan, availability of resources or changes in Scope may result in schedule delays, which may result in additional charges to the Project.
- Tyler provides a written agenda and notice of any prerequisites to the County Project Manager(s) ten (10) business days prior to any scheduled on site or remote sessions.
- Tyler provides notice of any prerequisites to the County Project Manager(s) a minimum of ten (10) business days prior to any key deliverable due dates.
- County users complete prerequisites prior to applicable scheduled activities.
- Tyler provides guidance for configuration and processing options available within the Tyler software. The County is responsible for making decisions based on the options available.
- In the event the County may elect to add and/or modify current business policies during the course of this Project, such policy changes are solely the County's responsibility to define, document, and implement.
- The County makes timely Project related decisions in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the schedule, as each analysis and implementation session builds on the decisions made in prior sessions.
- Tyler considers additional services out of Scope and requires additional time and costs be requested via Change Request approved through the Change Control process.
- The County will respond to information requests in a comprehensive and timely manner, in accordance with the Project Plan.

### 3.2 Data Conversion

- The County will provide file layouts associated with data extract(s)
  - The approved file layout, unless otherwise agreed to, is a fixed length ASCII file layout for each data extract
- The County understands the Legacy System data extract(s) must be provided to Tyler in the same format each time unless changes are mutually agreed upon in advance
- The County is solely responsible to ensure all required data is extracted and provided to Tyler for accurate and complete data population in the Tyler database
- The County understands each Legacy System data extract submitted for conversion includes all associated records in a single file

- The County will utilize a single standard file layout for records containing similar data elements. This allows Tyler to use one set of scripts to move Legacy data into the Tyler database
- The County agrees to produce the needed data extract(s) from the static Legacy System database to Tyler on the specified due date(s)
- At the time the Legacy System data extract(s) are created, the County will either freeze the Legacy System database containing the extracted data or produce reports and detail screen captures using the extracted data to reconcile the converted data within the Tyler solution
- The County agrees to provide resources with in-depth knowledge of the Legacy solutions data and data structure to work collaboratively with Tyler resources to drive the mapping of the data to the Tyler solution(s)
- The County will grant Tyler access to the Legacy System to assist with understanding data relationships to improve the accuracy and quality of the converted data
- Tyler will create one set of scripts to move Legacy System data of similar characteristics to the Tyler database
- The County agrees to provide resources with in-depth knowledge of the Legacy solutions' data to validate the data once populated within the Tyler database
  - Tyler will perform an initial data validation, but it is the responsibility of the County to ensure the quality and accuracy of the data loaded to the Tyler database
- The County and Tyler will work in an iterative process to validate data, correct data, validate, etc. until the data is reasonably sound
- The County may need to correct data scenarios in the Legacy System prior to the final data extract(s) being created
- During Production Cutover, the County may need to manually add or adjust data after data has been loaded into the production database as mutually agreed to prior to the load

### 3.3 Data Exchanges, Modifications, Forms and Reports

- The County ensures the 3rd party data received conforms to a Tyler standard format.
- The 3rd party possesses the knowledge of how to program their portion of the interaction and understands how to manipulate the data received.
- Client is on a supported, compatible version of the 3<sup>rd</sup> party software or Tyler Standard Data Exchange tools may not be available.
- The County is willing to make reasonable business process changes rather than expecting the product to conform to every aspect of their current system/process.
- Any Modification requests not expressly stated in the contract are out of Scope. Modifications requested after contract signing have the potential to change cost, Scope, schedule, and production dates for project Phases. Modification requests not in Scope must follow the Project Change Control process.
- The County testing environment contains the Tyler software version required for delivery of the Modification prior to the scheduled delivery date for testing
- The County is responsible for verifying the performance of the Modification as defined by the specification

## 3.4 Hardware and Software

- Tyler will initially install the most current generally available version of the purchased Tyler software.
- The County will provide network access for Tyler modules, printers, and Internet access to all applicable County and Tyler project staff.
- The County has in place all hardware, software, and technical infrastructure necessary to support the Project.
- The County's system hardware and software meet Tyler standards to ensure sufficient speed and operability of Tyler software. Tyler will not support use of software if the County does not meet minimum standards of Tyler's published specifications.

## 3.5 Environments and Databases

- Tyler will establish three (3) software environments and three (3) databases for the Project. The environments will be production, train and test. Each environment will have a corresponding database named the same as the environments; production database, train database and test database
- The test environment will be used by Tyler to build the solution. Tyler will use the test database for testing and reviewing converted data. Tyler will also use the test database to present completed Deliverables to the County for acceptance. Once Deliverables have been accepted, they will be moved to the production and train environments
- The train database will be used by the County for reviewing the converted data, testing, and training
- At Production Cutover the production database will be used for processing daily functions

## 3.6 Education

- Throughout the Project lifecycle, the County provides a training room for Tyler staff to transfer knowledge to the County's resources, for both onsite and remote sessions. The County will provide staff with a location to practice what they have learned without distraction. If Phases overlap, the County will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The training room is set up in a classroom setting. The County determines the number of workstations in the room. Tyler recommends every person attending a scheduled session with a Tyler Consultant or Trainer have their own workstation. However, Tyler requires there be no more than two (2) people at a given workstation.
- The County provides a workstation which connects to the Tyler system for the Tyler trainer conducting the session. The computer connects to a County provided projector, allowing all attendees the ability to actively engage in the training session.
- Tyler is responsible for providing formal training on all functional areas of the software to the County's designated Power Users. The County will designate up to fifteen (15) Power Users for any specific class. The Power Users will vary based on agenda topics and area of the assessment office that the class pertains to. Power Users will then be empowered with the knowledge to conduct training to County End Users. In addition, informal education will occur leading up to the formal training sessions. Every time Tyler resources work with County staff to demonstrate a

specific function/feature/executable with the County is an opportunity to better understand and appreciate the Tyler solution

- Tyler will conduct one (1) formal training session for each of the functional areas of the software. The functional areas covered will allow the County to utilize the software. The County is responsible for assigning the appropriate Power Users to attend these sessions
- Tyler follows a train-the-trainer approach to allow County Power Users attending the sessions to disseminate the knowledge being learned during Tyler lead sessions to other County users
- Users performing User Acceptance Testing (UAT) have attended all applicable training sessions prior to performing UAT.

### 3.7 Assumption Mitigation

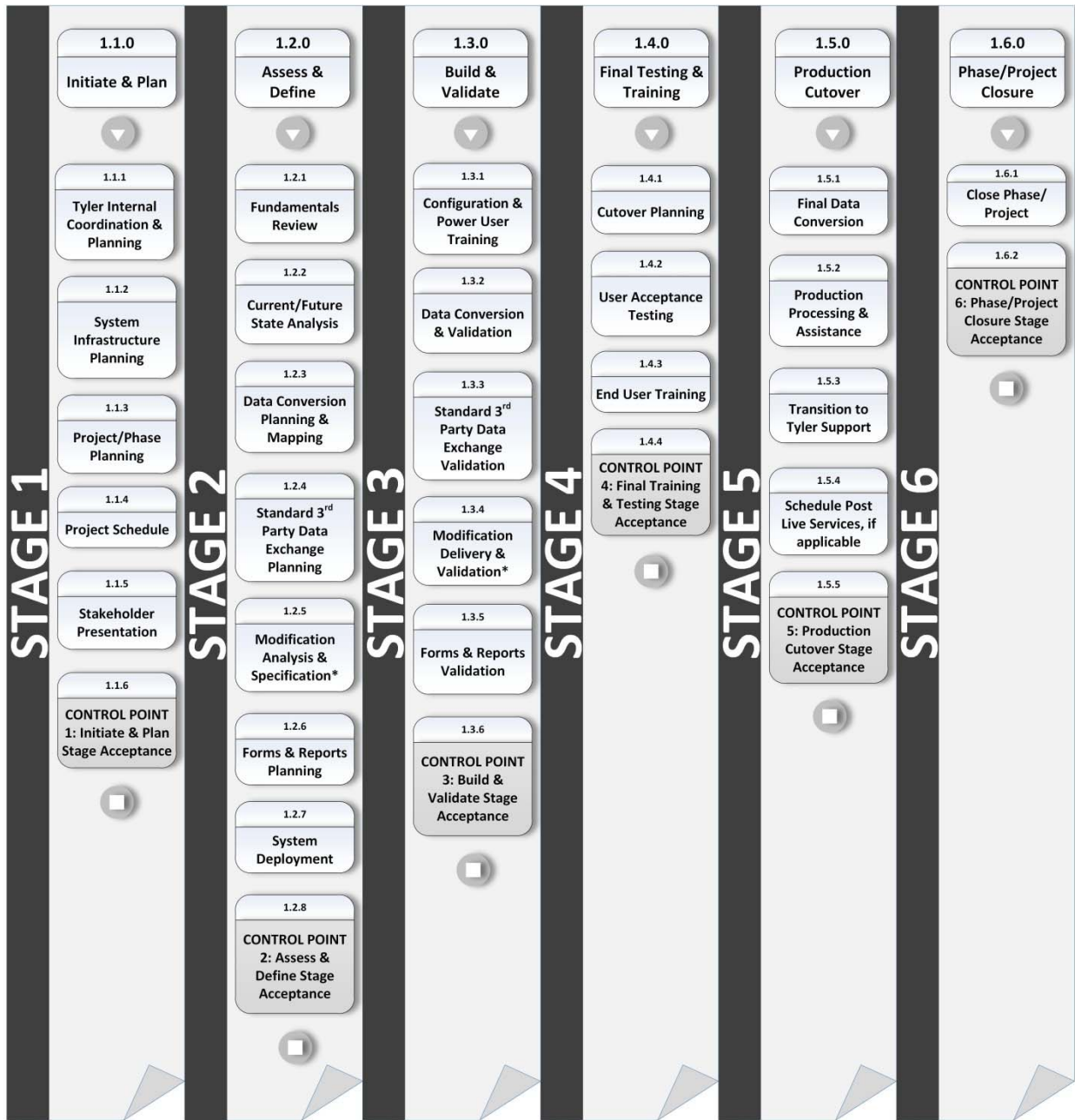
- In the event that any assumptions are not met or prove to be invalid the parties agree to work in good faith to mitigate any resulting issues



## 4 Implementation Stages

### 4.1 Work Breakdown Structure (WBS)

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top level components are called “Stages” and the second level components are called “work packages.” The work packages, shown below each Stage, contain the high-level work to be done. The detailed Project Plan, developed during Initiate & Plan and finalized during Assess & Define, will list the tasks to be completed within each work package. Each Stage ends with a “Control Point”, confirming the work performed during that Stage of the Project.



\* - If included in project scope

## 4.2 Initiate & Plan (Stage 1)

The Initiate & Plan Stage creates a foundation for the Project through identification of County and Tyler Project management teams, development of implementation management plans, and the provision and discussion of system infrastructure requirements. County participation in gathering information is critical. Tyler Project management teams present initial plans to stakeholder teams at Stage end.

### 4.2.1 Tyler Internal Coordination & Planning

Prior to Project commencement, Tyler management staff assigns Project Manager(s). Tyler provides the County with initial Project documents used in gathering basic information, which aids in preliminary planning and scheduling. County participation in gathering requested information by provided deadlines ensures the Project moves forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with Sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the County’s team. During this step, Tyler will work with the Client to establish the date(s) for the Project/Phase Planning session.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 1	Tyler Internal Coordination & Planning																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Assign Tyler Project Manager	A	R	I						I			I								
Provide initial Project documents to Client	A	I	R						C			I								
Sales to Implementation knowledge transfer	A	I	R						C											
Internal planning and phase coordination		A	R					C												

## 4.2.2 System Infrastructure Planning

The County provides, purchases or acquires hardware according to hardware specifications provided by Tyler and ensures it is available at the County’s site. The County completes the system infrastructure audit, ensuring vital system infrastructure information is available to the Tyler implementation team, and verifies all hardware compatibility with Tyler solutions.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 1	System Infrastructure Planning																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Provide system hardware specifications			I					R	A			I						C		
Make hardware available for Installation			I					C				A						R		
Install system hardware, if applicable			I					C				A						R		
Complete system infrastructure audit			I					C				A						R		

### 4.2.3 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify Applications to implement in each Phase (if applicable), and discuss implementation timeframes. The Tyler Project Manager(s) deliver an Implementation Management Plan, which is mutually agreeable by County and Tyler.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 1	Project/Phase Planning																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Perform Project/Phase Planning		A	R								I	C	C			I				
Deliver implementation management plan		A	R									C	C	I						

## 4.2.4 Project Schedule

Client and Tyler will mutually develop an initial Project schedule. The initial schedule includes, at minimum, enough detail to begin Project activities while the detailed Project Plan/schedule is being developed and refined.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 1	Project Schedule																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Develop initial Project schedule		A	R	I								C	I	I						
Deliver Project Plan and schedule for Project Phase		A	R	I						I	I	C	C	I	I	I				
Client reviews Project Plan & initial schedule			C							I	A	R	C	C		C				
Client approves Project Plan & initial schedule			I							I	A	R	C	C	I	I		I	I	I

## 4.2.5 Stakeholder Presentation

County stakeholders join Tyler Project Management to communicate successful Project criteria, Project goals, Deliverables, a high-level milestone schedule, and roles and responsibilities of Project participants.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 1	Stakeholder Presentation																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Present overview of Project Deliverables, project schedule and roles and responsibilities		A	R	I					I	I	I	C	I	I	I	I		I	I	I
Communicate successful Project criteria and goals			I							R	C	A	C	I	I	C	I	I		

## 4.2.6 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below. Advancement to the Assess & Define Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.2.6.1 Initiate & Plan Stage Deliverables

- Implementation Management Plan
  - Objective: Update and deliver baseline management plans to reflect the approach to the County's Project.
  - Scope: The Implementation Management addresses how communication, quality control, risks/issues, resources and schedules, and Software Upgrades (if applicable) will be managed throughout the lifecycle of the Project.
  - Acceptance criteria: County reviews and acknowledges Implementation Management Plan
- Project Plan/Schedule
  - Objective: Provide a comprehensive list of tasks, timelines and assignments related to the Deliverables of the Project.
  - Scope: Task list, assignments and due dates
  - Acceptance criteria: County acceptance of schedule based on County resource availability and Project budget and goals.

### 4.2.6.2 Initiate & Plan Stage Acceptance Criteria

- Hardware Installed
- System infrastructure audit complete and verified
- Implementation Management Plan delivered
- Project Plan/Schedule delivered; dates confirmed
- Stakeholder Presentation complete



## 4.3 Assess & Define (Stage 2)

The primary objective of Assess & Define is to gather information about current County business processes and translate the material into future business processes using Tyler Applications. Tyler uses a variety of methods for obtaining the information, all requiring County collaboration. The County shall provide complete and accurate information to Tyler staff for analysis and understanding of current workflows and business processes.

### 4.3.1 Fundamentals Review

Fundamentals Review provides functional leads and Power Users an overall understanding of software capabilities prior to beginning current and future state analysis. The primary goal is to provide a basic understanding of system functionality, which provides a foundation for upcoming conversations regarding future state processing. Tyler utilizes a variety of methods for completing fundamentals training including the use of eLearning, videos, documentation, and walkthroughs.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 2	Assess & Define																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Schedule fundamentals review & provide fundamentals materials & prerequisites, if applicable		A	R	I								C	I		I				I	
Complete fundamentals materials review and prerequisites			I								A	R		I					C	
Ensure all scheduled attendees are present			I	I							A	R	C		I					
Facilitate fundamentals review			A	R								I	I		I					

### 4.3.2 Current/Future State Analysis

County and Tyler evaluate current state processes, options within the new software, pros and cons of each option based on current or desired state, and make decisions about future state configuration and processing.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 2	Current/Future State Analysis																			
	TYLER							CLIENT												
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Provide Current/Future State analysis materials to the County, as applicable		A	R	I								C	I		I					
Conduct Current & Future State analysis			A	R								I	C	I	C					
Provide pros and cons of Tyler software options			A	R								I	C	I	C					
Make Future State Decisions according to due date in the Project Plan				I	I						C	A	R	I	C	I				
Record Future State decisions			A	R								I	C	I	C					

### 4.3.3 Data Conversion Planning & Mapping

This entails the activities performed to prepare to convert data from the County’s Legacy System Applications to the Tyler system. Tyler staff and the County work together to complete Data Mapping for each piece of data (as outlined in the Agreement) from the Legacy System to a location in the Tyler system.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 2	Data Conversion Planning & Mapping																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Review contracted data conversion(s) options			A	R	I							C	C		C			C		
Map data from Legacy System to Tyler system			I	C	I							A	C		C			R		
Pull conversion data extract			I		I							A	C		C			R		
Run balancing Reports for data pulled and provide to Tyler			I		I							A	C		R			I		
Review and approve initial data extract		A	I	C	R							I						I		
Correct issues with data extract, if needed			I	C	C							A	C		C			R		

### 4.3.4 Standard 3rd Party Data Exchange Planning

Standard Data Exchange tools are available to allow clients to get data in and out of the Tyler system with external systems. Data exchange tools can take the form of Imports and Exports, and Interfaces.

A Standard Interface is a real-time or automated exchange of data between two systems. This could be done programmatically or through an API. It is Tyler’s responsibility to ensure the Tyler programs operate correctly. It is the County’s responsibility to ensure the third party program operates or accesses the data correctly.

The County and Tyler Project Manager(s) will work together to define/confirm which Data Exchanges are needed (if not outlined in the Agreement). Tyler will provide a file layout for each Standard Data Exchange.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 2	Standard 3rd Party Data Exchange Planning																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Review Standard or contracted Data Exchanges			A	R								C	I		I			C		
Define or confirm needed Data Exchanges			I	C								A	C		C			R		

### 4.3.5 Customization Analysis & Specification, if contracted

Tyler staff conducts additional analysis and develops specifications based on information discovered during this Stage. The County reviews the specifications and confirms they meet County’s needs prior to acceptance. Out of Scope items or changes to specifications after acceptance may require a Change Request.

Tyler’s intention is to minimize Customizations by using Standard functionality within the Application, which may require a County business process change. It is the responsibility of the County to detail all of their needs during the Assess and Define Stage. Tyler will write up specifications (for County approval) for contracted program Customizations. Upon approval, Tyler will make the agreed upon Customizations to the respective program(s). Once the Customizations have been delivered, the County will test and approve those changes during the Build and Validate Stage.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 2	Customization Analysis & Specification, if contracted																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Analyze contracted custom program requirements			A	C			R					C	C	I	C				C	
Develop specification document(s)	A		I	C			R					I	I		I				I	
Review specification document(s); provide changes to Tyler, if applicable			I	C			C					A	R	I	C				C	
Sign-off on specification document(s) and authorize work			I				I				A	R	C	I	I				C	

### 4.3.6 Forms & Reports Planning

County and Tyler Project Manager(s) review Forms and Reporting needs. Items that may be included in the Agreement are either Standard Forms and Reports or known/included Customization(s). Items not included in the Agreement could be either County-developed Reports or a newly discovered Customization that will require a Change Request.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 2	Forms & Reports Planning																				
	TYLER								CLIENT												
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator	
Review required Forms output			A	R									C	I	C				I		
Review and complete Forms options and submit to Tyler			I			I						A	R		C						
Review in Scope Reports			A	R								I	C		C						
Identify additional Report needs			I	C								A	R		C						
Add applicable tasks to Project schedule	A	R	I			C						C	I		I				I		

### 4.3.7 System Deployment

The Tyler Technical Services team installs Tyler Applications on the server (hosted or client-based) and ensures the platform operates as expected.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 2	System Deployment																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Install contracted software on server	A		I					R				I						C		
Ensure platform operates as expected	A		I					R				I						C		

## 4.3.8 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below. Advancement to the Build & Validate Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.3.8.1 Assess & Define Stage Deliverables

- Completed analysis Questionnaire
  - Objective: Gather and document information related to County business processes for current/future state analysis as it relates to Tyler approach/solution.
  - Scope: Provide comprehensive answers to all questions on Questionnaire(s).
  - Acceptance criteria: County acceptance of completed Questionnaire based on thoroughness of capturing all County business practices to be achieved through Tyler solution.
- Data conversion summary and specification documents
  - Objective: Define data conversion approach and strategy
  - Scope: Data conversion approach defined, data extract strategy, conversion and reconciliation strategy.
  - Acceptance criteria: Data conversion document(s) delivered to the County, reflecting complete and accurate conversion decisions.
- Customization specification documents, if contracted
  - Objective: Provide comprehensive outline of identified gaps, and how the custom program meets the County's needs
  - Scope: Design solution for Customization
  - Acceptance criteria: County accepts Custom Specification Document(s) and agrees that the proposed solution meets their requirements
- Completed Forms options and/or packages
  - Objective: Provide specifications for each County in Scope form, Report and output requirements
  - Scope: Complete Forms package(s) included in agreement and identify Reporting needs.
  - Acceptance criteria: Identify Forms choices and receive supporting documentation
- Installation checklist
  - Objective: Installation of purchased Tyler software
  - Scope: Tyler will conduct an initial coordination call, perform an installation of the software included in the Agreement, conduct follow up to ensure all tasks are complete, and complete server system administration training, unless the County is hosted.
  - Acceptance criteria: Tyler software is successfully installed and available to authorized users, County team members are trained on applicable system administration tasks.

### 4.3.8.2 Assess & Define Stage Acceptance Criteria

- Tyler software is installed



- Fundamentals review is complete
- Required Form information complete and provided to Tyler
- Current/Future state analysis completed; Questionnaires delivered and reviewed
- Data conversion mapping and extractions completed and provided to Tyler

## 4.4 Build & Validate (Stage 3)

The objective of the Build & Validate Stage is to prepare the software for use in accordance with the County’s needs identified during the Assess and Define Stage, preparing the County for Final Testing and Training.

### 4.4.1 Configuration & Power User Training

Tyler staff collaborates with the County to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. Tyler staff will train the County Power Users to prepare them for the Validation of the software. The County collaborates with Tyler staff iteratively to Validate software configuration.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 3	Build & Validate																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Perform configuration			A	R								I	R		I					
Power User process and Validation training			A	R								I	C	I	C				I	
Validate configuration			I	C								A	C		R			C		

## 4.4.2 Data Conversion & Validation

Tyler completes an initial review of the converted data for errors. With assistance from the County, the Tyler Data Conversion Team addresses items within the conversion program to provide the most efficient data conversion possible. With guidance from Tyler, the County reviews specific data elements within the system and identifies and Reports discrepancies in writing. Iteratively, Tyler collaborates with the County to address conversion discrepancies prior to acceptance.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 3	Data Conversion & Validation																				
	TYLER								CLIENT												
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator	
Write and run data conversion program against Client data		A	I	C	R														C		
Complete initial review of data errors		A	I	C	R							I	I						C		
Review data conversion and submit needed corrections			I	C	I							A	C		R				C		
Revise conversion program(s) to correct error(s)		A	I	C	R							I	I		C				C		

### 4.4.3 Standard 3rd Party Data Exchange Validation

Tyler provides training on Data Exchange(s) and the County tests each Data Exchange.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 3	Standard 3 <sup>rd</sup> Party Data Exchange Validation																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Train Data Exchange(s) processing in Tyler software			A	R								C	I	I	I			C	I	
Coordinate 3 <sup>rd</sup> Party Data Exchange activities			I	I								A	C		C			R		
Test all Standard 3 <sup>rd</sup> party Data Exchange(s)			I	C								A	C	I	R			C		

#### 4.4.4 Customization Delivery & Validation, if contracted

Tyler delivers in Scope Customization(s) to the County for preliminary testing. Final acceptance will occur during the Final Testing and Training Stage.

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed

STAGE 3	Customization Delivery & Validation, if contracted																				
	TYLER								CLIENT												
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator	
Develop and deliver contracted custom program(s)		A	I	C	I		R					I	C	I	C				I		C
Test contracted custom program(s) in isolated database				I	C			C				A	C		R				C		
Report discrepancies between specification and delivered contracted custom program(s)				I	I			I				A	R		C				C		
Make corrections to contracted custom program(s) as required		A	I	C	I		R					I	C		C				I		

## 4.4.5 Forms & Reports Validation

Tyler provides training on Standard Forms/Reports and the County tests each Standard Form/Report.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 3	Forms & Reports Validation																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Standard Forms & Report Training			A	R								I	C		C					
Test Standard Forms & Reports			I	C		C						A	C		R				C	

## 4.4.6 Control Point 3: Build & Validate Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Final Testing & Training Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.4.6.1 Build & Validate Stage Deliverables

- Initial data conversion
  - Objective: Convert Legacy System data into Tyler system
  - Scope: Data conversion program complete; deliver converted data for review
  - Acceptance criteria: Initial error log available for review
- Data conversion verification document
  - Objective: Provide instructions to the County to verify converted data for accuracy
  - Scope: Provide self-guided instructions to verify specific data components in Tyler system
  - Acceptance criteria: County accepts data conversion delivery; County completes data issues log
- Installation of Customizations on the County's server(s) \*except for hosted Clients
  - Objective: Deliver Customization(s) in Tyler software
  - Scope: Program for Customization is complete and available in Tyler software, Customization testing
  - Acceptance criteria: Delivery of Customization(s) results in objectives described in the County-signed specification.
- Standard Forms & Reports Delivered
  - Objective: Provide Standard Forms & Reports for review
  - Scope: Installation of all Standard Forms & Reports included in the Agreement
  - Acceptance criteria: Standard Forms & Reports available in Tyler software for testing in Stage 4

### 4.4.6.2 Build & Validate Stage Acceptance Criteria

- Application configuration completed
- Standard Forms & Reports delivered and available for testing in Stage 4
- Data conversions (except final pass) delivered
- Standard 3<sup>rd</sup> party Data Exchange training provided
- Customizations delivered and available for testing in Stage 4
- The County and Tyler have done a review of primary configuration areas to Validate completeness and readiness for testing and acceptance in Stage 4.

## 4.5 Final Testing & Training (Stage 4)

During Final Testing and Training, Tyler and the County review the final Cutover plan. A critical Project success factor is the County understanding the importance of Final Testing and Training and dedicating the resources required for testing and training efforts in order to ensure a successful Production Cutover.

### 4.5.1 Cutover Planning

County and Tyler Project Manager(s) discuss final preparations and critical dates for Production Cutover. Tyler delivers a Production Cutover Checklist to outline Cutover tasks to help prepare the County for success.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 4	Cutover Planning																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Cutover Planning Session		A	R	C							I	I	C	C	C			C	C	
Develop Production Cutover Checklist		A	R	C						I	I	C	C	I	I			C		



## 4.5.2 User Acceptance Testing (UAT)

The County performs User Acceptance Testing to verify software readiness for day-to-day business processing. Tyler provides a Test Plan for users to follow to ensure proper Validation of the system.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 4	User Acceptance Testing (UAT)																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Deliver Test Plan for User Acceptance Testing		A	R	C								I	I							
Perform User Acceptance Testing			I	C							A	R	C	C	C	I	I	C	I	
Accept custom program(s), if applicable			I	I			I				A	R	C	I	C			C		
Validate Report performance			I	C		C						A	C		R			C		

### 4.5.3 End User Training

End Users attend training sessions to learn how to utilize Tyler software. Training focuses primarily on day-to-day County processes that will be delivered via group training, webinar, eLearnings and/or live training sessions.

Unless stated otherwise in the Agreement, Tyler provides one occurrence of each scheduled training or implementation topic with up to the maximum number of users as defined in the Agreement, or as otherwise mutually agreed. County users who attended the Tyler sessions may train any County users not able to attend the Tyler sessions or additional sessions may be contracted at the applicable rates for training.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 4	End User Training																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Conduct user training sessions			A	R								C	I		I	I		I	I	
Conduct additional End User training sessions			I								I	A	C	I	R	I	I	I	I	

## 4.5.4 Control Point 4: Final Testing & Training Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Production Cutover Stage is dependent upon Tyler's receipt of the Stage Acceptance.

### 4.5.4.1 Final Testing & Training Stage Deliverables

- Production Cutover checklist
  - Objective: Provide a detailed checklist outlining tasks necessary for production Cutover
  - Scope: Dates for final conversion, date(s) to cease system processing in Legacy System, date(s) for first processing in Tyler system, contingency plan for processing
  - Acceptance criteria: Definition of all pre-production tasks, assignment of owners and establishment of due dates
- User Acceptance Test Plan
  - Objective: Provide testing steps to guide users through testing business processes in Tyler software.
  - Scope: Testing steps for Standard business processes.
  - Acceptance criteria: Testing steps have been provided for Standard business processes.

### 4.5.4.2 Final Testing & Training Stage Acceptance Criteria

- Production Cutover Checklist delivered and reviewed
- Customization(s) tested and accepted, if applicable
- Standard 3<sup>rd</sup> party Data Exchange programs tested and accepted
- Standard Forms & Reports tested and accepted
- User acceptance testing completed
- End User training completed

## 4.6 Production Cutover (Stage 5)

County and Tyler resources complete tasks as outlined in the Production Cutover Plan and the County begins processing day-to-day business transactions in the Tyler software. Following production Cutover, the County transitions to the Tyler support team for ongoing support of the Application.

### 4.6.1 Final Data Conversion, if applicable

The County provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final data conversion. The County may need to manually enter into the Tyler system any data added to the Legacy System after final data extract.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 5	Final Data Conversion, if applicable																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Provide final data extract			C		I						I	A	C	I	I	I	I	R		
Provide final extract balancing Reports			I		I							A	C		R			I		
Convert and deliver final pass of data		A	I	I	R							I	I		I			C		
Validate final pass of data			I	C	C						I	A	C		R			C		
Load final conversion pass to Production environment			I		I						I	A	C	I	C			R		

## 4.6.2 Production Processing & Assistance

Tyler staff collaborates with the County during Production Cutover activities. The County transitions to Tyler software for day-to day business processing.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 5	Production Processing & Assistance																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Production processing			C	C						I	I	A	R	R	R	R	R	R	I	I
Provide production assistance			A	R				C				I	C	C	C	C	C	C		

### 4.6.3 Transition to Tyler Support

Tyler Project Manager(s) introduce the County to the Tyler Support team, who provides the County with day-to-day assistance following Production Cutover.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 5	Transition to Tyler Support																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Develop internal support plan			I								A	R	C	C	C	C		C	C	C
Conduct transfer to Support meeting	A	I	C					R				C	C	C	C	I	I	C	I	I

#### 4.6.4 Schedule Post-Production Services, if applicable

Tyler provides post-production services if included in the Agreement. Prior to scheduling services, the Tyler Project Manager(s) collaborate with County Project Manager(s) to identify needs.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 5	Schedule Post-Production Services, if applicable																				
TASKS	TYLER								CLIENT												
	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator	
Identify topics for post-production services			C	C								A	R	I	C					I	
Schedule services for post-production topics		A	R	I								C	C	I	C					I	

## 4.6.5 Control Point 5: Production Cutover Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. Advancement to the Phase/Project Closure Stage is dependent upon Tyler's receipt of this Stage Acceptance.

### 4.6.5.1 Production Cutover Stage Deliverables

- Final data conversion, if applicable
  - Objective: Ensure (in Scope) Legacy System data is available in Tyler software in preparation for production processing.
  - Scope: Final passes of all conversions completed in this Phase
  - Acceptance criteria: Data is available in production environment
- Support transition documents
  - Objective: Define strategy for on-going Tyler support
  - Scope: Define support strategy for day-to-day processing, conference call with County Project Manager(s) and Tyler support team, define roles and responsibilities, define methods for contacting support
  - Acceptance criteria: the County receives tools to contact support and understands proper support procedures.

### 4.6.5.2 Production Cutover Stage Acceptance Criteria

- Final data conversion(s) delivered
- Processing is being done in Tyler production
- Transition to Tyler support is completed
- Post-live services have been scheduled, if applicable



## 4.7 Phase/Project Closure (Stage 6)

Project or Phase closure signifies full implementation of all products purchased and encompassed in the Phase or Project. The County moves into the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Support).

### 4.7.1 Close Phase/Project

The County and Tyler Project Manager(s) review the list of outstanding Project activities and develop a plan to address them. The Tyler Project Manager(s) review the Project budget and status of each contract Deliverable with the County Project Manager(s) prior to closing the Phase or Project.

RACI MATRIX KEY: **R** = Responsible **A** = Accountable **C** = Consulted **I** = Informed

STAGE 6	Close Phase/Project																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Customization Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Review outstanding Project activities and develop action plan		A	R	C								C	C	I	C	I		C		
Review Project budget and status of contract Deliverables		A	R							I	I	C								

## 4.7.2 Control Point 6: Phase/Project Closure Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below. This is the final acceptance for the Phase/Project.

### 4.7.2.1 Phase/Project Closure Stage Deliverables

- Phase/Project reconciliation report
  - Objective: Provide comparison of contract Scope and Project budget
  - Scope: Contract Scope versus actual, analysis of services provided and remaining budget, identify any necessary Change Requests or Project activity.
  - Acceptance criteria: Acceptance of services and budget analysis and plan for changes, if needed.

### 4.7.2.2 Phase/Project Closure Stage Acceptance Criteria

- Outstanding Phase or Project activities have been documented and assigned
- Phase/final Project budget has been reconciled
- Tyler Deliverables for the Phase/Project are complete

# 5 Roles and Responsibilities

## 5.1 Tyler Roles and Responsibilities

Tyler assigns Project Manager(s) prior to the start of each Phase of the Project. The Project Manager(s) assign additional Tyler resources as the schedule develops and as needs arise. One person may fill multiple project roles.

### 5.1.1 Tyler Executive Management

- Provides clear direction for Tyler staff on executing on the project Deliverables to align with satisfying the County's overall organizational strategy
- Authorizes required project resources
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process
- Offers additional support to the project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation project tasks and decisions
- Acts as the counterpart to the County's executive sponsor

### 5.1.2 Tyler Implementation Management

- Acts as the counterpart to the County steering committee.
- Assigns initial Tyler project personnel
- Works to resolve all decisions and/or issues not resolved at the Project Management level as part of the escalation process
- Attends County steering committee meetings as necessary
- Provides support for the project team
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources
- Monitors project progress including progress towards agreed upon goals and objectives

### 5.1.3 Tyler Project Manager

The Tyler Project Manager(s) provides oversight of the Project, coordination of resources between departments, management of the project budget and schedule, effective risk and issue management, and is the primary point of contact for all Project related items.

- Contract Management
  - Validates contract compliance throughout the Project
  - Ensures Deliverables meet contract requirements
  - Acts as primary point of contact for all contract and invoicing questions
  - Prepares and presents contract milestone sign-offs for acceptance by County Project Manager(s)
  - Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance
- Planning

- Update and deliver Implementation Management Plan
- Defines project tasks and resource requirements
- Develops initial project schedule and full scale Project Plan
- Collaborates with County Project Manager(s) to plan and schedule project timelines to achieve on-time implementation
- Implementation Management
  - Tightly manages Scope and budget of Project; establishes process and approval matrix with the County to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
  - Establishes and manages a schedule and resource plan that properly supports the Project Plan as a whole that is also in balance with Scope/budget
  - Establishes risk/issue tracking/reporting process between the County and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to the County any items that may impact the outcomes of the Project
  - Collaborates with the County's Project Manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project
  - Sets a routine communication plan that will aide all project team members, of both the County and Tyler, in understanding the goals, objectives, current status and health of the project
- Team Management
  - Acts as liaison between project team and Tyler manager(s)
  - Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing
  - Provides direction and support to project team
  - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward
  - Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover checklist
  - Assesses team performance and adjusts as necessary
  - Interfaces closely with Tyler developers to coordinate program Modification activities
  - Coordinates with in Scope 3<sup>rd</sup> party providers to align activities with ongoing project tasks

#### 5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler Project Manager(s)
- Performs problem solving and troubleshooting
- Follows up on issues identified during sessions
- Documents activities for on site services performed by Tyler
- Provides conversion Validation and error resolution assistance
- Recommends guidance for testing Forms and Reports
- Tests software functionality with the County following configuration
- Assists during Production Cutover process and provides production support until the County transitions to Tyler Support
- Provides product related education

- Effectively facilitates training sessions and discussions with County and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time
- Conducts training (configuration, process, conversion Validation) for Power Users and the County's designated trainers for End Users
- Clearly documents homework tasks with specific due dates and owners, supporting and reconciling with the final Project Plan
- Keeps Tyler Project Manager(s) proactively apprised of any and all issues which may result in the need for additional training, change in schedule, change in process decisions, or which have the potential to adversely impact the success of the Project prior to taking action

### 5.1.5 Tyler Sales

- Provide sales background information to Implementation during project initiation
- Support Sales transition to Implementation
- Provide historical information, as needed, throughout implementation

### 5.1.6 Tyler Software Support

- Manages incoming client issues via phone, email, and online customer incident portal
- Documents and prioritizes issues in Tyler's Customer Relationship Management (CRM) system
- Provides issue analysis and general product guidance
- Tracks issues and tickets to timely and effective resolution
- Identifies options for resolving reported issues
- Reports and escalates defects to Tyler Development
- Communicates with the County on the status and resolution of reported issues

## 5.2 County Roles and Responsibilities

County resources will be assigned prior to the start of each Phase of the project. One person may be assigned to multiple project roles.

### 5.2.1 County Executive Sponsor

- Provides clear direction for the Project and how the Project applies to the organization's overall strategy
- Champions the project at the executive level to secure buy-in
- Authorizes required project resources
- Resolves all decisions and/or issues not resolved at the County steering committee level as part of the escalation process
- Actively participates in organizational change communications

### 5.2.2 County Steering Committee

- Works to resolve all decisions and/or issues not resolved at the Project Manager level as part of the escalation process
- Attends all scheduled steering committee meetings
- Provides support for the project team

- Assists with communicating key project messages throughout the organization
- Prioritizes the project within the organization
- Provides management support for the project to ensure it is staffed appropriately and staff have necessary resources
- Monitors project progress including progress towards agreed upon goals and objectives
- Has the authority to approve or deny changes impacting the following areas:
  - Cost
  - Scope
  - Schedule
  - project Goals
  - County Policies

### 5.2.3 County Project Manager

The County shall assign Project Manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to project Scope, scheduling, and task assignment, and communicates decisions and commitments to the Tyler Project Manager(s) in a timely and efficient manner. When the County Project Manager(s) do not have the knowledge or authority to make decisions, he or she engages the correct resources from County to participate in discussions and make decisions in a timely fashion to avoid project delays.

- Contract Management
  - Validates contract compliance throughout the project
  - Ensures invoicing and Deliverables meet contract requirements
  - Acts as primary point of contact for all contract and invoicing questions
  - Signs off on contract milestone acknowledgment documents
  - Collaborates on and approves Change Requests, if needed, to ensure proper Scope and budgetary compliance
- Planning
  - Review and acknowledge Implementation Management Plan
  - Defines project tasks and resource requirements for County project team
  - Collaborates in the development and approval of the initial Project Plan and Project Plan
  - Collaborates with Tyler Project Manager(s) to plan and schedule project timelines to achieve on-time implementation
- Implementation Management
  - Tightly manages project budget and Scope and collaborates with Tyler Project Manager(s) to establish a process and approval matrix to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
  - Collaborates with Tyler Project Manager to establish and manage a schedule and resource plan that properly supports the project Plan, as a whole, that is also in balance with Scope/budget
  - Collaborates with Tyler Project Manager(s) to establishes risk/issue tracking/reporting process between the County and Tyler and takes all necessary steps to proactively mitigate

- these items or communicates with transparency to Tyler any items that may impact the outcomes of the project
  - Collaborates with Tyler Project Manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project
  - Routinely communicates with both County staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members
- Team Management
  - Acts as liaison between project team and stakeholders
  - Identifies and coordinates all County resources across all modules, Phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices
  - Provides direction and support to project team
  - Builds partnerships among the various stakeholders, negotiating authority to move the project forward
  - Manages the appropriate assignment and timely completion of tasks as defined in the project plan, task list, and production cutover checklist
  - Assesses team performance and takes corrective action, if needed
  - Provides guidance to County technical teams to ensure appropriate response and collaboration with Tyler technical support teams to ensure timely response and appropriate resolution
  - Coordinates in Scope 3<sup>rd</sup> party providers to align activities with ongoing project tasks

## 5.2.4 County Functional Leads

- Makes business process change decisions under time sensitive conditions
- Communicates existing business processes and procedures to Tyler consultants
- Assists in identifying business process changes that may require escalation
- Attends and contributes business process expertise for current/future state analysis sessions
- Identifies and includes additional subject matter experts to participate in current/future state analysis sessions
- Provides business process change support during Power User and End User training
- Completes performance tracking review with client project team on End User competency on trained topics
- Provides Power and End Users with dedicated time to complete required homework tasks
- Act as an ambassador/champion of change for the new process.
- Identifies and communicates any additional training needs or scheduling conflicts to County Project Manager
- Prepares and Validates Forms
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
  - Task completion
  - Stakeholder Presentation
  - Implementation Management Plan development
  - Schedule development
  - Maintenance and monitoring of risk register

- Escalation of issues
- Communication with Tyler project team
- Coordination of County resources
- Attendance at scheduled sessions
- Change Management activities
- Customization specification, demonstrations, testing and approval assistance
- Conversion Analysis and Verification Assistance
- Decentralized End User Training
- Process Testing
- User Acceptance Testing

### 5.2.5 County Power Users

- Participate in project activities as required by the project team and Project Manager(s)
- Provide subject matter expertise on County business processes and requirements
- Act as subject matter experts and attend current/future state and validation sessions as needed
- Attend all scheduled training sessions
- Participate in all required post-training processes as needed throughout project
- Participate in conversion Validation
- Test all Application configuration to ensure it satisfies business process requirements
- Become Application experts
- Participate in User Acceptance Testing
- Adopt and support changed procedures
- Complete all Deliverables by the due dates defined in the Project Plan
- Demonstrate competency with Tyler products processing prior to Production Cutover
- Provide knowledge transfer to County staff during and after implementation

### 5.2.6 County End Users

- Attend all scheduled training sessions
- Become proficient in Application functions related to job duties
- Adopt and utilize changed procedures
- Complete all Deliverables by the due dates defined in the Project Plan
- Utilize software to perform job functions at and beyond Production Cutover

### 5.2.7 County Technical Support

- Coordinates updates and releases with Tyler as needed
- Coordinates the copying of source databases to training/testing databases as needed for training days
- Extracts and transmits conversion data and control reports from County's Legacy System per the conversion schedule set forth in the Project Plan
- Coordinates and adds new users and printers and other Peripherals as needed
- Validates all users understand log-on process and have necessary permission for all training sessions
- Coordinates Interface development for County 3<sup>rd</sup> party Data Exchanges.
- Develops or assists in creating Reports as needed



- Ensures onsite system hardware meets specifications provided by Tyler
- Assists with software deployment as needed

### 5.2.8 County Upgrade Coordinator

- Becomes familiar with the Software Upgrade process and required steps
- Becomes familiar with Tyler’s releases and updates
- Utilizes Tyler Community to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the County’s Software Upgrade process
- Assists with the Software Upgrade process during implementation
- Manages Software Upgrade activities post-implementation
- Manages Software Upgrade plan activities
- Coordinates Software Upgrade plan activities with County and Tyler resources
- Communicates changes affecting users and department stakeholders
- Obtains department stakeholder sign-offs to upgrade production environment

### 5.2.9 County project Toolset Coordinator

- Ensures users have appropriate access to Tyler project toolsets such as Tyler University, Tyler Community, Tyler Product Knowledgebase, SharePoint, etc.
- Conducts training on proper use of toolsets
- Validates completion of required assignments using toolsets

### 5.2.10 County Change Management Lead

- Validates users receive timely and thorough communication regarding process changes
- Provides coaching to Supervisors to prepare them to support users through the project changes
- Identifies the impact areas resulting from project activities and develops a plan to address them proactively
- Identifies areas of resistance and develops a plan to reinforce the change
- Monitors post-production performance and new process adherence

# 6 Glossary

Word or Term	Definition
<b>Accountable</b>	The person who is ultimately accountable for decisions being made on a task.
<b>Application</b>	A computer program designed to perform a group of coordinated functions, tasks or activities for the benefit of the user.
<b>Build Blueprint</b>	A document recording future state decisions intended to allow Tyler to satisfy business needs/requirements during the Build & Validate Stage through configuration and setups to develop the final solution. A means for the County to Validate what was agreed to be in Scope has been Delivered.
<b>Business Requirements Document</b>	A specification document used to describe County requirements not available through Tyler software functionality, which will lead to a Modification with County acceptance.
<b>Change Control</b>	A systematic approach for managing change governing how Change Requests will be received, assessed and acted on.
<b>Change Management</b>	An approach for ensuring that changes are thoroughly and smoothly implemented and that the lasting benefits of change are achieved. The focus is on the global impact of change with an intense focus on people and how individuals and teams move from the current situation to the new one.
<b>Change Request</b>	A form used as part of the Change Control process whereby changes in the Scope of work, timeline, resources, and/or budget are revised and agreed upon by participating parties.
<b>Consulted</b>	Anyone who must be consulted with prior to a decision being made and/or the task being completed
<b>Consumables</b>	Items that are used on a recurring basis, usually by Peripherals. Examples: paper stock or scanner cleaning kits.
<b>Control Point</b>	Occurring at the end of each Stage, the Control Point serves as a formal client review point. Project progress cannot continue until the client acknowledges the agreed upon Deliverables of the Stage have been met, or agree on an action plan to make the Deliverable acceptable and move to next Stage while executing final steps of current Stage.
<b>Data Exchange</b>	A term used to reference Imports and Exports, and Interfaces which allow data to be exchanged between an external system and Tyler software.
<b>Data Mapping</b>	The process of mapping fields from the Legacy System to the appropriate location in the new system from one or more sources.
<b>Deliverable</b>	A tangible or intangible object/document produced as a result of the Project that is intended to be delivered to a client (either internal or external) or vendor at a specific time.
<b>End User</b>	The person for whom the software is designed to use on a day-to-day basis.

<b>Forms</b>	A document which is typically printed on a template background and only captures data for one record per page. Forms are provided to entity customers whether internal (employees) or external (citizens).
<b>Imports and Exports</b>	A process within the system that a user is expected to run to consume (Import) or produce (Export) a specifically defined file format/layout.
<b>Informed</b>	Anyone who will be updated when decisions are made or a task is completed.
<b>Install</b>	References the initial Installation of software files on client servers and preparing the software for use during configuration. The version currently available for general release will always be used during the initial Install.
<b>Interface</b>	A real-time or automated exchange of data between two systems.
<b>Legacy System</b>	The system from which a client is converting.
<b>Modification</b>	Modification of software program package to provide individual client requirements documented within the Scope of the Agreement.
<b>Peripherals</b>	An auxiliary device that connects to and works with the computer in some way. Examples: mouse, keyboard, scanner, external drive, microphone, speaker, webcam, and digital camera.
<b>Phase</b>	A portion of the Project in which specific set of related products are typically implemented. Phases each have an independent start, Production Cutover and closure dates but use the same Implementation Plans as other Phases within the Project. Phases may overlap or be sequential and may have the same Tyler Project Manager and Tyler project team or different individuals assigned.
<b>Power User</b>	An experienced client person or group who is (are) an expert(s) in the client business processes, as well as knowledgeable in the requirements and acceptance criteria.
<b>Production Cutover</b>	The County is using the Tyler software to conduct daily operations.
<b>Project</b>	The Project includes all implementation activity from Plan & Initiate to Closure for all products, Applications and functionality included in a single Agreement. The Project may be broken down into multiple Phases.
<b>Project Plan</b>	The Project Plan serves as the master roadmap for the Project. The Project Plan will be the detailed task list of the essential activities to be performed to complete the Project. Each activity will have owner(s), participant(s) if applicable, start date, and due dates. The Project Plan is a living document and will be updated quarterly with the detailed tasks for the next future quarter; only high level tasks with rough timeframes will be plotted out beyond this.

<b>Project Planning Meeting</b>	Occurs during the Plan & Initiate Stage to coordinate with the Client Project Manager to discuss Scope, information needed for project scheduling and resources.
<b>RACI</b>	A chart describing level of participation by various roles in completing tasks or Deliverables for a Project or process. Also known as a responsibility assignment matrix (RAM) or linear responsibility chart (LRC).
<b>Reports</b>	Formatted to return information related to multiple records in a structured format. Information is typically presented in both detail and summary form for a user to consume.
<b>Responsible</b>	The person who will be completing the task.
<b>Scope</b>	Products and services that are included in the Agreement.
<b>Software Upgrade</b>	References the act of updating software files to a newer software release.
<b>Stage</b>	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project and requires acknowledgement before continuing to the next Stage. Some tasks in the next Stage may begin before the prior Stage is complete.
<b>Stakeholder Presentation</b>	Representatives of the Tyler implementation team will meet with key client representatives to present high level project expectations and outline how Tyler and the Client can successfully partner to create an environment for a successful implementation.
<b>Standard</b>	Included in the base software (out of the box) package.
<b>Statement of Work (SOW)</b>	Document which will provide supporting detail to the Agreement defining project -specific activities and Deliverables Tyler will provide to the client.
<b>Validation (or to validate)</b>	The process of testing and approving that a specific Deliverable, process, program or product is working as expected.
<b>Work Breakdown Structure (WBS)</b>	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.

# 7 Eagle Recorder Conversion Summary

## 7.1 Eagle Recorder – Standard

- All standard fields for land records, additional fields added to Notes field
- Conversion from Two Systems
  - Images associated to the index records Data from Solutions
  - Images from RVI
- All standard fields for land records, additional fields added to Notes field
- All standard fields for marriage records, additional fields added to Notes field
- All standard fields for birth records, additional fields added to Notes field
- All standard fields for death records, additional fields added to Notes field
- Redactions on images
- Annotations on images
- Historical Index Conversion, Tyler created file or Vendor created file

# 8 TCM Conversion Summary

## 8.1 TCM – Standard

- Up to over 1,000,000 records
- Up to Up to 15 document type(s)
- All visible fields configured for TCM EE installations or the standard fields that exist for TCM SE installations
- Images and Attachments as described below
- Lookups are imported with the assistance of the consultant
- Conversion from Single System
  - Data from RVI
  - Images from RVI
- Annotations text stamps on tiff and pdf images
- Annotations image stamps on tiff images
- Redactions on tiff images

## 9 Incode 10 Property Tax Management Conversion

### 9.1 Incode 10 PTM Conversion - Full Conversion with History

Full conversions will be quoted individually. Clients must be able to provide layouts, data and balancing reports.

# 10 Incode 10 Conversion Summary

## 10.1 General Ledger – Chart of Accounts

- Full chart of accounts listing, descriptions, and corresponding account types
- Element (segment) values and descriptions

## 10.2 General Ledger – Legacy/Historical Views

- Unlimited historical transactions provided by client can be converted by Tyler into historical views

## 10.3 Accounts Payable – Vendor Master

- Vendor master information, address, primary contact, and notes

## 10.4 Accounts Payable – Legacy/Historical Views

- Unlimited historical transactions provided by client can be converted by Tyler into historical views

## 10.5 Personnel Management/Payroll - Standard

- Basic employee information – employee master, address, primary contact, dates, phone numbers, dependents, notes
- Current direct deposit bank information
- Federal and state tax withholding information

## 10.6 Personnel Management/Payroll – Legacy/Historical Views

- Unlimited historical transactions provided by client can be converted by Tyler into historical views



Tyler

Work Order/

Inventory

Pricing



## Proposal - 5 Year On Premises Subscription Add County Engineer

Local Government Division

---

*Presented to:*

**Michelle Skaff**

Deputy Auditor  
Woodbury County  
620 Douglas St Room 103  
Sioux City, IA 51101-1248  
712-279-6702  
[miskaff@woodburycountyiowa.gov](mailto:miskaff@woodburycountyiowa.gov)

*Proposal date:*

June 7, 2018

*Submitted by:*

Ron Pieracci  
(515) 817-2722  
[ron.pieracci@tylertech.com](mailto:ron.pieracci@tylertech.com)

Tyler Technologies  
1315 S Bell Ave Suite 102  
Ames, IA 50010

## Software Licenses

Michelle Skaff  
Woodbury County  
June 7, 2018



Application Software	QTY	Estimated Hours	Estimated Services	Estimated Services	Annual Subscription Fee
<b>Incode Financial Management Suite</b>				17,000	<b>11,290</b>
Core Financials - Training Only **for Engineer's Office*		32	4,000		
Inventory Control		32	4,000		6,343
Work Orders		72	9,000		4,947
<b>Incode Personnel Management Suite</b>				6,000	<b>735</b>
Payroll Training Only **for Engineer Office**		32	4,000		
Employee Self Service Time and Attendance for Engineer	35	16	2,000		735
<b>Professional Services</b>					
<b>Incode Application Subtotal</b>		184	23,000		12,025
			<b>23,000</b>		<b>12,025</b>

\*\* Note: Travel expenses are billed as incurred based on Federal IRS per diem standards.

**BECA**

**Contract for  
Data Extraction**

**SCOPE OF SERVICES TO BE PROVIDED BY  
BECA IT AND SOFTWARE SERVICES LLC  
TO WOODBURY COUNTY IA**

**Consultant will provide:**

- A. Evaluation of Data File Existence on County iSeries Server for applications listed in Exhibit A.
- B. Extract Data File Layouts from County iSeries server for all applicable data files and deliver those layouts to secure FTP belonging to Tyler Technologies.
- C. Extract Data Files only, no images, from County iSeries server for initial test of data in CSV format or Fixed Length format and deliver that data to secure FTP for evaluation by Tyler Technologies programmers.
- D. Extract Data from County server for any additional test runs requested by Tyler Technologies in CSV format or Fixed Length format and deliver to secure FTP site.
- E. Extract Data from County server for Final go live conversion and deliver that data in CSV format or Fixed Length format to the secure FTP belonging to Tyler Technologies.

**Customer will:**

- A. Provide Consultant with the County's contact names, telephone numbers, email addresses for each application being converted.
- B. Provide print screen examples of master and transaction data that represent actual data for each application to be converted.
- C. Provide consultant green screen access to a computer attached to the County server for remote access to system data files including a user id, password, and print queue as needed
- D. Ensure that the remote access computer has IBM Client Access software loaded on the computer with the data file transfer facility available .

Consultant, Beca IT and Software Services, LLC will provide Professional Liability Insurance Coverage certificates to County upon request. Consultant shall also indemnify County against all liability and loss in connection with and shall assume full responsibility for payment of all Federal, State, and local taxes or contributions imposed or required under unemployment insurance, social

security and income tax laws with respect to consultant engaged in performance of the contract.

Payment of invoices shall be made to BECA IT and Software Services, LLC at 3812 54<sup>th</sup> Street, Lubbock, Tx 79413 within 45 days of receipt of invoice. Invoices will be issued in stages. The first invoice will come as soon as the documentation of the data files is completed. This occurs in the first couple of months of the project and is the majority (approx. 80%) of the cost of the project. The second wave of invoices will be issued as soon as the initial test data extraction is completed for each application. This is a much smaller amount. The final invoices are issued as each application hits the final go live data extraction. This is also a small cost. If contract is terminated, the County agrees to pay for services rendered up to the date of termination. Schedule of pricing is attached in exhibit A.

In witness whereof, the parties hereto have made and executed this agreement and terms, on the respective dates under each signature.

BECA IT and Software Services LLC

WOODBURY COUNTY IA

By: \_\_\_\_\_

By: \_\_\_\_\_

President

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



# Property Tax Overview



# Incode Property Tax Management

**tools to improve the  
tax administration  
process**





# Powerful Technology Increases Productivity

Tyler Technologies' Incode Property Tax Management software is built using the most up-to-date and proven technology platform to ensure optimum performance today and into the future. With unprecedented flexibility, pin-point control—down to each individual user—and scalability to meet your changing needs, you've never had so much power in your system; and it's never been easier.

Our latest technology platform introduces integrated System Management—allowing Tyler's resources to monitor network infrastructure, provide intelligent deployment and update services while reducing your IT burden.

## • Searching Has Never Been Easier

The information you need is at your fingertips with a **centralized, easy-to-use search screen**. Whether common or complicated, users can save searches and share them with others. Parcel lists can be created through search results that can later be used to simplify mass operations such as: working with special assessments, TIFs, reporting, miscellaneous charges, and many others. Power users can utilize the search result grid for **advanced data mining operations**. With Incode, searching has evolved from simply pulling up records to a powerful portal across the application.

## • Reporting that Drives Efficiency

**Property Tax Management includes a built-in report writer** that can be launched directly or from search results, eliminating steps and getting you access to the data you need quicker—and in a format that you can use to make critical decisions. Incode's drill-down functionality makes reports interactive, allowing you to navigate back into your data from reports, as you read them, in real time, without any synchronization with your database. Also, you can edit existing reports or design your own and even e-mail them. Its robust, built-in report writer **eliminates costly external report writers**.

## • Data Integrity Yields Valuable Reports

Have confidence about the integrity of the data that drives your office by ensuring its quality as it enters the system. **Using advanced data validation logic backed by tables**, your own business rules ensure clean data. The system also reduces redundant data entry or the need to run utilities to synchronize and share certain data such as owner addresses, in real-time, across all offices.

## • Role-based Workspaces Transform the Way You Process Information

Incode workspaces will revolutionize the way your office works. Role-based workspaces transform data into intuitive, user-friendly portals that put the **information you use most frequently front and center**. Seamlessly interact with the **at-a-glance** view of mission-critical information by drilling down into the data and active processing screens directly from workspaces for a controlled work environment. **Workspaces can include data processing shortcuts, custom widgets, key performance indicators, Internet "favorites" and more.**

In addition to workspaces built into Incode software, **Web-based dashboards** are also available to allow **non-Incode users**, such as elected officials, to **access certain information, reports and decision-making data.**



# Incode Property Tax Management

The Incode product suite empowers property tax administrators to balance property taxes and unique state reporting requirements along with service that satisfies local officials and your citizens.

Throughout the life cycle of a parcel, Incode Property Tax Management allows you to maintain, bill, collect, distribute and track properties and associated taxes. You can also customize the environment to meet your unique needs with adjustable property class codes, interest calculations for delinquent taxes, levies, taxing authorities and more.

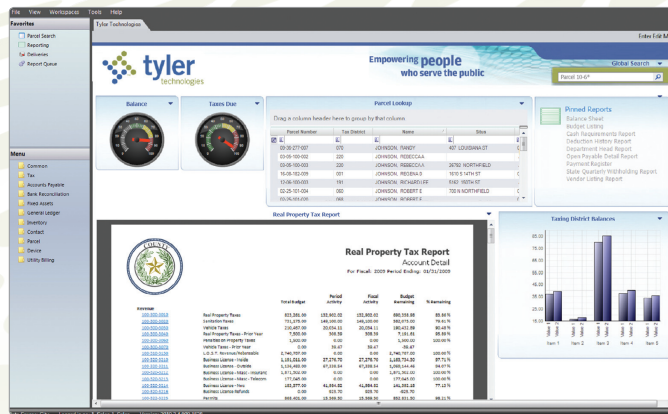
Incode Property Tax Management integrates completely with the Tyler Incode product suite to create a system-wide solution. For example, property taxes can populate throughout the Incode financial suite without additional data entry.

Flexible, configurable and intuitive, with a feature set that fosters productivity and efficiency, the Incode Property Tax Management solution can save assessors time and improve accuracy, easily track changes for auditors, as well as simplify the tax sale model.

## Parcel Maintenance Without Limits

Incode technology raises the stakes on parcel maintenance. You can have multiple property classes and tax districts added to any one parcel eliminating costly, error-prone and confusing dual data entry.

Eliminate balancing issues that arise from manual reconciliation with **automated reconciliation with each value change**. Done at the parcel level, the system guarantees any value changes are balanced before saving a parcel. Common changes, such as class or district adjustments, are also automatically reconciled.



## Bridging the Assessor and Auditor Offices

An automated transfer process reduces manual error. Parcel numbers are created automatically for splits. A detailed summary shows what changes will be made prior to completing the process to allow for a final check for complex transfers.

The **parcel split process** within the Auditor's office will **automatically create queue entries** for the assessor to redistribute value. Assessors will receive a notification when a split is ready and it will then appear in their work queue.

Property Tax Management also includes an automatic value change audit. This value audit will **track any changes to value in the auditor's office** and allow you to see a complete history, report over it. This not only eliminates manual tracking outside the system, but also provides a detailed trail when values don't line up: who, what, and when.

## Integrated Recording to Manage Real Estate Documents

Enjoy complete flexibility with an unlimited number of user-defined document types indexed for easy search by staff and public immediately upon filing. Automatically calculate fees based on document type and user-entered fee schedules that integrate to accounts receivable to charge documents, create month-end statements and post payments.

Incode Property Tax Management enables a complete record of each instrument (fee book) indexed by grantor and grantee names and tract IDs.

## Intuitive Treasurer Processing

The billing process has never been easier with full cashiering functionality. Special assessments, tax bills, mobile homes and tax sale liens are now available in one centralized view. The system also includes the ability to receipt miscellaneous charges such as NSF fees. The system includes **automatic or on demand apportioning** based on the year of each charge, removing the need to track current vs. delinquent taxes—all in one step.





## Software that thinks like you do.

At Tyler Technologies (NYSE: TYL), we have a single mission: enable local governments to be more efficient, more accessible and more responsive to the needs of citizens. That's what we do. And that's all we do—in partnership with more than 9,000 clients, including local government and school offices throughout all 50 states, Canada, Puerto Rico, the U.S. Virgin Islands and the United Kingdom.

Tyler Technologies is a leading provider of information management solutions and services for the public sector—and Tyler is the largest company in the country solely dedicated to providing software and IT services to the public sector market.

[info@tylertech.com](mailto:info@tylertech.com) | 1.800.646.2633 | [www.tylertech.com](http://www.tylertech.com)



For more information, visit [www.tylertech.com](http://www.tylertech.com)

IN-PTM-BR-2127-1110



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Incode  
Financial  
And Personnel  
Overview



## Incode Financial and Personnel Management

Transforming the way the  
public sector does business



## An Integrated Solution That Makes You More Productive

With decades of serving public sector clients — and only public sector clients — Tyler Technologies staff understand your goals to be more efficient in serving your constituents. We've walked in your shoes and know the financial and personnel challenges you face in the public sector. Our experts know how Tyler's Incode system can help you accomplish more with less resources, manage data efficiently and securely, recruit and manage human resources, keep your organization in compliance and more. We will partner with you from beginning to end to provide an integrated solution to help you do your job better.



# A Single Solution That Changes the Way You Work

Whether you're in a leadership role within your jurisdiction, managing your IT platform or running a human resources or finance department, Tyler's integrated Incode software will change the way you work.

## Leading your jurisdiction

### Lead with confidence from anywhere

You have the tools you need to lead with Tyler's Incode. Critical decisions are made easier with access to centralized, accurate, real-time data from across the jurisdiction. Meanwhile, mobile access gives you the flexibility to make faster decisions and maintain workflow around the clock.

### Integrated platform streamlines IT support

Running to multiple departments while remembering IT support details for numerous systems doesn't have to be the norm. Streamline workflow while maintaining uptime with the Incode application's integrated platform. Its compatibility across multiple departments means there is one vendor to call when support is needed. User requests for reports and queries are eliminated because of Incode's centralized information and report-writing capabilities, and you'll stay in control with flexible software deployment options that work for you.

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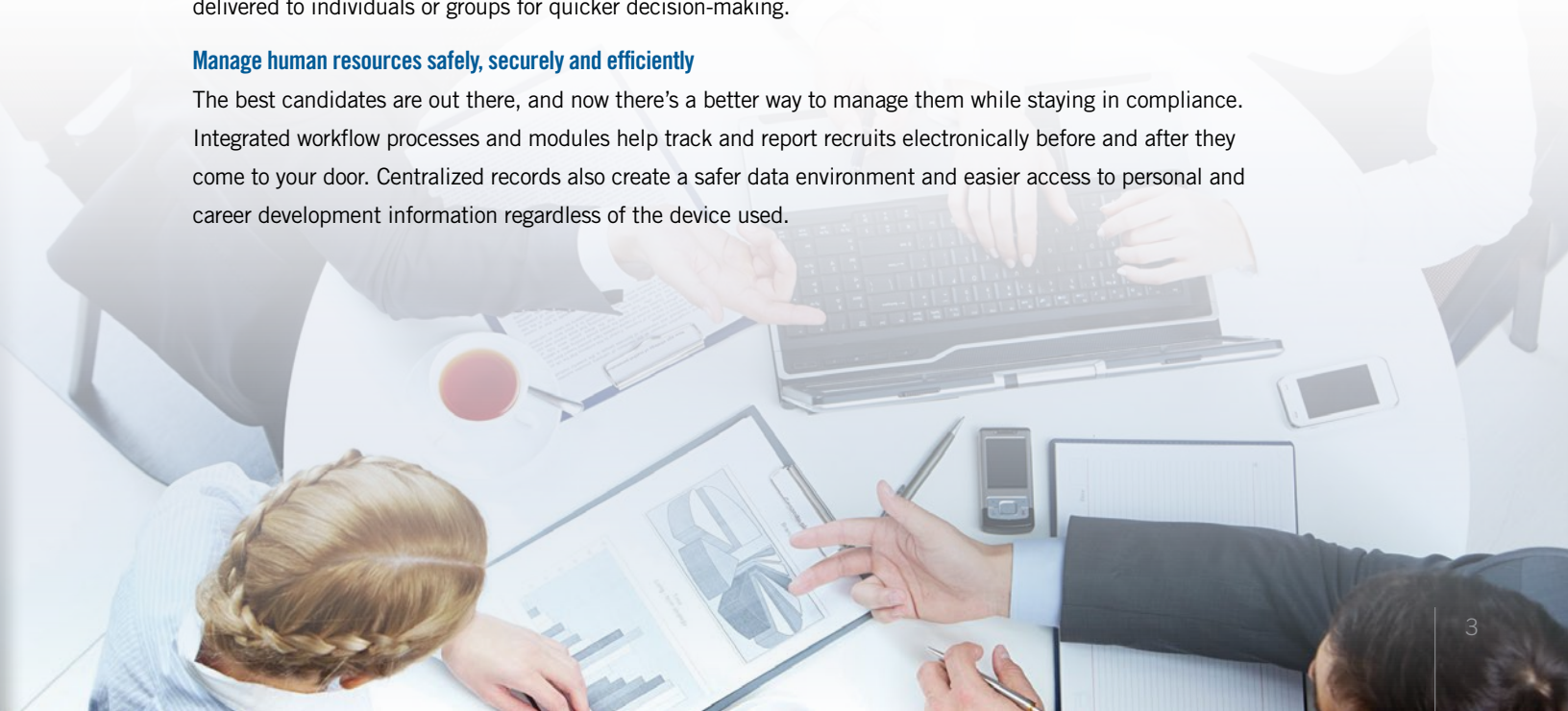
## Leading your department

### Managing finances with accuracy and integrity

Information has to be accurate, current and secure when dealing with thousands of transactions a day, and getting information in and out needs to be easy. Tyler's Incode eliminates duplicate data entry and produces electronic forms and reports ready for export to familiar formats like Microsoft® Excel® or Adobe® PDF within minutes. After verifying and analyzing the numbers, sharing them is as easy as scheduling an automated report delivered to individuals or groups for quicker decision-making.

### Manage human resources safely, securely and efficiently

The best candidates are out there, and now there's a better way to manage them while staying in compliance. Integrated workflow processes and modules help track and report recruits electronically before and after they come to your door. Centralized records also create a safer data environment and easier access to personal and career development information regardless of the device used.





# The Tyler Experience

As you travel the road from idea to installation, you get the benefit of experience, services and customized support that recognizes your unique needs and challenges. That's the Tyler difference.



## Can our public sector experience help you navigate to the right solution?

It's our job to know your job and the solutions that make you the most efficient. When unsure of the right combination of software that can help, our consultants come alongside you with in-depth product and service knowledge and solutions that drive you to the best decision for your jurisdiction.

- **Critical decisions made anytime, from anywhere**

The Incode Mobile Management Console application, optimized for the Apple® iPad® and iPhone® iOS, offers remote access to real-time financial and personnel information wherever you are.

Respond quickly when critical decisions need to be made thanks to its intuitive interface.

- **Trade paper for productivity**

The Incode application's integrated platform transforms your paper processes into an electronic customized workflow system that promotes accountability, accuracy and security while cutting duplicate data entry. Centralized records and customized dashboards mean the right information is always available for customer access, searches, reporting and decision-making without shuffling additional paperwork.

- **Transparency and trust using automated reporting**

Tyler's Incode delivers current online reporting to internal stakeholders and citizens who want to know how their hard-earned dollars are being spent. Reports can be automated and scheduled to update on your website to lend the transparency required to build trust with your citizens.



## Get operations off to a good start with the proper training

The right training for your solution equips you to serve stakeholders on a totally different level. Learn how your customized version works by using a structured curriculum, including a combination of one-on-one and self-paced instruction.





For ongoing training and support, Tyler also provides these interactive resources:



#### Tyler University

This unique Web portal is Tyler's one-stop shop customized for all your agency's continuing education needs. Get access to specific Incode application courses, Microsoft® software training and other courses complementary to your daily work from the convenience of your computer. Learning environments include virtual learning labs, on-demand online courses, regional campus labs and regional group training.



#### Tyler Community

This Web-based platform fosters daily interaction with more than 22,000 public sector peers who range in their experience with this solution. Reach out with questions or provide answers when your experience level allows. It's a great way to get free advice, avoid potential problems and share great ideas for software improvement.



#### We go the extra mile when it comes to implementation

It's not just anyone's software implementation experience. It's yours, and we take your trust seriously. Tyler's implementation and conversion experts will do whatever it takes to make sure your project runs smoothly, on time and on budget while keeping your data accurate and secure.



#### Ongoing software support for the miles ahead

Think of our toll-free hotline, email access and website dedicated to Tyler's Incode client support as "roadside assistance" when there is trouble along the way. Tyler's dedicated Certified Support Professionals specialize in specific areas of the application so they can quickly answer questions and get you back on the road to serving customers.

#### PERPETUAL UPGRADES — A LONG, SMOOTH RIDE FOR YEARS TO COME

*Your software experience should feel like an easy drive with included and convenient upgrades. While other companies claim to offer free updates, there are often new license fees and wait times hidden under the hood.*

*Tyler's true evergreen philosophy is different. Our perpetual licensing delivers new releases, upgrades and next-generation software at manageable intervals based on your schedule—not ours—so there's minimal disruption to your operations, it's easy to learn and surprises are eliminated.*

*At Tyler, we're committed to keeping you productive, efficient and moving down the road for years to come with proven, tested software developed with your needs in mind.*

# Financial Management

Tyler's Incode Financial Management module is forward-thinking technology built on an integrated platform that makes data management and reporting easy. Access to the right information is always available regardless of location or role, and citizens can track how their hard-earned dollars are being spent with automated reporting. Accomplish more every day with this innovative, time-saving solution.

## Role-Based Dashboards: Your information at a glance

Information has to be entered only once, reducing errors and data entry. Real-time information is always at your fingertips for a 360-degree view of financial activities, data analysis and quicker responses to citizen or management requests for information.

## Report in record time

The Incode system helps deliver the numbers accurately and in record time when reporting to other departments, government agencies or staff because jurisdiction-wide data can be quickly extracted and exported into native formats such as Microsoft® Excel® and Adobe® PDF®. It also cross-indexes information for timely and accurate searches and reporting.


## Making it easy to analyze your fiscal health

Keeping up with data that affects the bottom line is always a challenge. At-a-glance views and search capabilities allow users to look deeply into multiple combinations and sources of accurate, real-time data from every department. Stacking multiple reports on a personalized dashboard keeps the true picture of fiscal health front and center.

## Communicate with citizens and vendors with less effort

Getting data to leadership, staff and boards is easy, but what about communicating with vendors and citizens? Tyler's Incode Output Director generates information faster and more economically by delivering POs, statements, vendor payments and more via email. Selected financial reports can also be automated and scheduled for email distribution to individuals or groups, or they can be loaded on the agency website for the ultimate in citizen transparency.





**General Ledger** automates routine functions and provides access to the source document for any transaction in the General Ledger.

**Budget Manager**, a component of General Ledger, creates and maintains budgets for current and future fiscal years. It also consolidates budget prep and analysis in one place.


**Accounts Payable** monitors cash flow and disbursements in addition to reducing data entry duplication.

**Bank Reconciliation** reconciles monthly bank statements to General Ledger cash accounts.

**Fixed Assets** tracks and depreciates your assets and related improvements with integration to the General Ledger.



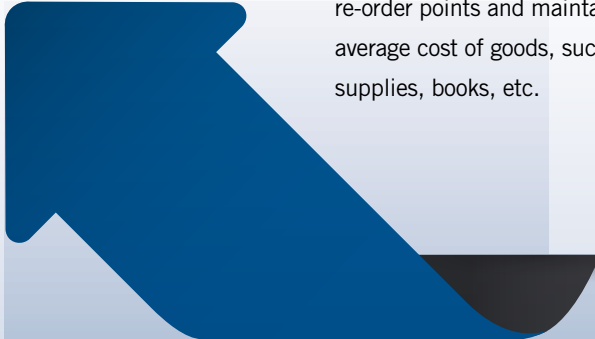
## Integrated Features of Financial Management Module



**Tyler CAFR Statement Builder** assists your organization when preparing your comprehensive annual financial statements in accordance with GASB statements, including GASB 34 and 54.

**Purchasing** provides complete encumbrance accounting, including printing purchase orders; partial or full liquidation of encumbrances; and, analysis of open, closed or voided purchased orders.

**Project Accounting** tracks your projects and grants while maintaining key project details such as start date, end date, percent completed, project description and notes.



**Inventory Control** tracks inventory held in multiple locations, monitors specific usage, prompts re-order points and maintains average cost of goods, such as supplies, books, etc.



## Personnel Management

Managing the search for the most talented individuals can be overwhelming. Not with Tyler's Incode. Recruiting, tracking and reporting candidates become integrated workflow processes that make your job easier and let you concentrate on compliance and landing the right people. Records are centralized for easy tracking of professional development and information security once they are in the door.

### Helping to manage your largest investment

You don't have to live among the mountains of paper, notebooks and countless files of archived employee information. Incode's integrated structure moves the management of your largest investment and your paper-intensive world into the electronic environment and offers the following benefits:

- 24/7 access to personnel information
- Centralizes information and tracks employees throughout their career
- Reduces or eliminates manual and duplicated data entry
- Contains federal and state reporting templates to keep you in compliance

### Compliance just got easier

Recruiting, retaining and tracking the right people is much simpler with secure, centralized and accessible electronic document storage and retrieval. Whether filing EEO 4 and 5 forms, compensation reports or federally and state-mandated reports, compliance is never an issue.

### Eliminating obstacles to productivity

Tyler's Incode lightens the load of a data-intensive job. No more manual calculations of employee hours and lead information or physical filing. By taking your data storage from filing cabinets to megabytes, it gives safe and immediate access to data across the jurisdiction, gets rid of the files and notebooks of paper and returns valuable time to your day.

### Empower employees with information access

The Incode application does the heavy lifting when it comes to communicating with employees. Partnered with Tyler Output Director®, personal and payroll information are merged to create electronic payroll checks, direct deposit receipts and a variety of letters and forms. Electronic payments can also be processed through ACH/EFT and employees can get access to their personnel, payroll and leave information at any time.



# Personnel Management Modules

## HUMAN RESOURCES

**AppliTrack Recruiting** Recruit, track and manage applicants efficiently and intuitively by using this cloud-based interface. When applicants are hired, information in AppliTrack is used to populate employee records in the Personnel Management module rather than entering the information again.

### Training, Certification & Reviews

Track Education, Certifications, Equipment, Testing and Discipline & Grievances to get a bird's-eye view of employees' personal progress, as well as payroll and human resources information. Review dates are also tracked, as well as reviewer status and notes.

### Time and Attendance

Allows employees to enter time directly through the ESS Web application.

### Accident and Injury Claims

Manage accident and injury claims covered by workers' compensation, such as OSHA-reportable events, from a central location.

## PAYROLL

### Position Control and Budgeting

Incode helps to manage personnel on a position basis by tracking Full-Time Equivalent (FTE) allotments for each position type so that only those planned and funded positions are included in the budget and you can stay in the black.

### Payroll Processing

With advanced workflow capabilities, users have the capacity to customize the payroll work process and managers can define who is involved in each level of the process.

## FINANCIAL MANAGEMENT

### **ADDITIONAL FEATURES TO BOOST EMPLOYEE PRODUCTIVITY**

*Free your own schedule by empowering employees to access their personal and pay information or request changes to personal information via the Web with Employee Self Service. Employees can also enter their own time entries or delegate the responsibility in their absence. Approvers can then review a summary of the time and status of each employee from a central screen and approve individually or in mass.*



## Proven Technologies That Maintain Uptime

### **Reliable technology that keeps you working**

Built on a proven .NET platform, Tyler's Incode uses Microsoft SQL Server® 2012 databases and runs on Windows Server® 2012. It's this combination of reliable, industry-standard technology that makes the features you need possible and keeps operations running smoothly for years to come.

### **Smart Client: Installation, deployment and maintenance done right**

Tyler drastically reduces the worry associated with solution installation, deployment or maintenance with Smart Client. Tyler staff manage these processes and store your data on the agency server—not workstations—to ease the IT burden and free staff to serve citizens.

### **Managed Services focus IT support**

Tyler's Managed Services make simplified IT support achievable. Integration and compatibility across departmental lines translate to single-vendor support and product knowledge, which reduces workload and saves time and money.

### **Role-based security tailored to your agency**

Just because data is available across the jurisdiction doesn't mean everyone should have access to it. Managers can assign data access permission based on roles within the organization, not individuals, to cut down on data entry and keep the focus on information relevant to each job.

## Deployment choices that work for you

Tyler offers something rare when it comes to deployment of your software — a choice. Our experts work with public sector employees every day. They know your jobs, your challenges and your processes. They will analyze your jurisdiction and provide the knowledge that will help you decide between Tyler's cloud-based or on-premises solution.

### Tyler's Cloud Solution

There's quite a bit of conversation and confusion about the definition of a cloud solution. We make it simple. Tyler's Incode software and all user-owned, backed-up data are housed in a highly secure, off-site location with daily redundant back-up. Your regular, fixed subscription fee spreads up-front costs over time and eliminates the barrier to entry that many public sector organizations face. It also eliminates the worry of daily back-up and data recovery in case of disaster.

### Tyler's On-Premises Solution

An on-premises solution is defined most easily in terms of traditional ownership. Your organization owns, and is responsible for, all hardware, software, data backup and disaster recovery services. Perfect for an agency with more extensive IT resources, this option drives down the cost of ownership. Data recovery services can also be purchased separately to keep you operational should the unthinkable happen.

## What makes Tyler an industry leader?

- More than 15 years of experience delivering cloud-related services
- Industry-unique fixed costs for the term of the contract
- Client-driven, cloud-based infrastructure
- Best-in-class features and functionality tailored to the public sector
- Client-focused, flexible approach to delivering cloud-based or on-premises solutions
- Experts in the field who have served in the public sector

Public sector organizations all over the world are changing from traditional, on-premises software to cloud-based solutions every day. In fact, more than 3,200 have made the switch to Tyler, giving more than 61,000 public sector users reliable, secure accessibility to their software and data. Nearly 1.7 million users also rely on Tyler's e-service solutions to make payments, file legal documents, submit permits and interact with the public sector.



## Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of citizens. Tyler's client base includes more than 13,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" eight times and the company has been included four times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Plano-based Tyler Technologies can be found at [www.tylertech.com](http://www.tylertech.com).

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# Eagle Recorder Overview



## Meet the Challenges of Your Recording Office With a Single, Unified Solution

# Accomplish More in Less Time With a Single Solution

Working in today's recording office, you have your hands full. While you're dealing with reduced budgets, document volume, and revenue, you must still focus on maintaining an accurate and up-to-date public record, protecting private information, keeping up with legislative changes, and serving the increased demands of constituents. Now more than ever, you need a solution to help you accomplish more in less time with fewer resources.

Tyler Technologies offers a best-in-class solution that can transform the efficiency and productivity of your recording office. With a fully integrated Eagle™ land and vital records software solution, you can access the tools you need to tackle your jurisdiction's most complex recording challenges all within a single, unified system. With Eagle's user-friendly functionality and features, you'll turn even the most complicated tasks into faster, more efficient processes.

You'll appreciate how Eagle helps you handle your recording operations from the most basic tasks to the more complex, such as eRecording, scanning, indexing and verification, workflow management, search and retrieval, general ledger, and payment processing. Eagle also delivers robust financials, fee management, and cashiering capabilities that make it possible for you to follow generally accepted accounting principles (GAAP) rules and achieve GAAP compliance.



This highly intuitive and configurable software includes modules for land and vital record management.

### **Eagle Recorder**

Easily manage the recording and filing of your jurisdiction's land records, transfer documents, trust deeds, mortgages, Uniform Commercial Code (UCC) records, tax liens, and more. With Eagle Recorder™, you can tackle your biggest financial and recording challenges with features that ensure efficient workflow, indexing, records retrieval, imaging, and cashiering.

### **Eagle Clerk**

Maintain the integrity of your county's vital records by easily indexing all of your documents, including birth, death, and marriage certificates; notary bonds; passport applications; filings for DBAs; and more. You can also index unlimited user-specified data for your jurisdiction's documents, such as parties, addresses, legal descriptions, and cross-references.

## **Enjoy Eagle's Unparalleled Search Capabilities**

With Eagle's powerful search engines, finding records is quick and intuitive.

Use multiple search features to:

- Define, broaden, or narrow search results using a few or many fields
- View results in lists or individually
- Sort results by a click of the column header

You can save and retrieve queries or print them out using a variety of output options. Since Eagle tracks everything in the system, you can find every receipt, change, and transaction through a full audit history.



# Take Efficiency to a New Level

Expand the range of services you offer and further ensure the successful and efficient management of your jurisdiction's records. Consider the valuable benefits these additional Eagle features can deliver to both your office and constituents.



## Eagle Payments

With this fully integrated, enterprise-wide payment processing system, you can securely accept over-the-counter and online payments via debit and credit cards, e-checks (through automated clearing house), and other forms of electronic payment.



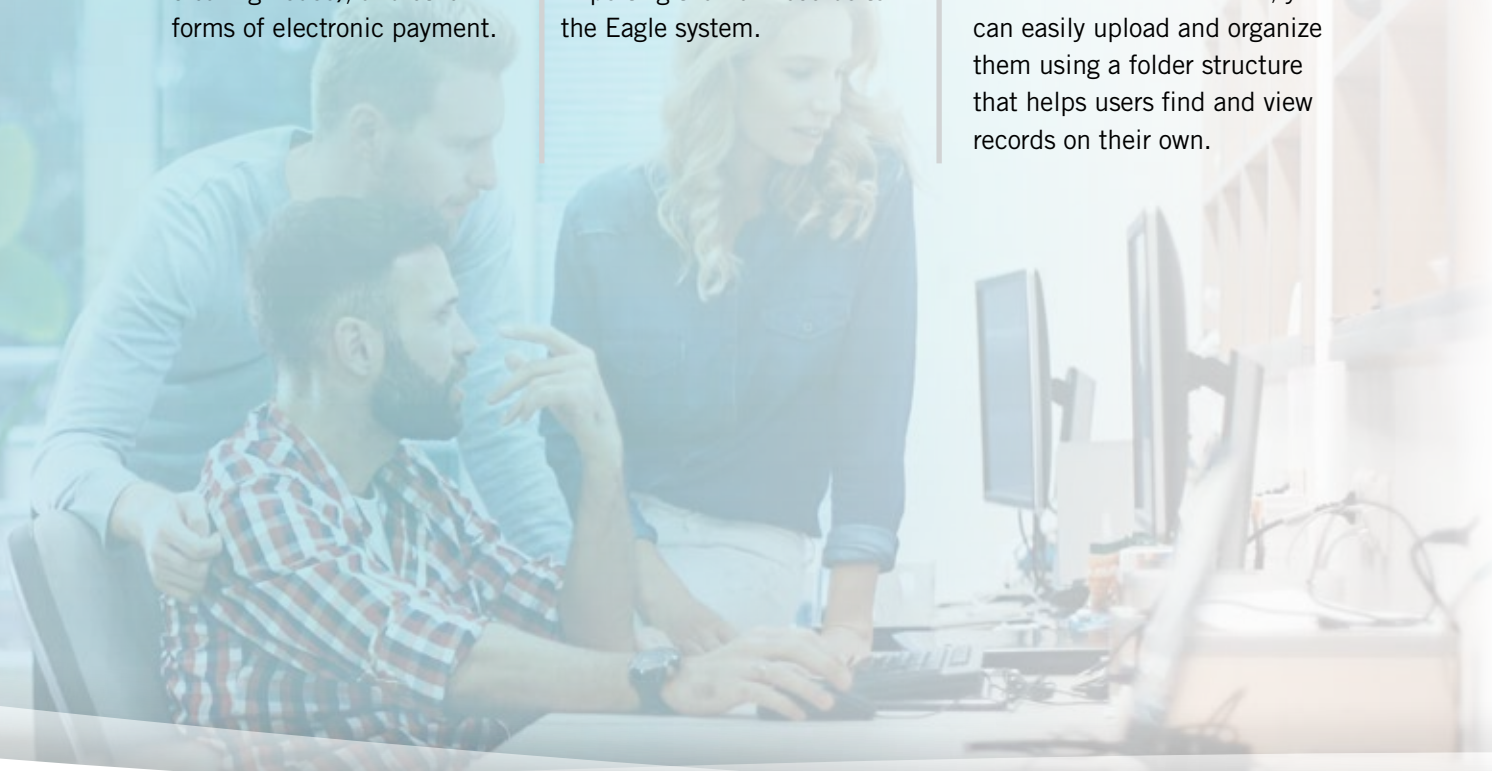
## Eagle Image Upload

After completing large scanning projects, such as scanning your deed books, use this valuable feature that automates the processes of organizing scanned images into complete documents and importing the new records to the Eagle system.



## Eagle Historical Index

Save time and fragile records by allowing users to view digital versions of your index books online or at an in-office terminal. They'll easily identify and handle only the records they need. Once you've scanned historical records, you can easily upload and organize them using a folder structure that helps users find and view records on their own.



With **Eagle OCR™** — Eagle's Optical Character Recognition (OCR) feature — you can achieve important records management goals via two levels of OCR technology. Based on the needs of your office, you can choose between additional OCR features that deliver automatic indexing of data or redaction of sensitive information.



### **Eagle Intelligent Indexing**

Once a document is scanned, this feature recognizes commonly recorded forms, automatically locates data fields, and parses the data to automatically index information.



### **Eagle Intelligent Redaction**

Enjoy the convenience of letting Eagle automatically recognize and place a secure redaction layer over properly formatted, confidential information. You can also redact specific data with manual redaction tools that are available in the software.

## Achieve Greater Transparency, Trust, and Accuracy

Further expand services to your constituents with Eagle Self-Service™, a fully integrated and full-featured public access solution for your Eagle software.

Use this leading solution to provide the public with secure, online access to your county's land and official records. Constituents can search, download, retrieve, and, even, buy documents themselves. To ensure accuracy, you can create instruction boxes and step-by-step communication so that forms are properly completed and include the right supporting documents. In the process, you will increase transparency and build trust with the public, while your office enjoys shorter lines, fewer phone calls, and more time for other priorities.

With added features like Fraud Guard, you can add a level of protection and alert users when any public document is recorded using their individual or business name. You can also automate the issuance and processing of marriage applications and licenses, both online and in the office, using county and state-mandated forms.



**Contact your Eagle representative today to see how you can put Eagle Self-Service to work for your office.**

# Choose the Way You Want Your Software Delivered

Tyler offers you the most effective, efficient, and secure software delivery methods. You can host our software solutions on your servers or we can deliver your software over trusted and safe networks via cloud computing, also known as software as a service (SaaS).

## **Tyler Delivers Lower Cost of Ownership**

Eliminate up-front fees and spread costs over time with Tyler's affordable, subscription-based pricing for SaaS. More than 6,200 public sector organizations use a variety of Tyler cloud-based solutions. In addition, nearly 126,000 public sector users rely on Tyler cloud-based systems to access the software they need to perform their jobs.

## **Enjoy Security and Cost Efficiency**

When you choose Tyler's SaaS, you'll gain access to the exact same programs that traditional clients use. Instead of running your software on premises, Tyler will host and run your cloud-based programs on a secure Tyler server. We'll also manage your connectivity, reliability, security, and disaster recovery, which will help you lower IT costs and reduce the risk of data loss due to a disaster.





# Our Commitment Doesn't End After Deployment

Tyler is dedicated to providing you with the tools and functionality you need to tackle your biggest challenges, and go well beyond the norm to offer you the necessary support to use it.

## Receive Perpetual Software Upgrades

With Tyler's evergreen philosophy, we ensure you're always working with the industry's latest and best technology solutions by deploying a steady stream of enhancements over the life of your Eagle solution. You'll also enjoy a lower cost of ownership, since you won't pay relicensing fees when Tyler releases new versions of your software.

## Stay on Top of Software Upgrades with EverGuide

Tyler's EverGuide® initiative identifies actionable continuous improvement steps you can take to leverage the latest technologies to refine business practices and ensure your staff is up-to-speed on how to use their software. Over time, your processes become more streamlined, while reliance on paper decreases.

### Take the next step.

Contact Tyler to learn about Eagle and our many other best-in-class solutions for your recording office.



**CALL**  
**800.554.4434**



**EMAIL**  
**[eagle.sales@tylertech.com](mailto:eagle.sales@tylertech.com)**



**VISIT**  
**[tylertech.com](http://tylertech.com)**

## Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments.

Tyler partners with clients to empower the public sector — cities, counties, schools, and other government entities — to become more efficient, more accessible, and more responsive to the needs of their constituents.

Tyler is a recognized industry leader in records and document management systems. For nearly 40 years, the Eagle land and vital records solution and the dedicated staff that supports it have provided best-in-class software and services to hundreds of recording offices. Currently, recording professionals across 24 states rely on Eagle software to manage more than 7.4 million documents, with more than 2.4 million e-recorded documents added to the mix every year.

In 2017, Forbes ranked Tyler on its “Most Innovative Growth Companies” list, and it has also named Tyler one of “America’s Best Small Companies” eight times. The company has been included six times on the Barron’s 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at [tylertech.com](http://tylertech.com).

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**Empowering people who serve the public®**



# Tyler Content Management (Imaging) Overview

## Tyler Content Manager, Enterprise Edition (TCM EE)

Tyler Content Manager, Enterprise Edition (TCM EE) manages file content easily and effectively — helping you to become efficient and saving valuable time, energy and dollars. You can say goodbye to content that's been handled multiple times, stored in multiple places, misfiled, misplaced or missing. TCM EE provides user access to additional content outside your Tyler business application. TCM EE can leverage document management across your organization in multiple business scenarios, and add any additional content you prefer. By implementing TCM EE users will learn how to extend the content management solution into additional offices and department. TCM EE provides automation for any document-related processes that your organization wants to improve.

### Proven Results

#### *Quick and Easy Document Retrieval*

Like their paper-based counterparts, many electronic filing systems rely on “folders” and “directories.” To find anything, the user must understand the way the files have been organized. TCM provides a simple, intuitive and powerful indexing and search system that allows you to quickly retrieve documents. Simple keyword searches produce the documents you want, while letting you view all other logically related documents.

#### *Supports Native File Formats*

TCM supports a variety of electronic file formats for scanned images, word processing documents and spreadsheets. TCM also accepts other electronically-received content like faxes, TIFF images, PDF and electronic forms, photos, Microsoft® file formats and emails. And all of your items can be saved in the same location — regardless of format.

### Powerful Management

#### *Capture Content from Multiple Sources*

In addition to scanning from any TWAIN scanner or printing directly into TCM, Windows® drag-and-drop techniques can be

used to associate electronic information to a folder. Utilities are available to “acquire an image” from a directory and to mass load images for batch processing. Web Services API allows the flow of data and content to and from TCM and other applications.

#### *OCR and Full Text Searching*

Proper organization and indexing of documents is paramount to whether or not your electronic content is useful and meaningful. TCM uses Optical Character Recognition (OCR) to allow a query on the full text of any scanned document, as well as text-based files such as text based PDF, MS Word and Excel®. You can search by keyword(s) and phrases, or brief descriptions; customize “search” criteria for better search results using TCM filters.

#### *Full Featured Records Management*

Records management features allow for document version control, full audit trail and restore options, and comprehensive purge management related to your specific retention schedules and suspend requirements. Your organization remains in compliance, has improved efficiency and reduces overall organizational liability.

**Tyler Content Manager, Enterprise Edition, (TCM EE) — built on more than 25 years of experience developing and deploying content management applications. Organize and streamline the flow of digital information throughout your enterprise with TCM EE.**

- Native file formats
- TCM print driver
- Annotation and redaction
- Audit and version management
- Full text OCR searching
- OCR, automatic indexing
- Batch processing
- Bar code recognition
- Flexible workflow
- Report generator
- Web Service API
- Document import utility
- Document extract utility
- Site license for all users
- Retrieve content through TCM Self Service
- Document type creator
- Rotate image, fit to page, view image thumbnails, etc.

For more information, visit  
[www.tylertech.com](http://www.tylertech.com)  
or email  
[info@tylertech.com](mailto:info@tylertech.com)

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# Tyler Content Manager, Enterprise Edition (TCM EE)

## Powerful Management (cont.)

### *Extensive Security, Audit and Versioning*

The integrity of your documents is ensured with a valid audit trail, only deleting documents when appropriate. Keep confidential information secure with the extensive built-in security features of Tyler Content Manager — whether it's user-specific or content specific. With the built in versioning and audit trail functions, see who has modified information. Compare versions or restore content from previous versions.

### *Redaction Software and Services*

Protect private information and remove sensitive information from public records with TCM. Advanced: OCR (optical character recognition) technology provides automated tools that automatically identify and redact properly formatted confidential information (SSNs, bank numbers, etc.) on all TIFF images. Basic: Tools to empower you to do rapid data entry, and manually apply redaction masks as appropriate to data contained in TIFF images.

### *Keyword Search*

Search capabilities for all document types from within TCM. Using advanced search capabilities within TCM, search by keyword(s) and phrases, or brief descriptions. Customize search criteria for better search results using TCM filters.

### **Reporting and Report Writer**

Pre-defined reports and a report writer help to track and monitor workflow tasks and further enhance workflow and records management.

### **Add-on Modules**

With add-on modules, you can increase the power and capabilities of your Tyler Content Manager system to suit your needs.

### *TCM Self Service “The Web-based Public Access Module for TCM”*

For employees, teachers and citizens who do not use core functionality or for those that have no need for a client installed on their desktop, TCM Self Service will give them the access they need. TCM Self Service provides for document retrieval from a browser (a client installation is recommended and required for users needing to utilize the full functionality and administration of TCM). For occasional users there is no need for a client installed on their desktop. For these users TCM Self Service will provide the document access they need.

### *Advanced OCR*

Enjoy the benefits of automated data capture. Using Advanced OCR when scanning our document-based OCR takes your most frequently standard documents and applies your organization's indexing rules to automatically capture data, rather than having to manually index those documents.

### *Web Service API*

Allows the flow of data and content to and from TCM and third party applications (includes 18 hours of consultation).

### *Workflow*

Utilizing workflow in conjunction with TCM EE creates efficiencies for offices with complex paper-based workflow requirements. Configure workflow to manage documents through several processes including scanning, indexing and verification. Additional processes include the ability to review old documents prior to erasure and to allow re-indexing of previously locked documents. Workflow allows offices to process documents in a digital content management setting.

### **Additional Services**

- Conversion services include a consultant working with you to locate the correct data so it can be converted by Tyler. Output reports provide balancing tools to ensure a complete and accurate conversion.
- TCM Disaster Recovery Services will restore your latest data and images and in most cases will have you up and running within hours of reporting a disaster. Clients are expected to continue their backups for retention purposes.

### **Go Green with Tyler Content Manager**

Create a green initiative when you transform paper-based information to electronic documents with Tyler Content Manager. Because documents are available from anywhere, moving information to those who need it is cost-effective and good for the environment — fewer trees used, less gas consumption and fewer carbon emissions. What's more, you'll save on mailing costs and realize a significant return on investment.

*Tyler provides a site license for viewing content.*

# Executime Overview



## ExecuTime Mobile Solutions

### Workforce Management

ExecuTime™ mobile solutions allow employees and supervisors to have access to their time and attendance, as well as their scheduling, anytime, anywhere. Regardless of your location, you will have peace of mind knowing that you can effortlessly respond to any workforce management needs through your mobile or tablet device. Employees can easily clock in or out and access a variety of time and attendance tools. We understand that your workforce is not always behind a desk; there are many employees out in the field who need a time management solution that is just as mobile as they are. ExecuTime mobile solutions will dynamically increase the efficiency in which your workforce operates.

### Answers at your Fingertips

Through your mobile device you can find out when your shift is, request time off and answers to the many other questions that come up throughout the day. This means that you don't have to call the administration office during work hours to find out how many days of vacation you have or if you can swap a shift with someone else. ExecuTime mobile solutions increase workforce productivity by putting the answers to your time management questions right at your fingertips.

This tool is not only a great benefit to employees but managers as well. Managers can resolve exceptions, approve timesheets and handle employee requests in real-time, while also having access to view job costing and employee schedules.

### ExecuTime Mobile Benefits

- Allow supervisors to dynamically manage employees with real-time data
- Give employees the flexibility to manage their day from anywhere
- Receive notifications and alerts in numerous formats including email and text messaging
- Take action fast, achieve instant visibility and increase efficiency throughout your day
- Allow managers and employees to handle a variety of tasks regardless of their physical location

### Key Features

#### *Employee Actions:*

- Clock in/out
- Job costing
- View schedule
- View time card
- View benefit balances
- Submit and manage time-off requests
- Apply job costing to time-off requests
- Submit and manage OT requests
- Apply job costing to hours requests
- Accept or decline shift trades
- Accept or decline shift offers
- Approve time cards

#### *Supervisor Actions:*

- Approve or decline time-off requests
- Approve or decline OT requests
- View employee time cards
- Approve employee time cards

For more information, visit  
[www.tylertech.com](http://www.tylertech.com)  
or email [info@tylertech.com](mailto:info@tylertech.com)

# Time & Attendance Overview





## Time and Attendance

ExecuTime Time & Attendance™ provides small and large organizations with incredible cost savings and increased efficiency. In most local government entities, payroll processing, time tracking and benefits accrual tracking places an unnecessary strain on staff efficiency and limited budgets. ExecuTime™ fixes those issues and keeps them fixed while providing the highest ROI on the market. How do we do that?

- Effortlessly handle complex time tracking rules and pay codes
- Seamless, automated integration and synchronization with your IT environment and payroll software
- Powerful and user-friendly web-based interface for supervisors and staff
- Solid integration with numerous time collecting interfaces (web browsers, time clocks, phone, text messaging, IVR, proximity readers, biometrics and more)
- Dedicated technical and training support

## Simplify Complex Time, Attendance and Benefit Tracking

By incorporating complex time tracking procedures that usually exist within public safety, public works and education, ExecuTime makes it easy for managers and staff of every department to enter and track time types, manage time-off requests and apply job costing all while handling multiple pay periods and FLSA guidelines.

## Reduce Costly Errors

ExecuTime Time & Attendance drastically reduces errors and oversights by eliminating several of the manual tasks associated with collecting time and entering data into the payroll system.

Electronic capture of employee time offers a more accurate account of actual time worked and automates the process of collecting, calculating and entering employee hours each pay period. You generate precise timesheets for both hourly and salaried personnel and have access to historical data through audit trails and reports to ensure secure and effective management.

## Time Efficiency and Cost Effectiveness

ExecuTime Time & Attendance automates the most labor-intensive tasks associated with timekeeping and gives that time back to your staff. Payroll clerks that spend days sorting through timecards will now complete the same duties in a fraction of the time. Many public sector organizations have already discovered that ExecuTime offers the most rapid ROI along with the most critical product features.

**“Streamlining our payroll department, providing much better data access and reporting information and improving accuracy. It’s been great. I’d do it all over again.”**

*- Debbie Mammone, Lincoln City, Oregon*

For more information, visit  
[www.tylertech.com](http://www.tylertech.com)  
or email [info@tylertech.com](mailto:info@tylertech.com)

## Supported Solutions

ExecuTime offers budget friendly systems that fit seamlessly into your current infrastructure and will grow with you for years to come. Our project management team will guide you through an implementation plan catered toward your personnel environment, conduct training and support your internal rollout. And you will have added assurance knowing an experienced and responsive technical team is only a phone call or email away.

### *Automated Attendance Calculation*

- Improves accuracy
- Improves timeliness of information
- Configurable overtime policies
- Configurable clock-in/out policies
- Manual time-editing ability
- Accounts for shift differentials and 24x7 operations
- Complete audit log and reporting on changes, additions and edits to employee time

### *Key Features*

- Electronic clock in/out
- Time tracking and exception reporting
- Work order, project and job number tracking
- Employee benefit time request and management
- Time-off scheduling calendar
- Electronic timesheet approvals
- Absolute lowest cost of ownership and free software for upgrades
- Integration with payroll software on any platform

### *Flexible Reporting Features*

- By day, week, month or year
- Real-time employee status
- Daily attendance inquiry
- Multiple file export options

### *Intuitive Interface*

- ExecuTime web-based interface
- “Who Is Here” inquiry screen
- Benefit hours inquiry and management
- Integrates with Interactive Voice Response (IVR) technology
- Supports a range of collection devices: electronic time clocks, biometric, web browser, text messaging and more
- Full integration with your payroll application

### *And More...*

- Multiple pay-period support
- Graphical calendar for time-off scheduling
- User-specific security levels
- Time-zone sensitive time and date stamp records all transactions for auditing purposes
- Eliminates antiquated time clock hardware and hand-written time sheets

### *The ExecuTime Difference*

- Integration with any payroll/HR app on any platform
- Unlimited supervisors
- Unlimited workstations and PCs
- Unlimited technical support
- Configurable notifications and alerts
- Absolute lowest cost of ownership
- Browser, tablet and smart phone supported

# Tyler Transparency Overview

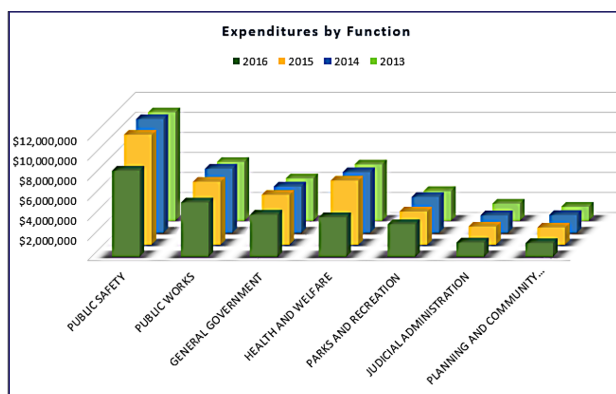


## Citizen Transparency

Citizen Transparency provides unparalleled data access and analysis tools to help public sector entities “implement principles of transparency, participation and collaboration” as set forth by the 2009 Open Government Directive.<sup>1</sup> Local governments are increasingly expected to provide high value information to help citizens understand how their tax dollars are being used, build trust and engage the public in the civic process. Municipalities are struggling to find efficient ways to meet these demands which means citizens often have to navigate segmented and out-of-date information and the backlog of FOIA requests continues to grow.

Tyler has responded to these challenges by creating Citizen Transparency, a hosted service that organizes your Tyler ERP financial data into graphs and charts to meet the public’s need for real numbers and clarity. Citizens can access the Transparency portal directly from the municipal website. It features easy-to-navigate graphics with data organized by category, department, function, fund and vendor.

Unlike some programs that rely on a static data snapshot, Citizen Transparency is updated periodically based on your business processing needs. Citizens can review total spending to date or dive in to see how funds are appropriated by department, which vendors receive payments in a given year, or research spending for health care and benefits. Interactive charts and graphs allow citizens to easily analyze your Tyler ERP financial data.



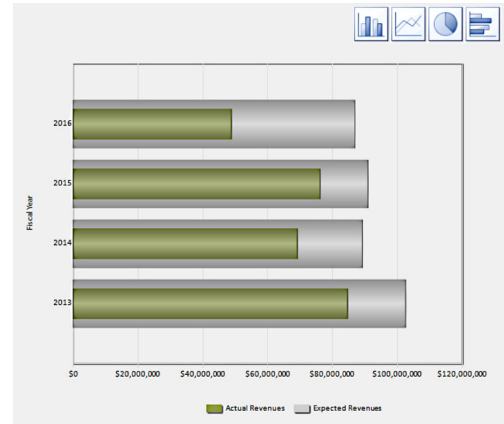
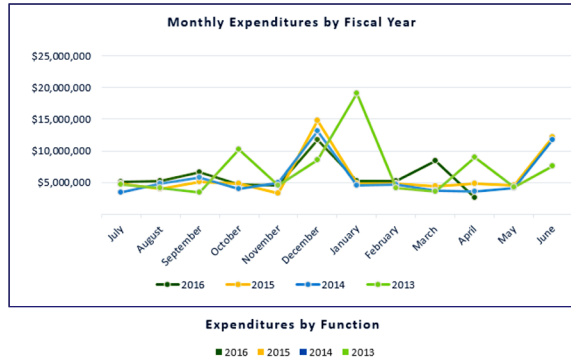
Citizen Transparency is fully integrated with all Tyler solutions. This means that you can access any data point within your system to deliver meaningful information to the public. Tyler’s implementation resources will work with your staff to establish the data perimeters and align your chart of accounts and spending categories for public consumption.

### Features:

- Easy public access via any internet browser
- Dynamic data for year-to-date and historical searches
- Transaction details for granular inquiries
- Quick, low-cost deployment
- Cloud-based service requires no additional hardware, IT support or training
- Data export options via Excel, PDF or image files

For more information, visit  
[www.tylertech.com](http://www.tylertech.com)  
 or email [info@tylertech.com](mailto:info@tylertech.com)

# Tyler Citizen Transparency



Citizen Transparency features a set of standard Web pages and graphs that make data easier to interpret. These tools have been developed in collaboration with our public sector partners and help answer frequently asked questions, so you don't have to. Citizen Transparency also goes beyond data snapshots: it provides all transactional details for a broad range of inquiries. Information that might have taken weeks to gather now takes minutes, and can be quickly exported to Microsoft Excel® for further analysis.

## Expenditures Overview

	2013	2014	2015	2016
	Expenses	Expenses	Expenses	Expenses
▷ GENERAL GOVERNMENT	\$4,234,635 <span style="color: yellow;">▲</span>	\$4,620,040 <span style="color: yellow;">▲</span>	\$4,995,152 <span style="color: yellow;">▲</span>	\$4,211,113 <span style="color: green;">●</span> 68%
▷ HEALTH AND WELFARE	\$5,636,446 <span style="color: red;">◆</span>	\$6,063,427 <span style="color: yellow;">▲</span>	\$6,418,179 <span style="color: red;">◆</span>	\$3,951,375 <span style="color: green;">●</span> 60%
▷ JUDICIAL ADMINISTRATION	\$1,717,715 <span style="color: yellow;">▲</span>	\$1,741,002 <span style="color: yellow;">▲</span>	\$1,819,367 <span style="color: yellow;">▲</span>	\$1,437,754 <span style="color: green;">●</span> 72%
▷ NON-DEPARTMENTAL	\$38,422,576 <span style="color: yellow;">▲</span>	\$21,263,185 <span style="color: green;">●</span>	\$22,074,902 <span style="color: yellow;">▲</span>	\$14,933,652 <span style="color: green;">●</span> 68%
▷ NON-FUNCTION	\$11,975,354 <span style="color: green;">●</span>	\$11,479,210 <span style="color: green;">●</span>	\$14,379,000 <span style="color: green;">●</span>	\$15,915,452 <span style="color: green;">●</span> 69%
▷ PARKS AND RECREATION	\$2,973,351 <span style="color: green;">●</span>	\$3,582,858 <span style="color: green;">●</span>	\$3,322,196 <span style="color: green;">●</span>	\$3,261,537 <span style="color: green;">●</span> 69%
▷ PLANNING AND COMMUNITY DEVELOPMENT	\$1,402,508 <span style="color: green;">●</span>	\$1,778,664 <span style="color: green;">●</span>	\$1,723,742 <span style="color: green;">●</span>	\$1,367,681 <span style="color: green;">●</span> 51%
▷ PUBLIC SAFETY	\$10,836,227 <span style="color: yellow;">▲</span>	\$11,362,832 <span style="color: yellow;">▲</span>	\$10,995,906 <span style="color: yellow;">▲</span>	\$8,611,109 <span style="color: green;">●</span> 72%
▷ PUBLIC WORKS	\$5,879,428 <span style="color: green;">●</span>	\$6,412,819 <span style="color: green;">●</span>	\$6,301,165 <span style="color: green;">●</span>	\$5,429,348 <span style="color: green;">●</span> 38%
<b>Total Expenditures</b>	<b>\$83,078,239 <span style="color: green;">●</span></b>	<b>\$68,304,037 <span style="color: green;">●</span></b>	<b>\$72,029,609 <span style="color: green;">●</span></b>	<b>\$59,119,020 <span style="color: green;">●</span> 63%</b>

**Budget Indicators (% Utilized):**

● = 0 - 85%     
 ▲ = 85 - 100%     
 ◆ = Over 100%     
 ◊ = No Data Available

As a cloud-based service, Citizen Transparency is easily implemented with any of Tyler's ERP solutions. It does not require any additional hardware investment, on-site technical support, processing fees or training. Tyler's team will work with you to align your chart of accounts with the Citizen Transparency Web sheets. You will be up and running once you have completed your review.

Citizen Transparency helps you serve your citizens by putting information at their fingertips while reducing your IT and data retrieval burdens. Citizen Transparency — a solution that you can implement today.