



LICENSE AND SERVICES AGREEMENT

This License and Services Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to license the software products and perform the services set forth in the Investment Summary and Tyler desires to perform such actions 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 License and Services Agreement.
- **“Business Travel Policy”** means Section 2-2 of the Code of the City of Sunrise.
- **“Client”** means City of Sunrise.
- **“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.
- **“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 software, 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.
- **“Maintenance and Support Agreement”** means the terms and conditions governing the provision of maintenance and support services to all of our customers. A copy of our current Maintenance and Support Agreement is attached as Exhibit C.
- **“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 G.

- **“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 Schedule 1 to Exhibit C.
- **“Third Party End User License Agreement(s)”** means the end user license agreement(s), if any, for the Third Party Software 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 and related interfaces identified in the Investment Summary and licensed to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

SECTION B – SOFTWARE LICENSE

1. License Grant and Restrictions.

- 1.1 We grant to the City of Sunrise a license to use the Tyler Software for your internal business purposes only. You may make copies of the Tyler Software for backup and testing purposes, so long as such copies are not used in production and the testing is for internal use only. Your rights to use the Tyler Software are perpetual but may be revoked if you do not comply with the terms of this Agreement.
- 1.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
- 1.3 You may not: (a) transfer or assign the Tyler Software to a third party; (b) reverse engineer, decompile, or disassemble the Tyler Software; (c) rent, lease, lend, or provide commercial hosting services with the Tyler Software; or (d) publish or otherwise disclose the Tyler Software or Documentation to third parties. Notwithstanding the foregoing, you may disclose the Documentation to third parties as necessary to use the Tyler Software for its intended purposes, provided such third parties (i) are not direct competitors of ours; and (ii) sign a confidentiality agreement consistent with the terms of this Agreement.
- 1.4 The license terms in this Agreement apply to updates and enhancements we may provide to you or make available to you through your Maintenance and Support Agreement.
- 1.5 The right to transfer the Tyler Software to a replacement hardware system is included in your license. You will give us advance written notice of any such transfer and will pay us for any required or requested technical assistance associated with such transfer.
- 1.6 We reserve all rights not expressly granted to you in this Agreement. The Tyler Software and Documentation are protected by copyright and other intellectual property laws and treaties.

We own the title, copyright, and other intellectual property rights in the Tyler Software and the Documentation. **The Tyler Software is licensed, not sold.**

2. License Fees. You agree to pay us the license fees in the amounts set forth in the Investment Summary.

Those amounts are payable in accordance with our Invoicing and Payment Policy.

3. Escrow. We maintain an escrow agreement with a third party under which we place the source code for each major release of the Tyler Software. You may be added as a beneficiary to the escrow agreement by completing a standard beneficiary enrollment form and paying the annual beneficiary fee (currently \$800) directly to the escrow agent. You will be responsible for maintaining your ongoing status as a beneficiary, including payment of the then-current annual beneficiary fees. Release of source code for the Tyler Software is strictly governed by the terms of the escrow agreement.
4. Limited Warranty. We warrant that the Tyler Software will be without Defect(s) as long as you have a Maintenance and Support Agreement in effect. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect as set forth in the Maintenance and Support Agreement.
5. Warranty of Fitness for a Particular Purpose. Tyler warrants that the Tyler Software is fit for the purpose for which it is intended as described in Tyler's Proposal in response to Client's Request for Proposals, as provided in Exhibit F. Client's remedy in the event the Tyler Software does not conform to Tyler's representations is the repair of the Tyler Software, including correction of any Defects.

SECTION C – PROFESSIONAL SERVICES

1. 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. 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 based on the in-scope services provided to you. Those amounts are payable in accordance with our Invoicing and Payment Policy.
3. Additional Services. The Investment Summary contains 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.
4. Cancellation. We make all reasonable efforts to schedule our personnel for travel, 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. 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. You further agree to provide a reasonably suitable environment, location, and space for the installation of the Tyler Software and Third Party Products, including, without limitation, sufficient electrical circuits, cables, and other reasonably necessary items required for the installation and operation of the Tyler Software and Third Party Products.
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 you have contracted for. 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).

SECTION D – MAINTENANCE AND SUPPORT

We will provide you with maintenance and support services for the Tyler Software under the terms of our standard Maintenance and Support Agreement. You agree to pay us the annual maintenance and support fees in accordance with our Invoicing and Payment Policy.

SECTION E – 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. Upon payment in full of the Third Party Software license fees, you will receive a non- transferable license to use the Third Party Software and related documentation for internal business purposes only. Your license rights to the Third Party Software will be governed by the Third Party End User License Agreement(s).
 - 2.1 We will install onsite the Third Party Software. The installation cost is included in the installation fee in the Investment Summary.
 - 2.2 If the Developer charges a fee for future updates, releases, or other enhancements to the Third Party Software, you will be required to pay such additional future fee.
 - 2.3 The right to transfer the Third Party Software to a replacement hardware system is governed by the Developer. You will give us advance written notice of any such transfer

and will pay us for any required or requested technical assistance associated with such transfer.

3. Third Party Products Warranties.

3.1 We are authorized by each Developer to grant or transfer the licenses 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.

4. Maintenance. If you have a Maintenance and Support Agreement in effect, you may report defects and other issues related to the Third Party Software directly to us, and we will (a) directly address the defect or issue, to the extent it relates to our interface with the Third Party Software; and/or (b) facilitate resolution with the Developer, unless that Developer requires that you have a separate, direct maintenance agreement in effect with that Developer. In all events, if you do not have a Maintenance and Support Agreement in effect with Tyler, you will be responsible for resolving defects and other issues related to the Third Party Software directly with the Developer.

5. DocOrigin End User License Agreement. Notwithstanding any statement to the contrary in the DocOrigin End User License Agreement provided at Exhibit D, Tyler represents that it is authorized by DocOrigin's Developer to agree that the law governing the DocOrigin End User License Agreement shall be Texas law, and that jurisdiction and venue for any dispute arising out of or relating to the DocOrigin End User License Agreement shall be in a court serving Dallas County, Texas.

SECTION F – INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the fees for the license(s), products, and services in the Investment Summary per our Invoicing and Payment Policy, subject to Section F(2).

2. Invoice Disputes. If you believe any delivered product or service does not conform to the warranties in this Agreement, you will provide us with written notice within fifteen (15) days of your receipt of the applicable invoice. The written notice must contain sufficient detail of the issues you contend are in dispute. We will provide a written response to you that will include either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work together 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 only withhold payment of the amount(s) actually in dispute 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 services, including maintenance and support services, if you fail to pay an invoice not disputed as described above.

SECTION G – TERMINATION

1. **For Cause.** You may terminate this Agreement for cause in the event we don't cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within forty-five (45) days of receiving a written notice of the alleged breach. You agree to comply with Section I(3), Dispute Resolution, prior to termination. In the event of termination for cause, 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.
2. **Lack of Appropriations.** If you should not appropriate or otherwise make available funds sufficient to purchase, lease, operate, or maintain the products or services set forth in this Agreement, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. In the event of termination due to a lack of appropriations, 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. You will not be entitled to a refund or offset of previously paid license and other fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.
3. **Force Majeure.** Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of scheduled tasks for a period of forty-five (45) days or more. In the event of termination due to Force Majeure, 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.

SECTION H – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. **Intellectual Property Infringement Indemnification.**
 - 1.1 We will indemnify, hold harmless and defend you against any third party claim(s) that the Tyler Software 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 H(1) will not apply to the extent the claim or adverse final judgment is based on your: (a) use of a previous version of the Tyler Software and the claim would have been avoided had you installed and used the current version of the Tyler Software; (b) combining the Tyler Software with any product or device not provided, contemplated, or approved by us; (c) altering or modifying the Tyler Software, including any modification by third parties at your direction or otherwise permitted by you; (d) use of the Tyler Software in contradiction of this Agreement, including with non- licensed third parties; or (e) willful infringement, including use of the Tyler Software after we notify you to discontinue use due to such a claim.
 - 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.

- 1.4 If, as a result of an infringement or misappropriation claim, 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; (c) replace it with a functional equivalent; or (d) terminate your license and refund the license fees paid for the infringing Tyler Software. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.
2. Property Damage and Personal Injury Indemnification.
 - 2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all direct 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 our negligence or willful misconduct.
 - 2.2 To the extent permitted by Florida Statutes §768.28, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all direct 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 agent's, official's or employee's negligent act or omission while in the course and scope of their employment. Nothing herein is intended to serve as a waiver of sovereign immunity by any party to which sovereign immunity may be applicable nor shall anything included herein be construed as consent to be sued by third parties in any matter arising out of this Agreement.
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 THE LESSER OF (A) YOUR ACTUAL DIRECT DAMAGES OR (B) THE AMOUNTS PAID BY YOU UNDER THIS AGREEMENT. THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS H(1) AND H(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; and (d)

Workers Compensation complying with applicable statutory requirements. We will add you as an additional insured and provide you with copies of certificates of insurance upon execution of this Agreement.

SECTION I – 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 twenty-four (24) months from the Effective Date, and thereafter at our then- current list price, 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 twenty-four (24) 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 meet within thirty (30) days of the written dispute notice, unless otherwise agreed. 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 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. No Assignment. Neither party may assign this Agreement without the prior written consent of the other party; provided, however, that your consent is not required in the event we have a

change of control.

9. Force Majeure. 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 End User License Agreement(s).
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. 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 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, with your prior written approval.
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. Videotaping Training Sessions. You may videotape our training sessions for your internal purposes only. We consider the contents of our training sessions to include confidential and proprietary information, not subject to disclosure under applicable open records laws.
19. 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.
20. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile.
21. Multiple Originals and 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.
22. Functionality Replacement. Provided a current Maintenance and Support Agreement is in place, for a period of five (5) years commencing on the Effective Date, if a new release of the Tyler Software reduces or eliminates functionality acquired by Client at the Effective Date, Tyler shall provide an alternate way of performing the same function.
23. Contract Documents. This Agreement includes the following exhibits:
- | | |
|-----------|--|
| Exhibit A | Investment Summary |
| Exhibit B | Invoicing and Payment Policy |
| Exhibit C | Maintenance and Support Agreement Schedule 1: Support Call Process |
| Exhibit D | Third Party End User License Agreement(s) |
| Exhibit E | Client's Request for Proposals RFP (14)H-01 – ERP System Software and Implementation ("RFP") |
| Exhibit F | Tyler's Proposal Dated December 18, 2013 in Response to the RFP ("Proposal") |
| Exhibit G | Statement of Work ("SOW") |
| Exhibit H | Three-Party Master Depositor Escrow Service Agreement |
24. Order of Precedence. In the event of conflict between the documents listed in Section I (22), the

following order of precedence shall apply:

1. This Agreement, excluding Exhibit E (RFP), Exhibit F (Proposal), and Exhibit G (SOW)
2. Exhibit G – SOW
3. Exhibit F – Proposal
4. Exhibit E – RFP

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.

City of Sunrise

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Associate General Counsel

Address for Notices:

City of Sunrise
10770 West Oakland Park Blvd.
Sunrise, FL 33351
Attention: _____



Exhibit A

Investment Summary

The following Investment Summary details the software, products, and services to be delivered by Tyler Technologies, Inc. to the City of Sunrise under your License and Services 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 your License and Services Agreement.



Quoted By: Tim Vickers
Date: 3/10/2016
Quote Expiration: 6/25/2016
Quote Name: City of Sunrise-ERP-Munis
Quote Number: 2015-17122
Quote Description: City of Sunrise - Quote for RFP-(14)H-01

Sales Quotation For

City of Sunrise
10770 West Oakland Park Blvd.
Sunrise, Florida 33351
Phone (954) 741-2580

SaaS

Description	Annual Fee Net	# Years	Total SaaS Fee	Impl. Days
Productivity:				
Tyler Notify	\$30,000.00	1	\$30,000.00	0
TOTAL:	\$30,000.00		\$30,000.00	0

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Financials:						
Accounting/GL/BG/AP	\$176,000.00	40 @ \$1,175.00	\$47,000.00	\$20,200.00	\$243,200.00	\$31,680.00
Work Orders, Fleet & Facilities Management	\$55,000.00	44 @ \$1,175.00	\$51,700.00	\$12,500.00	\$119,200.00	\$9,900.00
Purchasing	\$82,000.00	32 @ \$1,175.00	\$37,600.00	\$4,000.00	\$123,600.00	\$14,760.00
Fixed Assets	\$44,000.00	14 @ \$1,175.00	\$16,450.00	\$7,500.00	\$67,950.00	\$7,920.00
Inventory	\$44,000.00	14 @ \$1,175.00	\$16,450.00	\$7,000.00	\$67,450.00	\$7,920.00
Project & Grant Accounting	\$30,000.00	11 @ \$1,175.00	\$12,925.00	\$9,500.00	\$52,425.00	\$5,400.00
Cash Management	\$35,000.00	9 @ \$1,175.00	\$10,575.00	\$0.00	\$45,575.00	\$6,300.00
Contract Management	\$22,000.00	7 @ \$1,175.00	\$8,225.00	\$6,000.00	\$36,225.00	\$3,960.00

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Bid Management	\$22,000.00	7 @ \$1,175.00	\$8,225.00	\$0.00	\$30,225.00	\$3,960.00
Employee Expense Reimbursement	\$18,000.00	9 @ \$1,175.00	\$10,575.00	\$0.00	\$28,575.00	\$3,240.00
BMI Asset Track Interface	\$5,500.00	5 @ \$1,175.00	\$5,875.00	\$0.00	\$11,375.00	\$990.00
BMI CollectIT Interface	\$5,500.00	5 @ \$1,175.00	\$5,875.00	\$0.00	\$11,375.00	\$990.00
Standard Fuel Interface - SeeComments	\$5,500.00	5 @ \$1,175.00	\$5,875.00	\$0.00	\$11,375.00	\$990.00

Payroll/HR:

Payroll w/ESS	\$45,500.00	20 @ \$1,175.00	\$23,500.00	\$27,800.00	\$96,800.00	\$8,190.00
Risk Management	\$30,000.00	11 @ \$1,175.00	\$12,925.00	\$0.00	\$42,925.00	\$5,400.00
HR Management	\$20,000.00	8 @ \$1,175.00	\$9,400.00	\$0.00	\$29,400.00	\$3,600.00
Applicant Tracking	\$8,800.00	4 @ \$1,175.00	\$4,700.00	\$0.00	\$13,500.00	\$1,584.00
Professional Development	\$7,700.00	3 @ \$1,175.00	\$3,525.00	\$0.00	\$11,225.00	\$1,386.00

Revenue:

Utility Billing CIS	\$88,000.00	39 @ \$1,175.00	\$45,825.00	\$33,100.00	\$166,925.00	\$15,840.00
Tyler Cashiering	\$60,000.00	9 @ \$1,175.00	\$10,575.00	\$0.00	\$70,575.00	\$10,800.00
Accounts Receivable	\$40,500.00	21 @ \$1,175.00	\$24,675.00	\$0.00	\$65,175.00	\$7,290.00
General Billing	\$19,250.00	12 @ \$1,175.00	\$14,100.00	\$12,500.00	\$45,850.00	\$3,465.00
UB Interface	\$22,000.00	9 @ \$1,175.00	\$10,575.00	\$0.00	\$32,575.00	\$3,960.00
Maplink GIS Integration	\$33,000.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$34,175.00	\$5,940.00
Central Property File	\$5,000.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$6,175.00	\$1,250.00

Productivity:

Munis Analytics & Reporting	\$158,500.00	16 @ \$1,175.00	\$18,800.00	\$0.00	\$177,300.00	\$28,530.00
Tyler Content Manager Enterprise	\$95,000.00	18 @ \$1,175.00	\$21,150.00	\$0.00	\$116,150.00	\$17,100.00
Citizen Self Service	\$40,500.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$41,675.00	\$7,290.00
eProcurement	\$35,000.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$36,175.00	\$6,300.00
Tyler Forms Processing	\$19,500.00	0 @ \$1,175.00	\$0.00	\$0.00	\$19,500.00	\$3,900.00
Tyler Content Manager Enterprise 3rd Party Connector	\$9,500.00	2 @ \$1,175.00	\$2,350.00	\$0.00	\$11,850.00	\$1,710.00

Other:

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Tyler Incident Management	\$33,000.00	10 @ \$1,175.00	\$11,750.00	\$0.00	\$44,750.00	\$5,940.00
CAFR Statement Builder	\$25,000.00	4 @ \$1,175.00	\$4,700.00	\$0.00	\$29,700.00	\$4,500.00
Payroll Tax Table Updates	\$0.00	0 @ \$1,175.00	\$0.00	\$0.00	\$0.00	\$1,000.00
Accounting Option 1 Actuals - Each Additional Year beyond 3 (rate per year of data)	\$0.00	0 @ \$1,175.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Accounting Option 2 Budgets - Each Additional Year beyond 3 (rate per year of data)	\$0.00	0 @ \$1,175.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Sub-Total:	\$1,340,250.00		\$460,600.00	\$142,100.00	\$1,942,950.00	\$242,985.00
<i>Less Discount:</i>	<i>\$335,063.00</i>		<i>\$0.00</i>	<i>\$0.00</i>	<i>\$335,063.00</i>	<i>\$242,985.00</i>
TOTAL:	\$1,005,187.00	392	\$460,600.00	\$142,100.00	\$1,607,887.00	\$0.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
25% of Dedicated Project Manager (Monthly)	15	\$7,500.00	\$0.00	\$112,500.00
50% of Dedicated Project Manager (Monthly)	24	\$12,000.00	\$0.00	\$288,000.00
AP/PR Check Recon Import	1	\$1,000.00	\$0.00	\$1,000.00
AP Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Change Management Self Service	1	\$20,000.00	\$0.00	\$20,000.00
Extended Analysis - Accounts Receivable	4	\$1,275.00	\$0.00	\$5,100.00
Extended Analysis - Applicant Tracking	1	\$1,275.00	\$0.00	\$1,275.00
Extended Analysis - Bid Management	4	\$1,275.00	\$0.00	\$5,100.00
Extended Analysis - Cash Management	3	\$1,275.00	\$0.00	\$3,825.00
Extended Analysis - Contract Management	2	\$1,275.00	\$0.00	\$2,550.00
Extended Analysis - Employee Expense Reimbursement	2	\$1,275.00	\$0.00	\$2,550.00
Extended Analysis - Fixed Assets	3	\$1,275.00	\$0.00	\$3,825.00
Extended Analysis - General Billing	3	\$1,275.00	\$0.00	\$3,825.00
Extended Analysis - GL/Budget/Accounts Payable	15	\$1,275.00	\$0.00	\$19,125.00
Extended Analysis - HR Professional Development	1	\$1,275.00	\$0.00	\$1,275.00
Extended Analysis - Human Resources	6	\$1,275.00	\$0.00	\$7,650.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Extended Analysis - Inventory	3	\$1,275.00	\$0.00	\$3,825.00
Extended Analysis - Payroll	6	\$1,275.00	\$0.00	\$7,650.00
Extended Analysis - Project & Grant Accounting	8	\$1,275.00	\$0.00	\$10,200.00
Extended Analysis - Purchasing	8	\$1,275.00	\$0.00	\$10,200.00
Extended Analysis - Risk Management	2	\$1,275.00	\$0.00	\$2,550.00
Extended Analysis - Utility Billing CIS	8	\$1,275.00	\$0.00	\$10,200.00
Extended Analysis - Work Orders & Facilities Mgmt	8	\$1,275.00	\$0.00	\$10,200.00
Implementation Day	25	\$1,175.00	\$0.00	\$29,375.00
Install Fee - New Server Install-WIN	1	\$12,000.00	\$0.00	\$12,000.00
Munis Admin & Security	6	\$1,175.00	\$0.00	\$7,050.00
Munis Report Development & Analysis	20	\$1,275.00	\$0.00	\$25,500.00
P-Card Import Format W/O Encumbrances	1	\$7,500.00	\$0.00	\$7,500.00
PR Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Source Code Escrow	1	\$756.00	\$0.00	\$756.00
Tyler Forms Library - Financial	1	\$3,400.00	\$0.00	\$3,400.00
Tyler Forms Library - General Billing	1	\$2,500.00	\$0.00	\$2,500.00
Tyler Forms Library - Payroll	1	\$1,500.00	\$0.00	\$1,500.00
Tyler Forms Library - Personnel Action	1	\$1,400.00	\$0.00	\$1,400.00
Tyler Forms Processing Configuration	1	\$3,000.00	\$0.00	\$3,000.00
Tyler Forms Library - Utility Billing	1	\$6,000.00	\$0.00	\$6,000.00
Tyler Forms Work Order/Pick Ticket Library - 4 Forms	1	\$3,600.00	\$0.00	\$3,600.00
TOTAL:				\$642,006.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI AssetTrak FA Bar Code/RFID Scanning System	1	\$8,030.00	\$0.00	\$8,030.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Barcode PrinterKit	1	\$1,295.00	\$0.00	\$1,295.00	\$0.00	\$0.00	\$0.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI CollectIT Inventory Bar Code Scanning System	1	\$6,490.00	\$0.00	\$6,490.00	\$0.00	\$0.00	\$0.00
Cash Drawer	24	\$230.00	\$0.00	\$5,520.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner - Model 1900GSR	24	\$385.00	\$0.00	\$9,240.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner Stand	24	\$25.00	\$0.00	\$600.00	\$0.00	\$0.00	\$0.00
ID Tech MiniMag USB Reader	24	\$62.00	\$0.00	\$1,488.00	\$0.00	\$0.00	\$0.00
Power Supply	24	\$40.00	\$0.00	\$960.00	\$0.00	\$0.00	\$0.00
Printer (TM-S9000)	24	\$1,600.00	\$0.00	\$38,400.00	\$0.00	\$0.00	\$0.00
Tyler Notify IVR Plan (25,000 Minutes)	1	\$2,500.00	\$0.00	\$2,500.00	\$0.00	\$0.00	\$0.00
Tyler Notify SMS Text Plan (25,000 Messages)	1	\$1,250.00	\$0.00	\$1,250.00	\$0.00	\$0.00	\$0.00
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00
<i>3rd Party Hardware Sub-Total:</i>			<i>\$0.00</i>	<i>\$73,673.00</i>			<i>\$0.00</i>
<i>3rd Party Software Sub-Total:</i>			<i>\$0.00</i>	<i>\$3,750.00</i>		<i>\$0.00</i>	<i>\$0.00</i>
TOTAL:				\$77,423.00			\$0.00

EnerGov Software

Description	License	Users/Units	Module Total	Year One Maintenance
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Core Software:

EnerGov Permitting & Land Management Suite (PLM)	\$2,667.00	100	\$266,700.00	\$53,300.00
EnerGov Licensing & Regulatory Suite (LRM)	\$2,987.00	20	\$59,740.00	\$11,940.00

Extensions:

EnerGov My GovPay	\$0.00	1	\$0.00	\$0.00
EnerGov VirtualPay	\$0.00	1	\$0.00	\$0.00
EnerGov Adv Server Extensions Bundle	\$15,999.00	1	\$15,999.00	\$3,200.00
EnerGov Citizen Access Web Portal - Licensing & Reg Mgmt (LRM)	\$29,999.00	1	\$29,999.00	\$6,000.00
EnerGov Citizen Access Web Portal - Permitting & Land Mgmt (PLM)	\$29,999.00	1	\$29,999.00	\$6,000.00

EnerGov Software

Description	License	Users/Units	Module Total	Year One Maintenance
EnerGov e-Reviews	\$29,999.00	1	\$29,999.00	\$6,000.00
EnerGov GIS	\$35,000.00	1	\$35,000.00	\$7,000.00
EnerGov IVR	\$35,999.00	1	\$35,999.00	\$7,200.00
EnerGov IG Workforce Apps	\$999.00	41	\$40,959.00	\$8,200.00
EnerGov Report Toolkit	\$5,000.00	1	\$5,000.00	\$1,000.00
EnerGov Permitting & Land Management SDK	\$7,500.00	1	\$7,500.00	\$1,500.00
Sub-Total:			\$556,894.00	\$111,340.00
<i>Less Discount:</i>			<i>\$139,265.00</i>	<i>\$111,340.00</i>
TOTAL:			\$417,629.00	\$0.00

EnerGov Professional Services

Description	Hours	Unit Price	Extended Price	Year One Maintenance
EnerGov Project Management Services	720	\$175.00	\$126,000.00	\$0.00
EnerGov Fundamentals Training	80	\$175.00	\$14,000.00	\$0.00
EnerGov Onsite Training & Production Support Services	240	\$175.00	\$42,000.00	\$0.00
EnerGov Professional Implementation Services	2400	\$175.00	\$420,000.00	\$0.00
EnerGov Data Conversion Services	240	\$250.00	\$60,000.00	\$0.00
EnerGov Reporting Services	400	\$175.00	\$70,000.00	\$0.00
TOTAL:			\$732,000.00	\$0.00

Summary

	One Time Fees	Recurring Fees
Total SaaS	\$0.00	\$30,000.00
Total Tyler Software	\$1,422,816.00	\$0.00
Total Tyler Services	\$1,976,706.00	\$0.00

Summary	One Time Fees	Recurring Fees
Total 3rd Party Hardware, Software and Services	\$77,423.00	\$0.00
Summary Total	\$3,476,945.00	\$30,000.00
Contract Total	\$3,506,945.00	
(Excluding Estimated Travel Expenses)		
Estimated Travel Expenses	\$298,970.00	
Optional EnerGov Professional Services	\$521,850.00	

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting Opt 1 - Actuals	\$3,000.00	\$0.00	\$3,000.00
Accounting Opt 2 - Budgets	\$3,000.00	\$0.00	\$3,000.00
Accounting Option 1 Actuals - Each Additional Year beyond 3 (rate per year of data)	\$1,000.00	\$0.00	\$1,000.00
Accounting Option 2 Budgets - Each Additional Year beyond 3 (rate per year of data)	\$1,000.00	\$0.00	\$1,000.00
Accounting Standard COA	\$3,500.00	\$0.00	\$3,500.00
Accounts Payable Opt 1 - Checks	\$3,200.00	\$0.00	\$3,200.00
Accounts Payable Opt 2 - Invoice	\$4,500.00	\$0.00	\$4,500.00
Accounts Payable Standard Master	\$3,000.00	\$0.00	\$3,000.00
Contracts	\$6,000.00	\$0.00	\$6,000.00
Fixed Assets Opt 1 - History	\$3,000.00	\$0.00	\$3,000.00
Fixed Assets Std Master	\$4,500.00	\$0.00	\$4,500.00
General Billing Opt 1 - Recurring Invoices	\$4,500.00	\$0.00	\$4,500.00
General Billing Opt 2 - Bills	\$5,500.00	\$0.00	\$5,500.00
General Billing Std CID	\$2,500.00	\$0.00	\$2,500.00
Inventory Opt 1 - Commodity Codes	\$2,500.00	\$0.00	\$2,500.00
Inventory Std Master	\$4,500.00	\$0.00	\$4,500.00
Payroll - Option 10 Certifications	\$2,000.00	\$0.00	\$2,000.00
Payroll - Option 11 Education	\$2,000.00	\$0.00	\$2,000.00
Payroll - Option 1 Deductions	\$2,800.00	\$0.00	\$2,800.00
Payroll - Option 2 Accrual Balances	\$2,500.00	\$0.00	\$2,500.00
Payroll - Option 3 Accumulators	\$2,000.00	\$0.00	\$2,000.00
Payroll - Option 4 Check History	\$2,000.00	\$0.00	\$2,000.00
Payroll - Option 5 Earning/Deduction Hist	\$3,500.00	\$0.00	\$3,500.00
Payroll - Option 6 Applicant Tracking	\$2,000.00	\$0.00	\$2,000.00
Payroll - Option 7 PM Action History	\$2,000.00	\$0.00	\$2,000.00
Payroll - Option 8 Position Control	\$2,000.00	\$0.00	\$2,000.00
Payroll - Option 9 State Retirement Tables	\$2,000.00	\$0.00	\$2,000.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Payroll - Standard	\$3,000.00	\$0.00	\$3,000.00
Project Grant Accounting Opt 1 - Actuals	\$3,000.00	\$0.00	\$3,000.00
Project Grant Accounting Opt 2 - Budgets	\$3,000.00	\$0.00	\$3,000.00
Project Grant Accounting Standard	\$3,500.00	\$0.00	\$3,500.00
Purchasing - Purchase Orders - Standard	\$4,000.00	\$0.00	\$4,000.00
Utility Billing - Option 1 Services	\$4,500.00	\$0.00	\$4,500.00
Utility Billing - Option 2 Assessments	\$2,600.00	\$0.00	\$2,600.00
Utility Billing - Option 3 Consumption History	\$5,000.00	\$0.00	\$5,000.00
Utility Billing - Option 4 Balance Forward AR	\$7,000.00	\$0.00	\$7,000.00
Utility Billing - Option 5 Service Orders	\$4,500.00	\$0.00	\$4,500.00
Utility Billing - Option 6 Backflow	\$4,500.00	\$0.00	\$4,500.00
Utility Billing - Standard	\$5,000.00	\$0.00	\$5,000.00
Work Order Opt 1 - Work Order Asset	\$5,000.00	\$0.00	\$5,000.00
Work Order Opt 2 - Closed Work Order History No Cost Data	\$7,500.00	\$0.00	\$7,500.00
TOTAL:			\$142,100.00

Optional SaaS

Description	Annual Fee Net	# Years	Total SaaS Fee	Impl. Days
Productivity:				
Transparency Portal	\$20,000.00	1	\$20,000.00	0
TOTAL:	\$20,000.00		\$20,000.00	0

Optional Tyler Software & Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Productivity:						
Tyler Meeting Manager (SE)	\$30,000.00	3 @ \$1,175.00	\$3,525.00	\$0.00	\$33,525.00	\$5,400.00
IVR Gateway	\$18,000.00	6 @ \$1,175.00	\$7,050.00	\$0.00	\$25,050.00	\$3,240.00
Tyler Meeting Manager for TCM (SE)	\$20,000.00	2 @ \$1,175.00	\$2,350.00	\$0.00	\$22,350.00	\$3,600.00
Tyler Content Manager Self-Service (Enterprise Edition)	\$7,500.00	2 @ \$1,175.00	\$2,350.00	\$0.00	\$9,850.00	\$1,350.00
Tyler Content Manager Web Services Interface Enterprise Edition	\$5,000.00	3 @ \$1,175.00	\$3,525.00	\$0.00	\$8,525.00	\$900.00
Tyler Content Manager Enterprise GIS Interface	\$5,000.00	2 @ \$1,175.00	\$2,350.00	\$0.00	\$7,350.00	\$900.00
Tyler Content Manager WorkFlow Enterprise Edition	\$3,000.00	2 @ \$1,175.00	\$2,350.00	\$0.00	\$5,350.00	\$540.00
Other:						
MUNIS Disaster Recovery Service	\$0.00	0 @ \$1,175.00	\$0.00	\$0.00	\$0.00	\$30,000.00
Tyler System Management Services Contract	\$0.00	0 @ \$1,175.00	\$0.00	\$0.00	\$0.00	\$30,000.00
TOTAL:	\$88,500.00	20	\$23,500.00	\$0.00	\$112,000.00	\$75,930.00

Optional EnerGov Professional Services

Description	Hours	Unit Price	Extended Price	Year One Maintenance
EnerGov Professional Services	2982	\$175.00	\$521,850.00	\$0.00
TOTAL:			\$521,850.00	\$0.00

Customer Approval: _____ Date: _____

Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

Tyler Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
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Financials:

Accounting/GL/BG/AP	\$176,000.00	\$44,000.00	\$132,000.00	\$31,680.00	\$31,680.00	\$0.00
Bid Management	\$22,000.00	\$5,500.00	\$16,500.00	\$3,960.00	\$3,960.00	\$0.00
BMI Asset Track Interface	\$5,500.00	\$1,375.00	\$4,125.00	\$990.00	\$990.00	\$0.00
BMI CollectIT Interface	\$5,500.00	\$1,375.00	\$4,125.00	\$990.00	\$990.00	\$0.00
Cash Management	\$35,000.00	\$8,750.00	\$26,250.00	\$6,300.00	\$6,300.00	\$0.00
Contract Management	\$22,000.00	\$5,500.00	\$16,500.00	\$3,960.00	\$3,960.00	\$0.00
Employee Expense Reimbursement	\$18,000.00	\$4,500.00	\$13,500.00	\$3,240.00	\$3,240.00	\$0.00
Fixed Assets	\$44,000.00	\$11,000.00	\$33,000.00	\$7,920.00	\$7,920.00	\$0.00
Inventory	\$44,000.00	\$11,000.00	\$33,000.00	\$7,920.00	\$7,920.00	\$0.00
Project & Grant Accounting	\$30,000.00	\$7,500.00	\$22,500.00	\$5,400.00	\$5,400.00	\$0.00
Purchasing	\$82,000.00	\$20,500.00	\$61,500.00	\$14,760.00	\$14,760.00	\$0.00
Standard Fuel Interface - SeeComments	\$5,500.00	\$1,375.00	\$4,125.00	\$990.00	\$990.00	\$0.00
Work Orders, Fleet & Facilities Management	\$55,000.00	\$13,750.00	\$41,250.00	\$9,900.00	\$9,900.00	\$0.00

Payroll/HR:

Tyler Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
Payroll w/ESS	\$45,500.00	\$11,375.00	\$34,125.00	\$8,190.00	\$8,190.00	\$0.00
Risk Management	\$30,000.00	\$7,500.00	\$22,500.00	\$5,400.00	\$5,400.00	\$0.00
HR Management	\$20,000.00	\$5,000.00	\$15,000.00	\$3,600.00	\$3,600.00	\$0.00
Applicant Tracking	\$8,800.00	\$2,200.00	\$6,600.00	\$1,584.00	\$1,584.00	\$0.00
Professional Development	\$7,700.00	\$1,925.00	\$5,775.00	\$1,386.00	\$1,386.00	\$0.00

Revenue:

Utility Billing CIS	\$88,000.00	\$22,000.00	\$66,000.00	\$15,840.00	\$15,840.00	\$0.00
Tyler Cashiering	\$60,000.00	\$15,000.00	\$45,000.00	\$10,800.00	\$10,800.00	\$0.00
Accounts Receivable	\$40,500.00	\$10,125.00	\$30,375.00	\$7,290.00	\$7,290.00	\$0.00
General Billing	\$19,250.00	\$4,813.00	\$14,437.00	\$3,465.00	\$3,465.00	\$0.00
UB Interface	\$22,000.00	\$5,500.00	\$16,500.00	\$3,960.00	\$3,960.00	\$0.00
Maplink GIS Integration	\$33,000.00	\$8,250.00	\$24,750.00	\$5,940.00	\$5,940.00	\$0.00
Central Property File	\$5,000.00	\$1,250.00	\$3,750.00	\$1,250.00	\$1,250.00	\$0.00

Productivity:

Citizen Self Service	\$40,500.00	\$10,125.00	\$30,375.00	\$7,290.00	\$7,290.00	\$0.00
eProcurement	\$35,000.00	\$8,750.00	\$26,250.00	\$6,300.00	\$6,300.00	\$0.00
Munis Analytics & Reporting	\$158,500.00	\$39,625.00	\$118,875.00	\$28,530.00	\$28,530.00	\$0.00
Tyler Content Manager Enterprise	\$95,000.00	\$23,750.00	\$71,250.00	\$17,100.00	\$17,100.00	\$0.00
Tyler Content Manager Enterprise 3rd Party Connector	\$9,500.00	\$2,375.00	\$7,125.00	\$1,710.00	\$1,710.00	\$0.00
Tyler Forms Processing	\$19,500.00	\$4,875.00	\$14,625.00	\$3,900.00	\$3,900.00	\$0.00

Other:

Payroll Tax Table Updates	\$0.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00
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Tyler Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
CAFR Statement Builder	\$25,000.00	\$6,250.00	\$18,750.00	\$4,500.00	\$4,500.00	\$0.00
Tyler Incident Management	\$33,000.00	\$8,250.00	\$24,750.00	\$5,940.00	\$5,940.00	\$0.00
TOTAL:	\$1,340,250.00	\$335,063.00	\$1,005,187.00	\$242,985.00	\$242,985.00	\$0.00

EnerGov Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maintenance Discount	Year One Maintenance Net
EnerGov Permitting & Land Management SDK	\$7,500.00	\$1,875.00	\$5,625.00	\$1,500.00	\$1,500.00	\$0.00
EnerGov Licensing & Regulatory Suite (LRM)	\$59,740.00	\$14,940.00	\$44,800.00	\$11,940.00	\$597.00	\$0.00
EnerGov Report Toolkit	\$5,000.00	\$1,250.00	\$3,750.00	\$1,000.00	\$1,000.00	\$0.00
EnerGov IG Workforce Apps	\$40,959.00	\$10,250.00	\$30,709.00	\$8,200.00	\$200.00	\$0.00
EnerGov IVR	\$35,999.00	\$9,000.00	\$26,999.00	\$7,200.00	\$7,200.00	\$0.00
EnerGov GIS	\$35,000.00	\$8,750.00	\$26,250.00	\$7,000.00	\$7,000.00	\$0.00
EnerGov Citizen Access Web Portal - Licensing & Reg Mgmt (LRM)	\$29,999.00	\$7,500.00	\$22,499.00	\$6,000.00	\$6,000.00	\$0.00
EnerGov Citizen Access Web Portal - Permitting & Land Mgmt (PLM)	\$29,999.00	\$7,500.00	\$22,499.00	\$6,000.00	\$6,000.00	\$0.00
EnerGov e-Reviews	\$29,999.00	\$7,500.00	\$22,499.00	\$6,000.00	\$6,000.00	\$0.00
EnerGov Permitting & Land Management Suite (PLM)	\$266,700.00	\$66,700.00	\$200,000.00	\$53,300.00	\$533.00	\$0.00
EnerGov Adv Server Extensions Bundle	\$15,999.00	\$4,000.00	\$11,999.00	\$3,200.00	\$3,200.00	\$0.00
EnerGov My GovPay	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EnerGov VirtualPay	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL:	\$556,894.00	\$139,265.00	\$417,629.00	\$111,340.00	\$111,340.00	\$0.00

Comments

Tyler's OSDBA Service/Tyler System Management Services is calculated at 25% of the MUNIS annual maintenance. There is a \$2,500 minimum annual fee and a \$30,000 maximum annual fee.

Tyler's Disaster Recovery Service is calculated at 25% of the MUNIS annual maintenance. There is a \$5,000 minimum annual fee and a \$30,000 maximum annual fee for Disaster Recovery service. The Disaster Recovery fees are applicable only to one Live MUNIS database and excludes all test and training databases.

Tyler recommends the use of a 128-bit SSL Security Certificate for any Internet Web Applications, such as the MUNIS Web Client and the MUNIS Self Service applications if hosted by the Client. This certificate is required to encrypt the highly sensitive payroll and financial information as it travels across the public internet. There are various vendors who sell SSL Certificates, with all ranges of prices.

Conversion prices are based on a single occurrence of the database. If additional databases need to be converted, these will need to be quoted.

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the size and scope of your project. The actual amount of services depends on such factors as your level of involvement in the project and the speed of knowledge transfer.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the canceled services if Tyler is unable to re-assign its personnel.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

Tyler's Standard Fuel Interface is available from several vendors. Fuelman, FuelForce, Phoenix AFC, Phoenix SCC, Fuel Master, TRN85-Fuelman, Fuelmaster-Plus and Gasboy CFN. If your vendor does not appear on this list, we will need to quote a Custom Interface in addition to the Standard Interface to cover the additional development costs.

Tyler's form library prices are based on the actual form quantities listed, and assume the forms will be provided according to the standard Munis form template. Any forms in addition to the quoted amounts and types, including custom forms or forms that otherwise require custom programming, are subject to an additional fee. Please also note that use of the Tyler Forms functionality requires the use of approved printers as well. You may contact Tyler's support team for the most current list of approved printers.

Financial library includes: 1 A/P check, 1 EFT/ACH, 1 Purchase order, 1 Contract, 1099M, 1099INT, 1099S, and 1099G.

General Billing library includes: 1 invoice, 1 statement, 1 general billing receipt and 1 miscellaneous receipt.

Utility billing library includes: 1 Utility bill, 1 assessment, 1 UB receipt, 1 Lien letter, 1 UB delinquent notice, 1 door hanger and 1 final utility bill.

Programming for check reconciliation import and positive pay export assumes one bank format each. Multiple bank formats are extra.

Comments

Includes digitizing two signatures, additional charges will apply for additional signatures.

Tyler Forms Payroll Core library includes: 1 PR check, 1 direct deposit, 1 vendor from payroll check, 1 vendor from payroll direct deposit, W2, W2c, 1099 R, ACA 1095B and ACA 1095C.

Personnel Actions Forms Library includes: 1 Personnel Action form - New and 1 Personnel Action Form - Change.

Work Order & Pick Ticket Library includes: 1 Work Order - Services, 1 Work Order - Inventory, 1 Pick Ticket and 1 Delivery Ticket.

Tyler's cost is based on all of the proposed products and services being obtained from Tyler. Should significant portions of the products or services be deleted, Tyler reserves the right to adjust prices accordingly.

AssetTrak PPC Software, MC3190Z Portable Data terminal, Integrated RFID reader & Laser scanner, USB Com/Charging cradle w/ps, PDT Users Licenses for TrakSync and AssetTrak PPC Includes: 1 year phone support & software upgrades, Up to 4 hours of remote Install/training via GoToMeeting.

The MUNIS Accounts Payable module utilizes a label printer for batch-scanned document indexing. This printer is to be provided by the client and must support multi-page Adobe PDF files, such as the Brother QL-700.

e-Planning requires BlueBeam Revu or Adobe Acrobat Pro.

In the event a self-hosted customer opts to enroll as a beneficiary under Tyler's source code escrow agreement, Tyler will provide the paperwork required for enrollment. That self-hosted customer will be billed, on an annual basis, directly by Tyler's escrow agent, and all such fees must be paid directly to that escrow agent. Rates for subsequent years are subject to change at the discretion of Tyler's escrow agent.

The Tyler Software Product Tyler Forms Processing must be used in conjunction with a Hewlett Packard printer supported by Tyler for printing checks.

BMI CollectIT w/ data validation enabled - USB, 802.11b/g Wireless Data Com Utility for WM 6.1/6.5 devices w/ remote Install/training up to 4 hrs & (1) yr phone support, Subsequent support and upgrade plans are available directly through BMI Includes a Unitech PA 690 PDT Kit with WIN 6.5, 26 Key keypad, laser, 807 MHZ Processor, 2 batteries, Power Supply, Pistol Grip, Cradle, 802.11b/g radio & BMI Collect-IT PDT Users License Includes: 1 yr Phone support/upgrades for CollectIT and 1 yr depot parts and Labor warranty on the PA 690 Portable Data Terminal.



Exhibit B

Invoicing and Payment Policy

Tyler Technologies, Inc. will provide you with the software, products, and services set forth in the Investment Summary of your License and Services Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in your License and Services Agreement.

Invoicing: We will invoice you for the applicable license fees, products, and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in your License and Services Agreement.

1. Tyler Software.

1.1. *License Fees:* License fees are invoiced as follows: (a) 25% (\$355,704) on the Effective Date; (b) 50% (\$711,408) on the date when we make the applicable Tyler Software available to you for downloading (the "Available Download Date"); and (c) 25% (\$355,704) ninety (90) days after the Available Download Date.

1.2. *Maintenance and Support Fees:* The first year maintenance and support fees for the one (1) year period commencing on the Available Download Date are waived. Subsequent maintenance and support fees are invoiced annually in advance on each anniversary of the Available Download Date. We will not increase annual maintenance and support fees by more than the following percentages, based on the un-waived first year maintenance and support fees:

Year 2: 0%

Year 3: 3%

Year 4: 4%

Year 5: 4%

2. Professional Services.

2.1. *Dedicated Project Manager Services:* Dedicated Project Manager Services are invoiced monthly in advance commencing upon the project kick-off meeting.

2.2. *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 Business System Design document, 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.

2.3 Data Conversion Services: Data conversion services are invoiced 50% upon initial delivery of converted data, by conversion option, and 50% upon Client acceptance to load converted data into live environment, by conversion option.

2.4 Implementation and Other Professional Services (excluding training): Implementation and other professional services (excluding training) are billed at daily rates and invoiced as delivered. Notwithstanding the foregoing, Client will retain the following fees for implementation services:

- (a) 10% of all fees for Phase 1 implementation services until use of a Phase 1 Tyler Software product in live production, not to exceed May 1, 2017.
- (b) 10% of all fees for Phase 2 implementation services until use of a Phase 2 Tyler Software product in live production, not to exceed February 1, 2018.
- (c) 10% of all fees for Phase 3 implementation services until use of a Phase 3 Tyler Software product in live production, not to exceed January 1, 2018.
- (d) 10% of all fees for Phase 4 implementation services until use of a Phase 4 Tyler Software product in live production, not to exceed November 1, 2018.
- (e) 10% of all fees for Phase 5 implementation services until use of a Phase 5 Tyler Software product in live production, not to exceed February 1, 2019.

2.5 Training Services: Training services are billed in half-day and full-day increments and invoiced as delivered.

2.6 Requested Modifications to the Tyler Software: Requested modifications to 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.

2.7 Change Management Self Service: The Change Management Self Service fee (\$20,000) is invoiced as follows:

Milestone Deliverable	Percentage Due	Amount Due
Change Management Preparation Plan, Planning and Review Call	50%	\$10,000
Discovery/Preparing for Project Change Analysis Document and Presentation	25%	\$5,000
Supporting the Change Process: Deliver and Review CM Strategy Tools(Executive Playbook, Communication Strategies, Business Transition Process, Resistance Management)	15%	\$3,000

Deliver Coach Session (25 people maximum)	10%	\$2,000
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3. Other Services and Fees.

3.1.1. *Payroll Tax Table Update Fee*: The first year Payroll Tax Table Update Fee for the one-year period commencing on the Available Download Date is waived. Subsequent annual Payroll Tax Table Update fees will be due on the anniversary of the Available Download Date. Annual Payroll Tax Table Update services will renew automatically for additional one-year terms at our then-current Annual Payroll Tax Table Update service fee, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.

3.1.2. *Tyler Notify*: The year 1 fee for Tyler Notify, for the one (1) year term commencing with availability, is due on or before such date. Subsequent fees for Tyler Notify are invoiced annually in advance on each anniversary of the availability date.

3.1.3. *Source Code Escrow*: The source code escrow fee is invoiced by and payable to the escrow agent.

3.2. Third Party Products.

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

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

3.2.3. *Third Party Hardware*: Third Party Hardware costs are invoiced upon delivery.

3.3. 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. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided in accordance with Section 2-2 of the Code of the City of Sunrise.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. Maintenance and support fees are due on each anniversary of the Available Download 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 C

Maintenance and Support Agreement

Tyler Technologies, Inc. will provide you with the following maintenance and support services for the Tyler Software licensed to you. Capitalized terms not otherwise defined will have the meaning assigned to such terms in your License and Services Agreement.

1. **Term.** We provide maintenance and support services on an annual basis. The initial term commences on the date when we make the applicable Tyler Software available to you for downloading (the "Available Download Date") and remains in effect for one (1) year. The term will renew automatically for additional one (1) year terms at Tyler's then-current maintenance and support fees, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.
2. **Maintenance and Support Fees.** The maintenance and support fees for the Tyler Software licensed to you are listed in the Investment Summary of your Agreement. Those amounts are payable in accordance with our Invoicing and Payment Policy. We reserve the right to suspend maintenance and support services if you fail to pay undisputed maintenance and support fees within sixty (60) days of the due date. We will reinstate maintenance and support services only if you pay all past due maintenance and support fees, including all fees for the periods during which services were suspended.
3. **Maintenance and Support Services.** As long as you timely pay your maintenance and support fees, we will, consistent with our then-current Support Call Process:
 - 3.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to conform the Tyler Software to the warranty set forth in your Agreement; provided, however, that if you modify the Tyler Software without our consent, our obligation to provide maintenance and support services on and warrant the Tyler Software will be void;
 - 3.2 provide telephone support during our established support hours;
 - 3.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software in order to provide maintenance and support services;
 - 3.4 provide you with a copy of all 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
 - 3.5 support prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

4. Client Responsibilities. We will use all reasonable efforts to perform any maintenance and support services remotely. 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 can't resolve a support issue remotely, we may be required to provide onsite services. In such event, 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 a VPN for backup connectivity purposes.
5. Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a defect in the Tyler Software); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware; (f) support outside our normal business hours, unless otherwise agreed in writing, as listed in our then-current Support Call Process; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services beyond those outlined in this section will be billed to you at our then current rates.
6. Current Support Call Process. Our current Support Call Process is attached to this Exhibit C at Schedule 1.

Updated versions of the Support Call Process are available on Tyler's website and to users subscribed to Tyler Community.



Exhibit C Schedule 1 Support Call Process

Tyler Technical Support Department for Munis®

Goal: *To provide an effective support mechanism that will ensure timely resolution to calls, resulting in high-level client satisfaction.*

Contact Us

Call Tyler's toll free number (800-772-2260) or log a support request online through the Tyler Client Portal available at Tyler's Support Web site (www.tylertech.com).

Support Organization

Tyler's Technical Support Department for its ERP/Schools Division (also referred to as "Munis") is divided into multiple teams: Financials; Payroll/HR/Pension; Tax/Other Revenue and Collections; Utility Billing and Collections; OS/DBA (Operating System and Database Administration); and TylerForms and Reporting Services.

These "product-specific" teams allow support staff to focus on a group of products or services. A group of specialists assigned to each team handle calls quickly and accurately.

Each team consists of a Munis Support Product Manager, Support Analysts, and Technical Support Specialists. The Support Product Manager is responsible for the day-to-day operations of the team and ensures we provide exceptional technical support to our clients. The Support Analysts are responsible for assisting the team with clients' issues, and provide on-going team training. Technical Support Specialists are responsible for diagnosing and resolving client issues in a timely and courteous manner.

Standard Support Hours

Applications	Hours
Financials	8:00am-9:00pm EST Monday-Friday
Payroll/HR/Pension	8:00am-9:00pm EST Monday-Friday
Tax/Other Revenue & Collections	8:00am-6:00pm EST Monday-Friday
Utility Billing & Collections	8:00am-8:00pm EST Monday-Friday
OS/DBA	8:00am-9:00pm EST Monday-Friday
TylerForms, Reporting Services and TCM	8:00am-9:00pm EST Monday-Friday

Focus on Incoming Rate

When you call Technical Support, your call is answered by a Support Technician, or is transferred into the Support voice mail. *Our goal is to capture 75 percent of our daily incoming calls*, which means you will often start working with a Support Specialist immediately upon calling Tyler.

Leaving Messages for Support

When leaving a message on the Support voice mail, ensure the following information is contained within the message:

- your full name (first name, last name) and the site you are calling for/from;
- a phone number where you can be reached;
- the details of the issue or question you have (i.e.: program, • process, error message);
- the priority of the issue (1, 2, 3, or 4); and
- when you will be available for a return call (often Support will call back within an hour of receiving your message).

Paging

All client questions are important to us. There may be times when you are experiencing a priority 1 critical issue and all technicians for the requested team are on the line assisting clients. In this circumstance, it is appropriate to press “0” to be redirected to the operator. The operator will page the team you need to contact. We ask that you reserve this function for those times when Munis is down, or a mission critical application is down and you are not able to reach a technician immediately.

Online Support

Some questions can be handled effectively by email. Once registered as a user on Tyler’s Support Web site at www.tylertech.com, you can ask questions or report issues to Support through “Customer Tools”. Tyler’s Client Portal (TCP) allows you to log an incident to Technical Support anytime from any Internet connection. All TCP account, incident, and survey data is available in real-time.

Your existing contact information defaults when you add a new Support incident. You will be asked for required information including Incident Description, Priority, Product Group, and Product Module. Unlimited work-note text is available for you to describe the question or problem in detail, plus you can attach files or screenshots that may be helpful to Support.

When a new incident is added, the incident number is presented on the screen, and you will receive an automated email response that includes the incident number. The new incident is routed to the appropriate Technical Support Team queue for response. They will review your incident, research the item, and respond via email according to the priority of the incident.

Customer Relationship Management System

Every call or email from you is logged into our Customer Relationship Management System and given a unique call number. This system tracks the history of each incident, including the person calling, time of the call, priority of the call, description of the problem, support recommendations, client feedback, and resolution. For registered users on Tyler’s Support Web site (www.tylertech.com), a list of calls is available real-time under the Tyler Client Portal (TCP).

Call Numbers

Support's goal is to return clients' calls as soon as possible. Priority 1 calls received before the end of business will be responded to that day. If you are not available when we call back, we will leave a message with the open call number on your voice mail or with a person in your office. When you call back, you can reference this call number so you do not have to re-explain the issue.

An open call number is also given to you once an initial contact has been made with Support and it has been determined that the issue can't be resolved during the initial call. The open call number lets you easily track and reference specific open issues with Support.

Call Response Goals

Support will use all reasonable efforts to address open calls as follows:

Open Call Priority	Maximum number of days a support call is open	Support managers and analysts review open calls
1	Less than a day	Daily
2	10 Days or less	Every other day
3	30 Days or less	Weekly
4	60 Days or less	Weekly

Call Priorities

A call escalation system is in place where, each day, Support Analysts and Product Support Managers review open calls in their focus area to monitor progress.

Each call logged is given a priority (1, 2, 3, and 4) according to the client's needs/deadlines. The goal of this structure is to clearly understand the importance of the issue and assign the priority for closure. The client is responsible for setting the priority of the call. Tyler Support for Munis tracks responsiveness to priority 1, 2, and 3 calls each week. This measurement allows us to better evaluate overall client satisfaction.

Priority 1 Call — issue is critical to the client, the Munis application or process is down.

Priority 2 Call — issue is severe, but there is a work around the client can use.

Priority 3 Call — issue is a non-severe support call from the client.

Priority 4 Call — issue is non-critical for the client and they would like to work with Support as time permits.

Following Up on Open Calls

Some issues will not be resolved during the initial call with a Support Technician. If the call remains open, the technician will give you an open call number to reference, and will confirm the priority of the incident.

If you want to follow up on an open call, simply call the appropriate Support Team and reference the call number to the Technician who answers or leave this information in your message. Referencing the open call number allows anyone in support to quickly follow up on the issue. You can also update the incident through TCP on Tyler's Web site (www.tylertech.com) and add a note requesting follow-up.

Escalating a Support Call

If the situation to be addressed by your open call has changed and you need to have the call priority adjusted, please call the appropriate Support Team and ask to be connected to the assigned technician. If that technician is unavailable, another technician on the team may be able to assist you, or will transfer you to the Product Support Team Manager. If you feel you are not receiving the service you need, please call the appropriate Product Manager and provide them with the open call number for which you need assistance. The Product Manager will follow up on your open issue and determine the necessary action to meet your needs.

Technical Support Product Managers:

Financials, Payroll and Human Resources	Utility Billing and Revenue	Technology
Brian Gilman Support Product Manager – Purchasing brian.gilman@tylertech.com (X4436)	Peggy Wintle Support Product Manager – Utility Billing peggy.wintle@tylertech.com (X4567)	Installation Dean Wilber Installation Manager dean.wilber@tylertech.com (X4730)
Evan Smith Support Product Manager – Budget and General Ledger evan.smith@tylertech.com (X4621)	Parker LaChance Support Product Manager – Revenue parker.lachance@tylertech.com (X4257)	OS/DBA Team Ben King Senior Support Product Manager ben.king@tylertech.com (X4867)
Holly LaRou Support Product Manager – Equipment holly.larou@tylertech.com (X4482)	Steven Jones Senior Support Product Manager steven.jones@tylertech.com (X4255)	TylerForms, Reporting Services & TCM Michele Brown Support Product Manager michele.brown@tylertech.com (X4381)
Tracy Silva Support Product Manager – Payroll tracy.silva@tylertech.com (X4433)		State Reporting Patience Stetson Product Supervisor – Payroll State Reporting patience.stetson@tylertech.com (X4165)
Ed Haggerty Support Product Manager – Human Resources ed.haggerty@tylertech.com (X4464)		Ryan Blair Development Product Manager ryan.blair@tylertech.com (X4579)
Sonja Johnson Senior Support Product Manager sonja.johnson@tylertech.com (X4157)		
CJ McCarron Vice President of Technical Support cj.mccarron@tylertech.com (X4124)		

If you are unable to reach the Product Manager, please call CJ McCarron, Vice President of Technical Support at 800-772-2260, ext. 4124 (cj.mccarron@tylertech.com).

Resources

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

- **Managed Internet Update (MIU):** Allows you to download and install critical and high priority fixes as soon as they become available.
- **Release Admin Console:** Allows you to monitor and track the availability of all development activity for a particular release directly from Munis.
- **KnowledgeBase:** A fully searchable depository of thousands of documents related to Munis processing, procedures, release info, helpful hints, etc.

Remote Support Tool

Some Support calls may require further analysis of your database or setup to diagnose a problem or to assist you with a question. GoToAssist® shares your desktop via the Internet to provide you with virtual on-site support. The GoToAssist tool from Citrix (www.citrix.com) provides a highly secure connection with 128-bit, end-to-end AES encryption. Support is able to quickly connect to your desktop and view your site's setup, diagnose problems, or assist you with screen navigation.

At the end of each GoToAssist session, there is a quick survey you should complete so we have accurate and up-to-date feedback on your Support experiences. We review the survey data in order to continually improve our Support services.

Email Registration

Clients can go to our Web site and register for email "groups" based on specific Munis applications. We use these groups to inform clients of issues, and to distribute helpful technical tips and updated technical documentation. The survey information allows you to update your registration at any time, and you may unregister for one or more distribution lists at any time.

Tyler Web site

Once you have registered as a user on Tyler's Support Web site (www.tylertech.com), you have access to "Customer Tools" and other information such as online documentation, user forums, group training schedule/sign-up, and annual user conference updates/registration.

Timely TCP Progress Updates

Our technicians are committed to providing you timely updates on the progress of your open support incidents via the Tyler Client Portal. The frequency of these updates is determined by issue priority.

Priority 1 Incidents — Daily updates (only if phone contact is not possible)

Priority 2 Incidents — Weekly Updates

Priority 3 Incidents — Biweekly Updates

Priority 4 Incidents — Biweekly Updates

Updates will also be provided for any issue, regardless of priority, when action items have been completed or when there is pertinent information to share.



Exhibit D
DocOrigin End User License Agreement

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ATTENTION: THE SOFTWARE PROVIDED UNDER THIS AGREEMENT IS BEING LICENSED TO YOU BY **OF SOFTWARE LTD.** AND IS NOT BEING SOLD. THIS SOFTWARE IS PROVIDED UNDER THE FOLLOWING AGREEMENT THAT SPECIFIES WHAT YOU MAY DO WITH THE SOFTWARE AND CONTAINS IMPORTANT LIMITATIONS ON REPRESENTATIONS, WARRANTIES, CONDITIONS, REMEDIES, AND LIABILITIES.

DocOrigin

SOFTWARE LICENSE

IMPORTANT-READ CAREFULLY: This End-User License Agreement ("**Agreement**" or "**EULA**") is a legal agreement between you (either an individual person or a single legal entity, who will be referred to in this EULA as "**You**") and OF Software Ltd. for the DocOrigin software product that accompanies this EULA, including any associated media, printed materials and electronic documentation (the "**Software**"). The Software also encompasses any software updates, add-on components, web services and/or supplements that may be provided to you or made available to you after the date you obtain the initial copy of the Software to the extent that such items are not accompanied by a separate license agreement or terms of use. If you receive the Software under separate terms from your distributor, those terms will take precedence over any conflicting terms of this EULA.

By installing, copying, downloading, accessing or otherwise using the Software, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not install, access or use the Software; instead, you should remove the Software from all systems and receive a full refund.

IF YOU ARE AN AGENT OR EMPLOYEE OF ANOTHER ENTITY YOU REPRESENT AND WARRANT THAT (I) THE INDIVIDUAL ACCEPTING THIS AGREEMENT IS DULY AUTHORIZED TO ACCEPT THIS AGREEMENT ON SUCH ENTITY'S BEHALF AND TO BIND SUCH ENTITY, AND (II) SUCH ENTITY HAS FULL POWER, CORPORATE OR OTHERWISE, TO ENTER INTO THIS AGREEMENT AND PERFORM ITS OBLIGATIONS HEREUNDER.

1. LICENSE TERMS

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Exhibit E

Client's Request for Proposals RFP (14)H-01 – ERP System Software and Implementation (“RFP”)

Incorporated by reference

Exhibit F

Tyler's Proposal Dated December 18, 2013 in Response to the RFP ("Proposal")

Incorporated by reference

S



Exhibit G

Statement of Work

March 11, 2016
Version 9.0

Prepared for:

Sunrise, FL

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The information contained herein is based on the contracted Tyler Investment Summary for the proposed products and services. In the event of a discrepancy between this document and the Investment Summary, the Investment Summary will take precedence.

Section A: Executive Summary

A.1 Project Background

In 2013, the City Manager tasked an Evaluation Committee to be formed to address the growing needs of the development in the City and to replace the legacy mainframe AS400 (Naviline) system. The existing Naviline system is non-Windows based system and this platform is being phased out and no further enhancements will be developed. The western sector of the City has been growing exponentially and the needs of the development community are not being met by the existing Naviline system. In 2009, the City hired a consultant to review the practices associated with the permitting and inspection operations within the City. The report identified numerous improvements necessary to increase overall transparency and customer service. Many improvements were implemented; however we were not able to fully integrate a significant number of the improvements due to limitation associated within the Naviline system. The lack of financial reporting has been a limitation for the user departments. The current Naviline system is over 20 years old, has exceeded its' useful life, and is being phased out with no future development. Technology now exists that will streamline and improve the way the City does business, internally and externally.

To address this business need, RFP No. (14)H-01 for Enterprise Resource Planning (ERP) System Software and Implementation was issued on October 22, 2013 and three (3) responses were received December 18, 2013.

An Enterprise Resource Planning (ERP) system is a packaged software system that allows an organization to automate and integrate its business processes, and share common data and practices across the entire enterprise. It provides the tools to produce and accesses information in a real-time environment. Many agencies use ERP software to integrate enterprise-wide information and processes such as financial data, human resources, public services, analytics and day-to-day functions and operations. An ERP is designed mainly to provide a total integrated data pool together with functional tool in an effort to manage business process efficiently and effectively. Specifically, the ERP provides the following functionality for the City:

- Financial Management
- Human Resource Information Systems
- Permitting, Inspection, and Plans Review
- Code Enforcement
- Business Tax Receipts
- Purchasing Procurement and Contract Management
- Utility Billing
- Cash/Credit Receipts
- Fire Inspections
- Payroll
- Inventory Management
- Citizen Access PortalAsset Management (Work Orders)

A.2 Project Criteria for Success

Teamwork and composition in the ERP implementer-vendor-consultant partnership are key factors influencing ERP implementation success. Good coordination and communication between the implementation partners are essential. Since ERP covers a wide range of functional areas, it is also important to have a cross-functional ERP core team. It is extremely critical that partnership trust is present and the team members are working well together. Another very critical factor is change management program and culture. An organizational culture where the employees share common values and goals and are receptive to change will make an ERP implementation successful. Furthermore, user training, education and support will be available and highly encouraged through the implementation and post Go-Live. Change agents should also play a major role in the implementation to facilitate change and communication. Other critical factors include top management support, implementation and project plan, business process re-engineering, minimum customization, effective communication, software development, testing and troubleshooting, monitoring and evaluation of performance, project champion, and appropriate business and IT legacy systems. Which are all more specifically described below.

- ERP Teamwork and Composition
The ERP team will consist of the SMEs (subject matter experts) within each department that can provide the commitment and involvement that the project will require. The ERP project will be a top priority and their workload should be manageable and adjusted accordingly if needed.
- Top Management Support
Top management support will be provided throughout the implementation. The project must have approval from top management and align with strategic business goals. Top management will publicly identify the project as a top priority. Senior management will be committed with its own involvement and willingness to allocate valuable resources to the implementation effort. This involves providing the needed people for the implementation and giving appropriate amount of time to get the job done.
- Implementation and Project Plan
There will be a clear implementation plan to steer the project through the ERP life cycle. The project plan will identify and outline proposed tasks, milestones and resource commitments all of which will be timeline critical. The project plan will also include a communication plan, risks management and change order processes. This will help keep the project on track while maintaining the overall goals.
- Effective communication
Effective communication is critical to ERP implementation. Expectations at every level need to be communicated. User input should be managed in acquiring their requirements, comments, reactions and approval. Communication includes the formal promotion of project teams and the advertisement of project progress to the rest of the organization. Directors or managers need to communicate its importance. Employees should be told in advance the scope, objectives, activities and updates, and admit change will occur.
- Project management
Good project management is essential. An individual or group of people should be given responsibility to drive success in project management. First, scope should be established and controlled. The scope must be clearly defined and be limited. This includes the amount of the systems implemented, involvement of business units, and amount of business process reengineering needed. Any proposed changes should be evaluated against business benefits

and, as far as possible, implemented at a later phase. Additionally, scope expansion requests need to be assessed in terms of the additional time and cost of proposed changes and will result in agreed upon fees.

- Any changes outside the Statement of Work will adhere to the Change Management policy described in this document to include said contingency.
- Project champion / Sponsor
Project sponsor commitment is critical to drive consensus and to oversee the entire life cycle of implementation. Someone should be placed in charge and the project leader should “champion” the project throughout the organization. There should be a high level executive sponsor who has the power to set goals and legitimize change.
- Change Management Program and Culture
Change management is important, starting at the project phase and continuing throughout the entire life cycle. Enterprise wide culture and structure change should be managed, which include people, organization and culture change.
- Business Process Reengineering (BPR) and Minimum Customization
Another important factor that begins at the project phase is BPR and minimum customization. It is inevitable that business processes will need to be molded to fit the new system. Aligning the business process to the software implementation is critical. Organizations should be willing to change the business to fit the software with minimal customization. Software should not be modified, as far as possible and modifications should be avoided to reduce errors and to take advantage of newer versions and releases.
- Software Development, Testing, Troubleshooting and Training
Software development, testing and troubleshooting is essential, beginning in the project phase. The overall ERP architecture should be established before deployment, taking into account the most important requirements of the implementation. This prevents reconfiguration at every stage of implementation. Training will also be key to the successful implementation of this project. Adequate training will be given and provided to ensure that all staff are properly prepared for testing, troubleshooting and ready for Go-Live.
- Monitoring and Evaluation of Performance
Monitoring and evaluation come into play at the pre-deployment phase. Milestones and targets are important to keep track of progress. The progress of the project should be monitored actively through set milestones and targets. Monitoring and feedback include the exchange of information between the project team members and analysis of user feedback.

A.3 Overall Project Timeline

These dates are targets only and are based on a 39-48 month overall project implementation. The start date for the project and all other associated dates are dependent on the actual date the contract is signed and personnel can be assembled. Tyler has up to 60 days to kick-off the project once the contract is signed in order to assemble project personnel. Phasing and Live Dates are subject to fully executed contract by March 18, 2016.

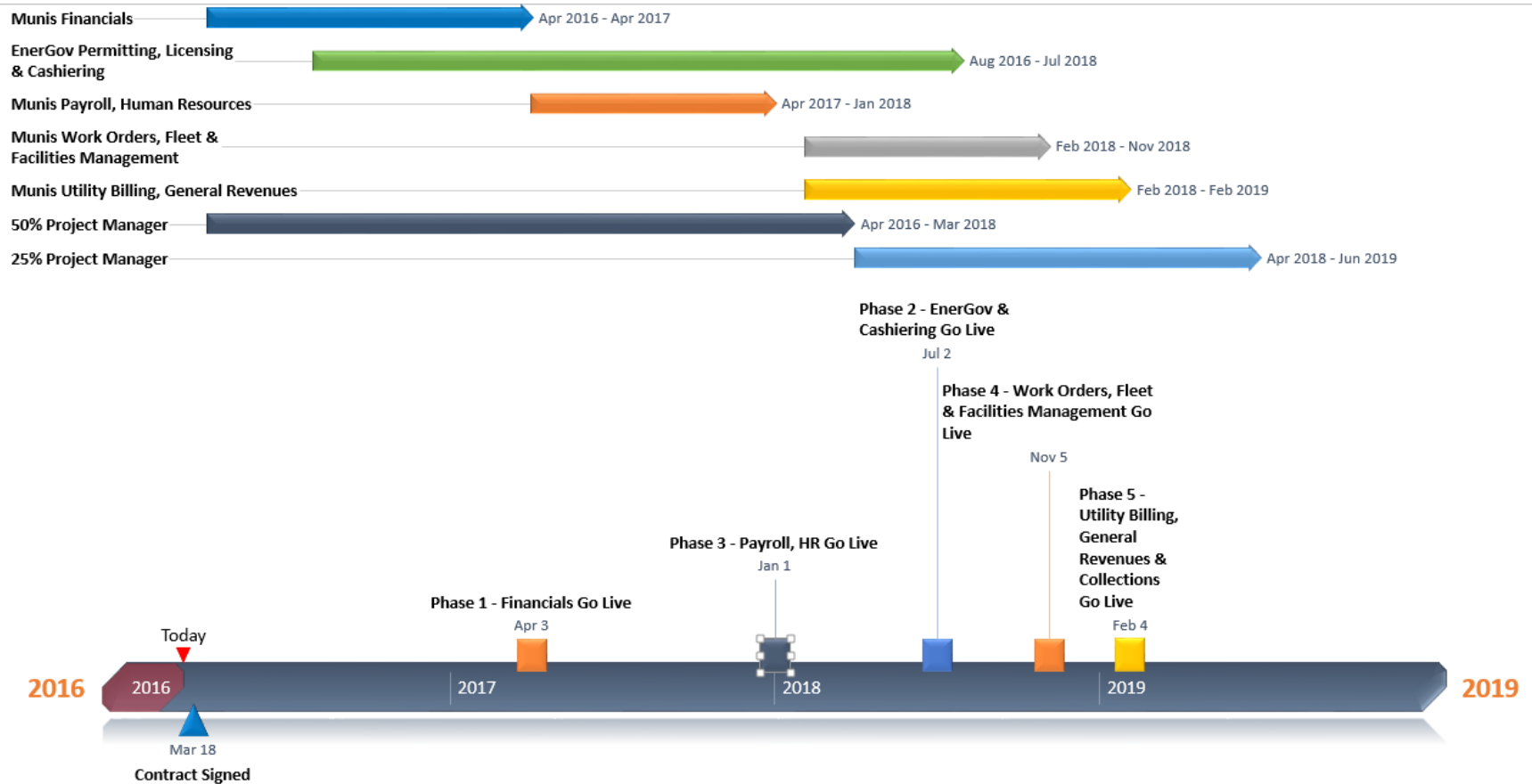
- Phase 1 Munis Financials – Section C.1
 - Phase Kick-off – April 2016
 - Phase Live Date – May 2017
 - Estimated Duration – 13 months
- Phase 2 EnerGov Permitting & Licensing – Section F:

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

- Phase Kick-off – August 2016
 - Phase Live Date – July 2018
 - Estimated Duration – 24 months
- Phase 2 Tyler Cashiering, Munis Accounts Receivable & General Billing – Section C.2
 - Phase Kick-off – January 2018
 - Phase Live Date – July 2018
 - Estimated Duration – 6 months
- Phase 3 Munis Payroll, Human Resources – Section C.2
 - Phase Kick-off – April 2017
 - Phase Live Date – January 2018
 - Estimated Duration – 9 months
- Phase 4 Munis Work Orders, Fleet & Facilities Management - Section C.4
 - Phase Kick-off – February 2018
 - Phase Live Date – November 2018
 - Estimated Duration – 9 months
- Phase 5 Munis Utility Billing, General Revenues & Collections – Section C.5
 - Phase Kick-off – February 2018
 - Phase Live Date – February 2019
 - Estimated Duration – 12 months

A.3.1 Overall High Level Project Gantt Chart



Section B: Project Governance

B.1 City Decision Making

Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each analysis and implementation session builds on the decisions made in prior sessions. The following table identifies the type of decisions and project team members with decision authority:

Type of Decision	City Decision Making Responsibility
Changes to SOW affecting project budget and/or timing and/or project goals	City Executive Team
City Policy Decisions	City Executive Team
Review and Approve Change Orders	City Executive Team
Changes to SOW not affecting project budget and/or timing and/or project goals	City Project Manager
Acceptance of Milestones / Deliverables	City Project Manager
Configuration Decisions	City Functional Leads

B.2 City Project Roles and Responsibilities

This section presents the anticipated roles and responsibilities for the key City staff positions for the project. The joint team, comprised of City and Tyler will ultimately be responsible for designing, developing and delivering the final products of this project.

B.2.1 City Project Sponsor

The Project Sponsor provides support to the project by allocating City resources, providing strategic direction, communicating key issues about the project and the project's overall importance to the organization; and when called upon acting as the final authorities on all project decisions. The project sponsor will be involved in the project as needed to provide necessary support, oversight, and guidance, but will not participate in day-to-day activities. The project sponsor will empower the Executive Team and Project Managers to make critical business decisions for City.

Resource	Title
	City Manager

B.2.2 City Executive Team

The Executive Team will be made up of director level staff from City. The Executive Team will understand and support the cultural change necessary for the project and foster throughout the organization an appreciation of the value of an integrated ERP system. The Executive Team oversees the project team and the project as a whole. Through participation in regular meetings the Executive Team will remain updated on all project progress, project decisions, and achievement of project milestones. The Executive Team will also provide support to the project team by communicating the

importance of the project to each member's department along with other department directors in City. The Executive Team is responsible for ensuring that the project has appropriate City resources, providing strategic direction to the project team, and is responsible for making timely decisions on critical project or policy issues. The Executive Team also serves as primary level of issue resolution for the project.

The Executive Team will meet on a regularly scheduled basis. The meeting schedule, time and location will be set as a recurring meeting. Additional meetings may be scheduled as necessary. Similarly, meetings may be cancelled. City Project Managers will be responsible for distributing an agenda prior to each scheduled meeting. Meeting notes will be taken by City Project Managers and then approved at the following regularly scheduled meeting.

City Executive Team Members are part of the escalation process for all issues not resolved at the Project Manager Level. The Executive Team has active project participation on a limited basis, primarily participating in Executive Team Meetings and the project review that occurs as part of the meetings.

Executive Team Members will be responsible for:

- Attending all scheduled Executive Team meetings
- Providing support for the project
- Assisting with communicating key project messages throughout the organization
- Making the project a priority within the organization
- Providing management support for the project to ensure it is staffed appropriately and that staff have necessary City resources
- Monitoring project progress including progress towards agreed upon goals and objectives
- Making all decisions related to project impacts in the following areas:
 - Cost
 - Scope
 - Schedule
 - Project Goals
 - City Policies

City Resources	Title

B.2.3 City Project Manager

City's Project Manager will coordinate project team members, subject matter experts, and the overall implementation schedule. The Project Manager will be responsible for reporting to the Executive Team and providing the majority of City's change management communications and coaching.

The Project Manager will be responsible for:

- Working with the Tyler Project Manager(s)
- Reviewing and approving all project deliverables
- Management of project risks and issues
- Communicating and supporting the need for timely process decisions
- Managing and updating City tasks on the project plan
- Coordinating cross-phase activities
- Ensuring City infrastructure is suitable for project requirements
- Acting as liaison between project team and Executive Team
- Making regular updates/refinements to the SharePoint project site repository
- Scheduling City resources for implementation tasks and training days. This includes but is not limited to personnel, equipment and training rooms
- Coordinating with the Technical Team to ensure City tasks are performed and completed as scheduled
- Monitoring scheduled class attendance
- Coordinating implementation with out of scope third-party applications that are related to the implementation
- Coordinating implementation with internally developed systems
- Maintaining team contact numbers, email lists, and regular communications
- Acting as point of contact for Tyler for staffing and delivery matters
- Escalating issues per the approved Issue Resolution Plan
- Review status reports and reconcile work performed against services/products billed on invoices

City Resources	Title

B.2.4 City Functional Leads

Functional Leads have detailed subject matter expertise and are fully empowered to make appropriate business process and configuration decisions in their respective areas. Should Functional Leads not have a detailed knowledge of City's daily processing activities, the Functional Lead will make the appropriate subject matter expert available to attend all sessions.

Functional Leads are tasked with carrying out all project tasks assigned to City and described in the Statement of Work including planning, as-is/to-be analysis, process decisions, configuration, documentation, testing, training, and all other required City tasks. The Functional Leads will be responsible for and empowered to implement the new system in the best interests of City consistent with the project goals, project vision, and direction from the Project Sponsor and Executive Team. Functional Leads will be assigned to the project for periods of time as required in order to complete their tasks within the needed timeframe.

City Functional Leads will be responsible for:

- Making business process change decisions under time sensitive conditions
- Communicating existing business processes and procedures to Tyler consultants
- Assisting in identifying business process changes that may require escalation

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

- Attending and contributing business process expertise for As-Is, To-Be and the Static Environment Testing sessions
- Identifying and including additional subject matter experts to participate in As-Is, To-Be and the Static Environment Testing sessions
- Providing business process change support during Core User and End User training
- Completing security templates for all Core and End users
- Completing Performance Tracking review with City Project Team on End User competency on trained topics
- Providing Core and End users with dedicated time to complete required homework tasks
- Acting as supervisor/cheerleader for the new process.
- Identifying and communicating to City Project Manager any additional training needs or scheduling conflicts
- Preparing Tyler Forms Kits and validating the Forms
- Actively participating in all aspects of the implementation, including, but not limited to, the following key activities:
 - Task completion
 - Kick-Off Planning and Coordination
 - Management Plans Development
 - Schedule Development
 - Maintenance and Monitoring of Risk Register
 - Escalation of Issues
 - Communication with Tyler Project Team
 - Coordination of City Resources
 - Scheduled Sessions Attendance
 - Static Environment Testing (SET) Participation
 - Change Management Activities
 - Analysis Contribution, Setup Table, Security and Workflow Building and Maintenance
 - Process Training Attendance
 - Customization Specification, Demonstrations, Testing and Approval Assistance
 - Conversion Analysis and Verification Assistance
 - Decentralized End User Training
 - Parallel Testing and/or Trial Run Testing
 - Forms Design, Testing, and Approval
 - User Acceptance and Stress Testing

City Resources	Title

B.2.5 City Subject Matter Experts (Core Users)

Subject matter experts (SMEs) will play an important role in the project to provide necessary expertise not found on City's Functional Lead group and to support project team activities.

SMEs will be City's primary interface to its End Users. City's End Users will ultimately be the internal users of the system in all areas throughout the City. City End Users' proactive adoption of the system is vital to City realizing success in this project. City SMEs will be consulted throughout the process to provide feedback on business processes decisions, configuration decisions, training, documentation, and testing.

City Subject Matter Experts will be responsible for:

- Participating in project activities as required by the project team and project manager
- Providing subject matter expertise on City business processes and requirements
- Acting as Subject Matter Experts and attending As-Is, To-Be and Static Environment Testing sessions as needed
- Attending all scheduled training sessions
- Practicing all processes following training and as needed throughout project
- Assisting in Conversion Validation
- Testing all application configuration to ensure it satisfies business process requirements
- Becoming application experts
- Participating in Trial Runs and/or Parallel Process testing
- Participating in SET processes and provide feedback to the project team on the SET results
- Adopting and supporting changed procedures
- Practicing and completing all homework by the due dates defined in the project plan
- Demonstrating competency with Tyler products processing prior to going Live
- Developing skills to become staff trainers on areas of expertise

City Resources	Department	Function

B.2.6 City Technical Team

The Client Technical Team will eventually be responsible for overall Tyler application administration, security, and workflow. The Client Technical Team will also participate in all data conversions in scope, interfaces (by providing 3rd party information and testing) and reporting for Client.

The Client Technical Team will be responsible for all technical aspects of the project. Technical resources will also be responsible for coordinating with Tyler's team to support the implementation.

The Client Technical Team will be responsible for:

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

- Coordinating updates and releases with OSDBA¹ as needed
- Running MIUs (Managed Internet Updates) as required by Tyler within the requested timeframe set forth in the Project Plan, in order to ensure data conversions, code fixes or changes, etc. are in place as required
- Copying source databases to training/testing databases as needed for training days
- Extracting and transmitting conversion data and control reports from City's legacy system per the conversion schedule set forth in the Project Plan
- Coordinating and adding new users and printers
- Coordinating technical aspects of the Tyler forms printers
- Validating that all users understand log-on process and have necessary permission for all training sessions
- Coordinating interface development for Client third-party and internally-developed systems
- Developing "bridge interfaces" to legacy systems during the implementation if needed
- Developing custom reports using SSRS as identified

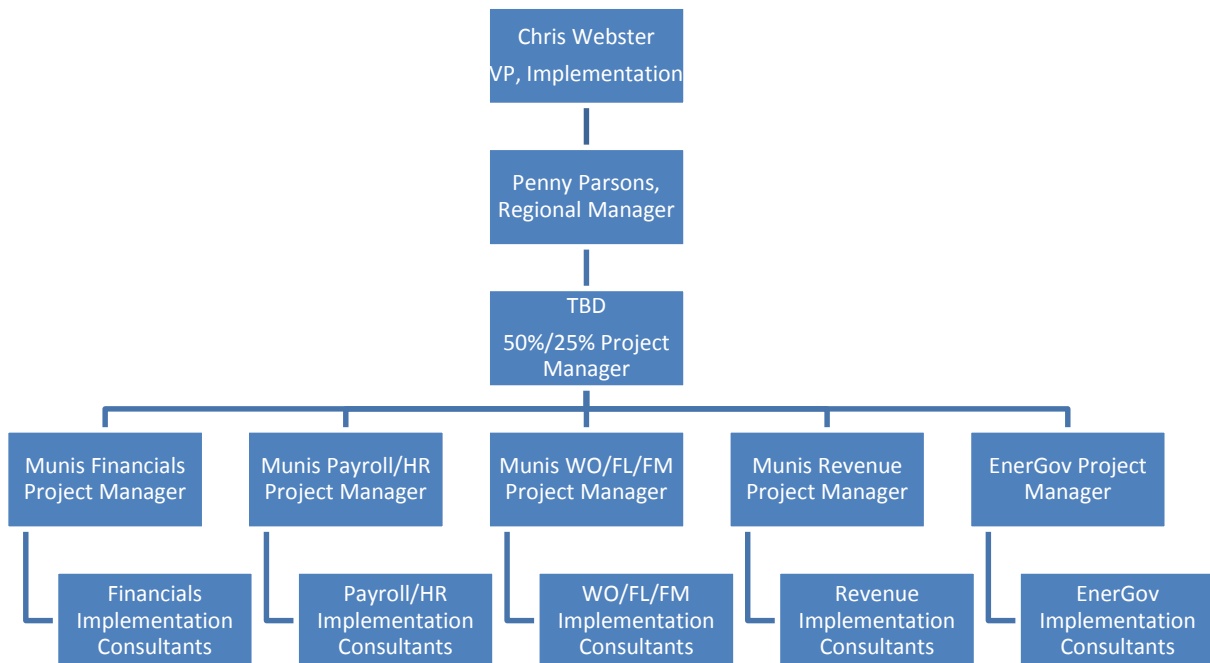
City Resources	Title

B.3 Tyler Project Structure

Below is an org chart and description of the roles and responsibilities of each member of the Tyler project structure.

¹ OSDBA is a Tyler service offering Server and Database maintenance, upgrades, and installations. If the service is not included in scope, OSDBA services are charged on an hourly basis and are typically needed for annual release upgrades.

B.3.1 Tyler Project Org Chart



B.3.2 Tyler Executive Oversight

The Tyler Vice President of Implementation 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 is able to work with other Tyler department managers in order to escalate and facilitate implementation project tasks and decisions. The Tyler Project Managers or Regional Manager will apprise the Vice President of Implementation of known issues that may require assistance or impede project performance. The communication path for issue escalation at this level is typically with the Project Sponsor and/or Executive Team.

Tyler Resource	Title
Chris Webster	Vice President – ERP & Schools Implementation

B.3.3 Tyler Regional Manager

This team member has indirect involvement with the project and is part of the Tyler escalation process. Tyler Project Managers may consult the Regional Manager with issues and decisions regarding the project. The Tyler Regional Manager is responsible for:

- Tyler project team staffing decisions
- Assisting Tyler Project Supervisors and Project Managers with resolution of issues outside of the scope of the project impacting budget, scope or schedule
- Providing proactive personal communication with City Executive Sponsor and/or City Project Managers as needed for critical project risks and success factors

Tyler Resource	Title
Penny Parsons	Regional Manager – Implementation

B.3.4 Tyler Project Supervisors

This team member has indirect involvement with the project and is part of the Tyler escalation process. Tyler Project Managers may consult the Project Supervisor with issues and decisions regarding the project. The Tyler Project Supervisor is responsible for:

- Providing recommendations on Tyler project team staffing decisions
- Assisting Tyler Project Managers with resolution of issues outside of the scope of the project impacting budget, scope or schedule
- Monitoring progress of the implementation and ensuring the project is on target to meet the desired objectives
- Providing proactive personal communication with City Executive Sponsor and/or City Project Managers as needed for critical project risks and success factors

Tyler Resource	Title
Ginger Hain	Project Supervisor – Implementation
Becky Terry	Project Supervisor – Implementation

B.3.5 Tyler 50% Dedicated Project Manager

This is a part time position with a specific amount of time allocated to the performance of the responsibilities defined below.

- Coordinates and directs Tyler activities across all modules and phases, including EnerGov, using allocated, set days each week.
- Proactively monitors the status of all project tasks, activities, and issues across all modules and phases (including EnerGov) and escalates both City and Tyler tasks which are or have potential to impact the project to both the City Project Managers and Tyler Functional Project Managers.
- Empowered to make all Tyler decisions regarding the project in order to keep the project on task.
- Initiates Change Orders on all approved decisions impacting the scope of the contract, as agreed upon by the City and Tyler Project Teams.
- Works with the Tyler and City Project Team Members to ensure tasks are completed and decisions are made in a timely fashion.
- Ensures communication and coordination between Functional Project Managers across all phases and products including EnerGov.
- Serves as a liaison between Tyler project teams and company divisions to prevent the City Project Managers from being required to assume these roles and responsibilities.
- Collects information from Functional Project Managers for combined, bi-weekly Status Reports.
- Reviews combined project plan and identifies risks, deficiencies, and delays.
- Develops weekly status reports.

- Facilitates bi-weekly project status meetings.
- Acts as central point-of-contact and Tyler liaison with City staff for any contract, invoice, or professional service issues.
- Develops the Implementation Management Plans, with the assistance of the City Project Managers, in order to effectively manage the scope of the project and all changes that occur throughout the life of the project or project phase.

Tyler Resource	Title	Expected Commitment	On-Site Commitment
Patricia Britt-Roberson	50% Project Manager	Part-time – 20 hours/week ²	At Kick-off, 2 days per month thereafter

B.3.6 Tyler 25% Dedicated Project Manager

This is a part time position with a specific amount of time allocated to the performance of the responsibilities defined below.

- Coordinates and directs Tyler activities across all modules and phases, including EnerGov, using allocated, set days each week.
- Proactively monitors the status of all project tasks, activities, and issues across all modules and phases (including EnerGov) and escalates both City and Tyler tasks which are or have potential to impact the project to both the City Project Managers and Tyler Functional Project Managers.
- Empowered to make all Tyler decisions regarding the project in order to keep the project on task.
- Initiates Change Orders on all approved decisions impacting the scope of the contract, as agreed upon by the City and Tyler Project Teams.
- Works with the Tyler and City Project Team Members to ensure tasks are completed and decisions are made in a timely fashion.
- Ensures communication and coordination between Functional Project Managers across all phases and products including EnerGov.
- Serves as a liaison between Tyler project teams and company divisions to prevent the City Project Managers from being required to assume these roles and responsibilities.
- Collects information from Functional Project Managers for combined, bi-weekly Status Reports.
- Reviews combined project plan and identifies risks, deficiencies, and delays.
- Develops weekly status reports.
- Facilitates bi-weekly project status meetings.
- Acts as central point-of-contact and Tyler liaison with City staff for any contract, invoice, or professional service issues.
- Develops the Implementation Management Plans, with the assistance of the City Project Managers, in order to effectively manage the scope of the project and all changes that occur throughout the life of the project or project phase.

² Excluding PTO, Tyler-observed holidays, and Tyler company meetings.

Tyler Resource	Title	Expected Commitment	On-Site Commitment
Patricia Britt-Roberson	25% Project Manager	Part-time – 10 hours/week ³	At Kick-off, 2 days per quarter thereafter

B.3.7 Tyler Functional Project Managers – Munis

Project Managers for Munis applications are not typically Munis product experts as their focus is providing project management services. They are experts in the Implementation process and methodology and have access to all resources needed to successfully implement Munis applications.

- Creates a project schedule for each functional area utilizing the number of Implementation days purchased.
- Proactively monitor the status of project tasks, activities, and issues for their assigned phase and escalate both City and Tyler tasks which are or have potential to impact the project to both the City Project Managers and Tyler 50% Dedicated Project Manager / Project Supervisor.
- Escalating outstanding tasks and issues within Tyler and to City Project Managers, as applicable
- Working with the Tyler and City Project Team Members to ensure tasks are completed and decisions are made in a timely fashion.
- Providing agendas and preparation tasks for all training sessions at least two weeks in advance to the City Project Managers through email links.
- Developing implementation schedule for assigned applications.
- Managing resources for implementation deliverables.
- Ensuring that all homework items, issues, and corrections are centrally tracked with a specific due date and owner at least 2 business days after each session.
- Producing Status Reports for City and conduct Status Calls with City Project Managers when the 50% or 25% Dedicated Project Manager is not engaged. Status Reports & Calls will occur every two (2) weeks until 60 days prior to go live and then will occur every week.
- Coordinating with other Tyler Functional Project Managers, as required.
- Successfully coordinating project activities and communicating cross-functional issues or cross-phase impacts with other Tyler Functional Project Managers.

B.3.8 Tyler Functional Project Manager – EnerGov

Project Managers for EnerGov applications will be responsible for a multitude of tasks, but most importantly they will ensure that the EnerGov product is implemented accurately and efficiently and that Consultants always have the tools they need to succeed. They will be expected to be industry experts, lending advice to Consultants about best practices for configuring and implementing EnerGov applications.

³ Excluding PTO, Tyler-observed holidays, and Tyler company meetings.

B.3.9 Tyler Functional Project Managers

Tyler Resources	Title	Expected Commitment	On-Site Commitment
TBD	FIN Project Manager	Part-time – approx. 4 days/month	At Kick-off
TBD	PR/HR Project Manager	Part-time – approx. 4 days/month	At Kick-off, if requested
TBD	Revenue Project Managers	Part-time – approx. 4 days/month	At Kick-off, if requested
TBD	EnerGov Project Manager	Part-time – approx. 4 days/month	At Kick-off

B.3.10 Tyler Implementation Consultants – Munis Applications

The Tyler Implementation Consultants will be responsible for:

- Performing analysis to determine module design
- Possessing both a broad and deep understanding of the functionality within Tyler software products for the tasks they are assigned
- Providing confident recommendations regarding configuration decisions and business process best practices using Tyler’s products based on their experience and expertise implementing Tyler software products with similar organizations
- Providing conversion consulting and crosswalk assistance
- Leading Static Environment Test sessions with Client Functional Leads to achieve authorization to proceed with system build
- Conducting training
- Performing problem solving and troubleshooting
- Following up on issues
- Completing site reports detailing activities for each implementation day
- Clearly documenting homework tasks with specific due dates and owners which support and are reconciled with the Final Project Plan
- Keeping Tyler Project Manager proactively apprised of any and all issues that might result in the need for additional training needs, slip in schedule, change in process decisions, or that could adversely impact the success of the project prior to taking action
- Effectively facilitating training sessions and discussions with City and Tyler staff to ensure the appropriate agenda topics are adequately discussed in the allotted time
- Providing conversion validation and error resolution assistance
- Conducting training (set up, process, conversion validation) for Core Users/ Functional Leads (combined sessions) and City’s designated Trainer for End Users
- Providing guidance completing and testing Tyler Forms Kits
- Testing functionality with City (base, customizations, interfaces)
- Performing problem solving and troubleshooting
- Following up on issues
- Completing site reports detailing activities for each implementation day

- Keeping Tyler Project Manager apprised of any and all issues that may result in the need for additional training needs, slip in schedule, change in process decisions, or that could adversely impact the success of the project

Tyler Resources	Title
TBD	Implementation Consultants - Financials
TBD	Implementation Consultants - Payroll/HR
TBD	Implementation Consultants – Utility Billing
TBD	Implementation Consultants – AR, GB, TC

B.3.11 Tyler Implementation Consultants – EnerGov Application

Consultants will be the individuals responsible for taking the information obtained during Assess and Define and translating it into workflows, fee calculations and a complete system configuration. They will have assistance from Project Managers but this position will be predominately responsible for building each EnerGov system.

Tyler Resources	Title
TBD	Implementation Consultants - EnerGov
TBD	Implementation Consultants - EnerGov

B.4 Other Tyler Resources

B.4.1 Tyler Support Specialists

Offsite resources that are responsible for:

- Managing incoming customer issues via phone, email and online customer incident portal
- Documenting and prioritizing issues in Tyler’s Customer Relationship Management (CRM) system
- Providing issue analysis and general product guidance
- Tracking issues and tickets to timely and effective resolution
- Identifying options for resolving the reported issue
- Reporting and escalating defects to Tyler Development
- Communicating with customers on the status and resolution of reported issues

B.4.2 Tyler Forms Designers

The Tyler Forms Designers are offsite resources responsible for:

- Providing specifications, or Forms Kits, for all forms in scope
- Reviewing requirements for equipment and supplies
- Developing and provide form mock-up designs
- Conducting review of client’s form mock-up sheets
- Developing final form designs
- Testing forms and modifying as appropriate based on test results

B.4.3 Tyler Support Account Manager

Tyler Support Account Managers are offsite resources responsible for the following the first year after each phase go-live:

- Providing post-implementation client management and planning services
- Planning and preparing for key first year processes such as year-end and W-2 processing
- Assisting Client plan release upgrades

Section C: Munis Project Scope

For each item listed under Software and Services, Tyler has quoted a certain number of days in which to deliver implementation services and training. A day is defined as Monday through Friday, 8:30 am to 4:30 pm with an hour lunch break, whether delivered onsite or remotely. Implementation days will be scheduled with prior City approval as part of a partial or complete project plan. The schedule may allocate time in half or full day components. Tyler estimates that approximately 80% of Implementation Training Days will delivered onsite.

C.1 Phase 1 Software and Services

Phase 1 will include the following products and services associated with Tyler products that are required to meet the Client's functional requirements according to Tyler's response and Proposal which are incorporated herein by reference.

Phase 1	Quantity	
	Implementation Days	Extended Analysis Days
General Ledger	40 days	15 days
Budgeting		
Accounts Payable		
Cash Management	9 days	3 days
Fixed Assets	14 days	3 days
Inventory	14 days	3 days
eProcurement	1 day	N/A
Project & Grant Accounting	11 days	8 days
Purchasing	32 days	8 days
Contract Management	7 days	2 days
Bid Management	7 days	4 days
BMI Asset Track Interface	5 days	N/A
BMI CollectIT Interface	5 days	N/A
CAFR Statement Builder ⁴	4 days	N/A
Tyler Forms Financial Library • 1 AP Check	N/A	N/A

⁴ Implemented Post-Financials Go Live

Phase 1	Quantity	
	Implementation Days	Extended Analysis Days
• 1 EFT/ACH • 1 Purchase Order • 1 Contract • 1099M • 1099INT • 1099S • 1099G		
Install Fee – New Server Install - WIN	N/A	N/A
Change Management – Self Service	N/A	N/A

C.2 Phase 2 Software and Services

Phase 2 will include the following products and services associated with Tyler products that are required to meet the Client's functional requirements according to Tyler's response and Proposal which are incorporated herein by reference. Note: These modules will start approximately six (6) months prior to the Phase 2 Live date for EnerGov

Phase 2	Quantity	
	Implementation Days	Extended Analysis Days
Accounts Receivable	21 days	4 days
General Billing	12 days	3 days
Tyler Cashiering	9 days	N/A

C.3 Phase 3 Software and Services

Phase 3 will include the following products and services associated with Tyler products that are required to meet the Client's functional requirements according to Tyler's response and Proposal which are incorporated herein by reference.

Phase 3	Quantity	
	Implementation Days	Extended Analysis Days
Payroll with Employee Self Service	20 days	6 days
HR Management	11 days	6 days
Risk Management	8 days	2 days
Applicant Tracking	6 days	1 day
Professional Development	3 days	1 day
Employee Expense Reimbursement	9 days	2 days
Tyler Forms Human Resources Library • 1 PR check	N/A	N/A

Phase 3	Quantity	
	Implementation Days	Extended Analysis Days
1 direct deposit 1 vendor from payroll check 1 vendor from payroll direct deposit - W2 - W2c 1099 R		
Tyler Forms Personnel Action Library 1 Personnel Action Form – New 1 Personnel Action Form - Change	N/A	N/A

C.4 Phase 4 Software and Services

Phase 4 will include the following products and services associated with Tyler products that are required to meet the Client's functional requirements according to Tyler's response and Proposal which are incorporated herein by reference.

Phase 4	Quantity	
	Implementation Days	Extended Analysis Days
Work Orders, Fleet & Facilities Management	44 days	8 days
Standard Fuel Interface	5 days	N/A
Tyler Forms Work Order/Pick Ticket Library – 4 forms 1 Work Order - Services 1 Work Order - Inventory 1 Pick Ticket 1 Delivery Ticket	N/A	N/A

C.5 Phase 5 Software and Services

Phase 5 will include the following products and services associated with Tyler products that are required to meet the Client's functional requirements according to Tyler's response and Proposal which are incorporated herein by reference.

Phase 5	Quantity	
	Implementation Days	Extended Analysis Days
Central Property File	1 day	N/A
Maplink GIS Integration	1 day	N/A
Utility Billing CIS	39 days	8 days
Citizen Self Service	1 day	N/A
UB Interface	9 days	N/A

Phase 5	Quantity	
	Implementation Days	Extended Analysis Days
Tyler Incident Management	10 days	N/A
Tyler Notify (SaaS)	N/A	N/A
Tyler Forms General Billing Library • 1 Invoice • 1 Statement • 1 General Billing receipt • 1 Miscellaneous receipt	N/A	N/A
Tyler Forms Utility Billing Library • 1 Utility Bill • 1 Assessment • 1 UB Receipt • 1 Lien Letter • 1 UB Delinquent Notice • 1 Door Hanger • 1 Final Utility Bill	N/A	N/A

C.6 Cross Phase Software and Services

The following services will be delivered throughout applicable phases of the project as required to support or enhance other purchased products that are required to meet the Client's functional requirements according to Tyler's response and Proposal, as well as the Request for Clarification response provided by Tyler, which are incorporated herein by reference.

Cross Phase	Quantity
Tyler Content Manager Enterprise	18 days
Tyler Content Manager Enterprise 3rd Party Connector	2 days
Munis Analytics & Reporting	16 days
Tyler Forms Processing	N/A
Munis Admin & Security	6 days
Payroll Tax Table Updates ⁵	N/A
Implementation Days	25 days
Munis Report Development & Analysis (SSRS)	20 days
Project Manager (50% Dedicated)	24 months
Project Manager (25% Dedicated)	15 months

⁵ Performed by Support on an annual basis once PR/HR is live.

C.7 3rd Party Hardware, Software and Services

The following 3rd Party hardware, software and services will be delivered as required to meet the Client's functional requirements according to Tyler's response and Proposal which are incorporated herein by reference.

3 rd Party Hardware Software and Services	Quantity
Tyler Secure Signature System with 2 keys	1
Cash Drawer	24
Hand Held Scanner - Model 1900GSR	24
Hand Held Scanner Stand	24
ID Tech MiniMag USB Reader	24
Power Supply	24
Printer (TM-S9000)	24
BMI AssetTrak FA Bar Code/RFID Scanning System	1
BMI CollectIT Barcode PrinterKit	1
BMI CollectIT Inventory Bar Code Scanning System	1
Tyler Notify IVR Plan (25,000 Minutes)	1
Tyler Notify SMS Text Plan (25,000 Messages)	1

C.8 Change Management – Self Service

Tyler Change Management Self Service Solution is a service based on The Change Management Learning Center© and the Prosci© Research Institute Certification Program. The Tyler Technologies methodology utilizes a three stage approach to successfully manage change. In the best case scenario, the entry point for Change Management is at project inception; allowing for the blending of Change Management methodologies/strategies/activities within the project plan.

This service begins with one onsite visit by the Tyler Change Management Facilitator. This visit is to introduce the concepts of change management, hold a change management coach seminar for the project team and managers/supervisors of impacted employees and introduce the Change Management Self Service Workbook to the organization Project Manager.

C.8.1 Summary of Change Management Approach

Our project approach is practical and disciplined, incorporating the City's input throughout the entire life cycle on assessments, scope, findings, recommendations and plans.

The City Project Manager will leverage Change Management best practices while adopting them to the City's needs and culture.

The goal is to insure that the City realizes the return on investment for this project and that Change Management expectations are exceeded.

We leverage our Client Engagement Process, which provides the foundation for all project communications. Those components include:

- A Review of Tasks, Responsibilities and expected Deliverables during the onsite consultant visit
- Identification of Project Concerns, Risks and Issues during the onsite consultant visit

C.8.1.1 Preparing for Change

Preparing for change includes activities to:

- prepare the City's Project Manager, Change Management Functional Lead and Project Team for Change Management
- enable the Sponsors to support the change and to help the City's Project Manager, Change Management Functional Lead and Project Team design a high-level Change Management strategy

The following activities begin at project inception:

- Tyler will provide the City's Change Management Functional Lead with links to on-line survey tools that will:
 - Identify the change characteristics of organization
 - Assess the organization's change capacity
 - Assess the Impact Index by group
 - Assess Organization readiness by group
- Using the results of these surveys Tyler will define a high-level Change Management Strategy
- The City Project Manager will appoint a Change Management Functional Lead before the Tyler onsite visit
- The City Project Manager will develop a Sponsorship Model by:
 - Identifying sponsors and stakeholders
 - Assessing sponsor competencies
 - Preparing sponsors to support the change

C.8.1.2 Managing the Change Process

Managing the change process includes the design of the organization's Change Management plans and activities, and the implementation of these plans throughout the organization by the City Project Manager and the Project Team/Change Management Functional Lead. The organization's Change Management plans and activities will be customized based on the characteristics of the change and the unique attributes of the organization discovered while completing the discovery process.

The City Project Manager and the Project Team/Change Management Functional Lead will understand and use the Change Management Model as a framework to execute the Change Management strategies and to assess the effectiveness of the Change Management plans. The Change Management Model enables the City Project Manager and Project Team/Change Management Functional Lead to create communication strategies, sponsorship programs and resistance management plans to achieve the desired business results when managing the people side of change.

Phase II: Managing the Change Process activities should be scheduled before the “go-live” date for the project.

The City Project Manager and Project Team/Change Management Functional Lead will develop the following Change Management Plans:

- Communication strategies
 - It will be the responsibility of the Project Team/Communication Lead to carry out the communication strategy and plans.
- Coaching
 - The Tyler Change Management Facilitator will provide change management coach sessions
 - Change Management Coach methodology
 - Why human’s resist change
 - Tyler Model for change
 - Resistance: recognition and mitigation
 - The Project Team, Functional Leads and Manager/Supervisor of impacted employees will be trained as Change Management Coaches to understand the importance of coaching and supporting end-users through a project change
- Executive Playbook
 - The Change Management Facilitator will provide the Executive Playbook template to the City Project Manager
 - The City Project Manager will work with the Sponsor(s) to provide them with an understanding of the responsibility and the role they will play during the Project
 - It is the responsibility of the City Project Manager to insure that the Sponsor(s) carry out the executive playbook plan
- Resistance Management
 - The Change Management Facilitator will provide the Resistance Management template to the City Project Manager
 - The City Project Manager and Project Team/Change Management Coach Functional Lead will learn and understand Resistance Management during the Coach Session
 - It is the responsibility of the City Project Manager and Project Team/Change Management Functional Lead to use this template to manage and/or overcome resistance to the change; before, during and after project completion

C.8.1.3 Reinforcing & Sustaining the Change Process

Reinforcing Change includes the analysis of the results of the organization’s Change Management activities and the implementation of corrective action. This focus area includes celebrating early successes and auditing compliance with the project change.

Reinforcing Change activities should be in place before and after the go-live date. The final component of a good change management program is reinforcing the change. The City Project Manager and Project Team/Change Management Functional Lead will understand these components of reinforcing change:

- collecting and analyzing feedback
- diagnosing gaps and managing resistance
- implementing corrective action and celebrating successes

Maintaining a results orientation will be critical to the organization success. Simply doing change management activities is not enough. You must evaluate the results of these activities, determine the root cause of any gaps and implement corrective action. Celebrating success, especially early in the project, is vital for building momentum and creating an environment where success is rewarded in the organization.

C.8.2 Change Management Self Service Solution Roles and Responsibilities

This section defines Change Management activities, roles and responsibilities using the key defined below.

- Own: The party is solely responsible for the task
- Lead: The party responsible for the task and may manage other resources
- Assist: The party has active participation in completing the task
- Participate: The party is involved in, but does not lead the task
- Share: Both parties are mutually responsible for completing the task. Both parties assume individual responsibility to ensure task is completed
- None: The party is not involved in the task

Task	Description	TYLER	City
Deliver Change Management Strategy	Provide Self Service Strategy for Change Management Activities (2 days onsite)	Own	None
Review Strategy and Plan	Provide a certified Change Management Facilitator (Prosci©) for one onsite visit to review the Change Management Self Service Solution Strategies and Plans	Own	None
Perform Evaluation of Change Management Progress	Schedule ten (10) hours of evaluation conference calls to review Change Management progress during the project.	Lead	Assist
Execute Change Management Strategy and Plans	Perform all activities involved in executing accepted Change Management Strategy and Plans	Participate	Lead

C.9 Data Conversion

C.9.1 Data Conversion Scope

The following conversions are a comprehensive list that represents the quoted modules included in the Tyler proposal and considered in scope. Requests to convert data outside of the contracted conversion options or failing to adhere to the noted conversion assumptions below will be considered out of scope and will be quoted based on evaluation of data provided by the City and work required by Tyler.

Any data that is converted inaccurately, and is identified by the City during the data validation process prior to acceptance and authorization to load to the Live database, will be fixed and addressed by Tyler at no additional charge.

Conversion ID	Description
AC Opt 1 – Actuals	General ledger – actual account summary balances for 3 years, to be populated in the GL Master and GL Master Balance tables – Additional Years may be converted at a cost per year as specified in the Agreement
AC Opt 2 - Budgets	General Ledger – budgeted account balances at the summary level for 3 years, to be populated in the Munis GL Master and GL Master Balance tables. This can include the original budget, budget adjustments and revised budget. – Additional Years may be converted at a cost per year as specified in the Agreement
AC Standard COA	Chart of Accounts conversion from spreadsheet (to be provided during COA analysis)
AP Opt 1 - Checks	Check History - after a successful AP Vendor Master conversion, the client provides AP Check information for conversion to related Munis Check Header and Check Detail tables. Check Header holds such data as vendor, warrant, check#, check date, overall amount, GL cash account/date, and clearance information. Check Detail holds related document/invoice numbers for each check. When needed, this conversion uses a crosswalk from legacy vendors to Munis vendors, usually created during the master conversion, but sometimes augmented with client's additional entries.
AP Opt 2 - Invoice	Invoice History - after a successful AP Vendor Master conversion, the client provides AP Invoice information for conversion to related Munis Invoice Header and Invoice Detail tables. General information for the invoice is stored in a Header record, and line-specific information stored in a Detail record. When needed, this conversion uses a crosswalk from legacy vendors to Munis vendors, usually created during the master conversion, but sometimes augmented with client's additional entries.
AP Standard Master	The client provides master data from their legacy vendor master (names, addresses, SSN/FID, contacts, phone numbers, etc.) and this data is converted into Munis vendor master fields. If remittance addresses are

Conversion ID	Description
	provided, these are converted into the related Munis Remittance Address table. If YTD 1099 amounts are provided for vendors, these balances are converted into the related Munis Vendor 1099 balances table. This part is repeated with final data at go-live, after being run earlier for verification.
Contracts	Contract Header table with many fields, including fiscal year and period; Munis vendor number; department code; description; enforcement method code; awarded, approved, entry, and expiration dates; retention information, if any; user-defined type and review codes; status code (posted); Munis user-id for contract-entry-person and next Approver, if known; renewal and extension dates; percent completed and corresponding as-of date; project code and encumbrance flag; print flag; roll flag; original and modified days; change-order information. Line Item Account Detail and Line Item Amount Detail.
Fixed Assets Opt 1 - History	Transaction history data (acquisitions, disposals, transfers, etc.)
Fixed Assets – Std Master	Asset description, status, acquisition quantity, date, and amount, codes for asset class, subclass, department, custodian, flags for capitalization and depreciation, estimated life, serial number, model, model year, depreciation method, life-to-date depreciation amount, last depreciation date, disposal information (if any), purchase information, if any (vendor, PO, Invoice), four GL orgs and objects, for Asset account, Contra account, Depreciation Expense account, and Accumulated Depreciation account, plus an addition org and object for purchase account (if desired), Comments.
GB Opt 1 - Bills Recurring Invoices	This includes invoices that are sent on a regular basis, usually monthly. These can be loaded into Munis and then generated, as needed, when the recurring charge is due. General information for the invoice is stored in a Header record, and line-specific information stored in a Detail record.
GB Opt 2 - Bills	This includes unlimited history of open and closed invoices from a legacy system. General information for the invoice is stored in a Header record, and line-specific information stored in a Detail record. General ledger (GL) information is included with this conversion so open invoices can be processed in Munis after conversion.
General Billing – Std CID	This includes the demographic information for all customers in a legacy database. Customer records should be brought over for all invoices that will be converted. You have the ability to convert multiple customer ID (CID) files if implementing multiple revenue modules that require a segmented customer file.

Conversion ID	Description
Inventory Opt 1 – Commodity Codes	Commodity master information, including codes and descriptions, commodity type, acquisition type, unit of measure, vendor, buyer, approver, and various other codes and flags, some linked to the Fixed Assets module
Inventory – Std Master	Location table, fifo table if data is provided (seldom), and backorder header and detail tables if data is provided (seldom). General master data includes item, description, commodity code, purchase vendor and date, date received, GL information, hazard code, etc. Location master includes item, location, bin, various quantities (on-hand, last, committed, standard purchase, re-order), lead time; count, count date, and variance; GL information; plus many accumulator buckets (MTD/YTD/SOY/SOM/LY received/issued/adjusted/cost/value), etc. FIFO data includes item, location, date, qty-received, unit cost, and quantity on hand.
PR Opt 1 - Deductions	Employee Deductions - including employee ID, deduction codes, tax information, and direct deposit information. NOTE: Unlike the conversion of any other module, payroll goes live in 2 steps. The employee master and deduction data is accepted and maintained in both legacy and Munis systems for 1 to several months, in order to give the client time to create Munis pay records for their employees and do parallel payroll runs.
PR Opt 2 – Accrual Balances	Employee Accrual Balances (Vacation, Holiday, and other Leave balances) are converted from legacy data to corresponding Munis tables. If provided, start-of-year, earned-to-date, and used-to-date can be converted, as well. If converted, accrual balances must be completed before the client goes Live on actual payroll runs. Accrual transaction history is not part of this option. If a client requests accrual history it needs to be quoted by the conversion department.
PR Opt 3 - Accumulators	YTD, QTD, MTD Accumulators - Employee pay and deduction amounts (and sometimes amounts paid by the employer on behalf of the employee), are converted in this option. Though it is sometimes not so in the legacy system, each amount in Munis must be related to a specific pay or deduction code. The deduction code crosswalk used in Option 1 is used again here and in deduction history (option 5). A pay code crosswalk is usually provided, or else a single default code for all regular pay, plus any relevant noncash pay codes. Tax and retirement grosses may be converted or may be calculated afterward through a Munis process. If history conversions are also purchased, there is usually no need to provide separate source data for accumulators.
PR Opt 4 – Check History	Payroll Check History - earnings and deductions in employee check history (with check# and check date), attached to a code.

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Conversion ID	Description
PR Opt 5 – Earning/Deduction History	Payroll Earnings and Deductions History - earnings and deductions in employee check history (with check# and check date), attached to a code.
PR Opt 6 – Applicant Tracking	Application requisition applicant master data, plus applicant references, certifications, education, skills, tests, work history, and interviews
PR Opt 7 – PM Action History	Information on various types of personnel actions, such as job or salary changes, along with dates. These are converted into Munis personnel action records as though they had happened within the Munis application.
PR Opt 8 – Position Control	Position, description, status, job code, bargaining group, location, number of employees allowed for each, FTE percentage, GL account, and max/min grade and step. This conversion, when purchased, is done at the beginning with employee master and employee deductions, and taken over by the client before they can begin to create employee pay records.
PR Opt 9 – State Retirement Tables	Deals with the Munis screens that hold specific state-required data, plus related service years information, when appropriate.
PR Opt 10 - Employee Certifications	Certification data in Munis is stored in terms of certification area and certification type codes, which must be provided by the client (in their data, through crosswalks, or by a given default). In addition, certification number and effective date, expiration date, and required-by date can be converted, along with more codes for certification level and subjects.
PR Opt 11 - Employee Education	Codes, for institution, type of degree, and area(s) of study.
PR Standard	Payroll Employee Master data including data such as name, address, SSN, legacy employee ID, date of birth, hire date, activity status (such as active/inactive), leave/termination code and date, phone(s), e-address, marital status, gender, race, personnel status (such as full-time, part-time, etc.), highest degree, advice-delivery (print/email/both) and check location, plus primary group, job, location, and account information.
Project Grant Accounting Opt 1 - Actuals	After the Project Ledger is set up, and a crosswalk created between legacy accounts and Munis accounts, balances to be populated in the Munis Project Ledger tables.
Project Grant Accounting Opt 2 - Budgets	After the Project Ledger is set up, and a crosswalk created between legacy accounts and Munis accounts, budgeted balances, to be populated in the Munis Project Ledger tables.
Project Grant Accounting Std	Conversion from client completed PGA Excel spreadsheet for setup information for segments, account strings and FS Allocation table.
Purchasing – Purchase Orders - Std	Open PO Header data (vendor, buyer, date, accounting information, etc.) and PO Detail (line) information.
UB Standard	Utility Billing account information - previous and current customer owner information- address info, phone, fax, SSN number, FID number, account status, parcel number, location

Conversion ID	Description
	street, apartment, city, state, zip, book number, read sequence, account start and end date, EFT bank information.
UB Option 1: Services	Service codes, service status, type, factor, condo units, bill cycle codes, budget information, winter usage, meter readings(current and previous), meter usage (current and previous), sales tax information
UB Option 2: Assessments	Assessments are improvement costs that are spread across to property owner. Assessments can be converted as a stand-alone application. If client wishes to convert assessments std, opt2 and opt 4 must be purchased.
UB Option 3: Consumption History	History of meter readings, usage, read dates, usage days, bill amounts, bill dates, read codes
UB Option 4: Balance Forward A/R	A total balance due of the account or total balance due by charge code. Previous balance is converted by charge code if they penalties are applied on the current balance
UB Option 5: Service Orders	Service Orders - meter repairs, checks for leaky meter, reread a meter due to high reading
UB Option 6: Backflow	Account information, backflow device information, backflow type, and backflow violations
Work Orders 1- Asset	Department Parameter Maintenance, Misc. Codes, Class Codes, Activity Maintenance for Preventative Maintenance Schedules, Component Maintenance.
Work Orders 2 - Closed Work Order History	No Cost Data. Auxiliary Code Tables, Department Parameter Maintenance, Activity Maintenance, Maintenance Tables.

C.9.2 Data Conversion Roles & Responsibilities

This section defines technical activities, roles and responsibilities using the key defined below.

- Own: The party is solely responsible for the task
- Lead: The party responsible for the task and may manage other resources
- Assist: The party has active participation in completing the task
- Participate: The party is involved in, but does not lead the task
- Share: Both parties are mutually responsible for completing the task. Both parties assume individual responsibility to ensure task is completed
- None: The party is not involved in the task

Task	Description	TYLER	City
Data Mapping	Through analysis, fields in legacy systems and Munis and EnerGov will be outlined for conversion. Tyler staff will use best efforts to direct City on the legacy source files and desired fields for conversion mapping.	Share	Share
Run Validation Reports	City is responsible for producing reports from the legacy system at the time of data extraction. These reports are critical for use during conversion validation.	None	Own
Extract data	City is responsible for extracting the data from a legacy system into the accepted layout.	None	Own

Task	Description	TYLER	City
Develop conversion programs based on City data mapping and file submission layout.	Tyler will program conversion programs according to the accepted file submission layout. This layout must be maintained consistently for all future data submissions or additional charges will apply.	Own	None
Load Data Conversion Passes	Load all conversion passes as directed by Tyler PM.	Participate	Lead
Review Error Reports	Tyler will produce an error report outlining errors that result from running City's data through the conversion program. City is responsible for reviewing the report and investigating solutions.	Participate	Lead
Validate Data	City will validate all data conversions and communicate issues and discrepancies to Tyler in a timely and thorough manner.	Participate	Lead

C.9.3 Data Conversion Assumptions

Tyler makes the following assumptions in providing a fixed-price data conversion approach:

- Legacy system data to be converted is provided in a non-proprietary format, such as fixed ASCII, CSV or character-delimited
- Each legacy system data file submitted for conversion includes all associated records in a single file layout
- Each legacy system data file layout submitted for conversion remains static for all subsequent data submissions, unless mutually agreed upon in advance of the change
- Legacy system data validation and control reports are provided with each data submission to ensure data files are complete and accurate
- Accrual transaction history will only include current year to date information.
- Payroll goes live in 2 steps. The employee master and deduction data is accepted and maintained in both legacy and Tyler systems for several months, in order to give City time to create pay records for their employees and do parallel payroll runs
- If City determines that there is an import available for bringing legacy data into Tyler and can provide the data in the appropriate layout, Tyler will assist in coordinating the process. Any conversions that are no longer needed as a result of imports will be changed into Implementation Days in order to cover the additional implementation resources required.
- If City determines that data entry is the preferred method of population or that no conversion is needed, a change order will be done to convert unused conversions to other services or to remove them from the contract.

C.10 Imports/Exports

C.10.1 Custom Import / Export Listing

- AP Positive Pay Export Format (1 Bank format each)
- AP/PR Check Recon Import (1 Bank format each)
- PR Positive Pay Export Format (1 Bank format each)

C.10.2 Standard Imports / Exports

Munis provides flexible options for producing imports and exports out of the box. The evaluation of 3rd party requirements for all imports and exports not listed as custom must be performed by City, along with creation and testing of the files. Tyler will provide file layouts at the start of the project.

- Vermont Systems Software. Tyler will reasonably provide to Client information concerning Tyler Software Products existing file layouts so as to enable Client to import transaction data from the Vermont Systems software included in the Proposal (and licensed separately by Client) to the licensed Tyler General Ledger module.
- Kronos / Telestaff / Power Details- Tyler will reasonably provide to Client information concerning Tyler Software Products existing file layouts so as to enable Client to import transaction data from the Kronos / Telestaff / Power Details software included in the Proposal (and licensed separately by Client) to the licensed Tyler General Ledger module.
- NeoGov - Tyler will reasonably provide to Client information concerning Tyler Software Products existing file layouts so as to enable Client to import transaction data from the NeoGov software included in the Proposal (and licensed separately by Client) to the licensed Tyler General Ledger module.

C.10.3 Import / Export Roles & Responsibilities

Import / Export Roles & Responsibilities	Responsibility	
	Tyler	City
Provide standard import / export file layouts	Own	None
Evaluate standard layout compatibility with 3 rd Party requirements	Participate	Lead
Train Standard Form Definition options	Lead	Participate
Train Standard Import/Export options	Lead	Participate
Communicate layout requirements for included custom interfaces to Tyler	Participate	Lead
Develop identified custom imports / exports	Lead	Participate
Create Form Definition layouts	Participate	Lead
Create Standard Imports/Exports	Participate	Lead
Test Imports/Exports/Form Definitions	Participate	Lead
Secure 3 rd Party Acceptance of Files	None	Own
Develop and Maintain Bridge Interfaces (e.g. imports / exports between legacy system and Tyler	None	Own

C.11 Contract Program Modifications

C.11.1 Definition of a Contract Program Modification

Contract Program modifications involve changes or additions in program functionality in order to affect some new, desired result within Tyler products.

C.11.2 Specification Development

Tyler provides development representatives to ensure an accurate and timely delivery of the desired functional changes. Tyler development representatives will be assigned to manage and monitor activities such as discovery, specification documents and delivery milestones. Development representatives work closely with the implementation team, as well as the City, to reach the goal of a successful modification delivery.

C.11.3 Program Modification Specification Document

The Program Modification Summary Document contains descriptions and details of the desired Modification. This document identifies exactly what the modification needs to accomplish and is completed as a result of Tyler development representatives reviewing contract documentation, completing discovery, and subsequent analysis. Final documentation steps should be completed and sent to City within pre-defined timeline after analysis. A copy of the modification summary document is sent to the City representative and project managers for review and signature. The standard signoff period is defined in the specification document and can vary depending on modification complexity and timeline.

C.11.4 Modification Signoff Document

This document completes the process, indicating City has received the program Customization and its functions as defined in previous documents.

C.11.5 Impact of Contract Modification Delivery on Implementation

As modifications identified in the contract will typically be delivered after the applicable project phase inception and analysis there are certain logistics that must be factored into the project plan to accommodate this process. If modifications require upgrading to a new release, plans must be made to introduce the new release into a test environment and conduct thorough cross-module testing, especially for modules already in live production. The City owns the testing of all modules already operating in a live environment and all of these activities must be carefully coordinated with other ongoing phases of implementation.

C.11.6 Post Contract Modifications

Requests for program modifications not specifically outlined in this document will follow a similar process as defined in the above sections, however, delivery of the modifications will likely not be

possible with the current implementation schedule and will require in-depth analysis on the impact on the timeline and other ongoing project activities, and development of a version upgrade plan.

C.11.7 Installation

At the time of software installation, the most current product available will be installed, but will not contain the customizations ordered by City. Customizations will be developed and introduced as part of the implementation as defined in this Statement of Work.

C.11.8 Project Release Schedule

Modifications are incorporated into releases in accordance with Tyler's release life cycle policy which is maintained and published on Tyler's Support website. This is done in order to predict and schedule release upgrades during the planned implementation phases and to provide the assurance of operating on a fully supported release for live modules.

C.11.9 In Scope Modifications

- None

C.12 Reporting

C.12.1 Standard Munis Reports

These reports are produced in Munis without the need of SSRS and are trained as part of standard Core User/Functional Lead training. Please see attachment D.13 for a complete listing.

C.12.2 Tyler Reporting (SSRS) Training

Training will be conducted during the first phase of the implementation, or within 60 days of go-live, whichever is deemed a better fit by City. Tyler uses a "train the trainer" approach, which will provide certain individuals within City with the tools necessary to train additional users on the subject matter as they see fit.

Tyler Reporting Services utilizes an SQL report writing tool called Business Intelligence Development Studio (BIDS) to extract data from the Munis system and create custom reports. Once trained, City will have the ability to create their own custom reports and modify any report from the TRS Report Library. TRS training does not include the authoring of custom reports for City by Tyler.

City will also have available a Report Library of over 200 reports via the Munis Support Website.

C.12.3 Tyler Reporting Services Custom Report Development

The Tyler suite of programs contains hundreds of canned system reports, each utilizing configurable user-supplied parameters to provide hundreds of reporting variations. However, Tyler recognizes that City may want the flexibility to create even more unique reports and queries to fit their own business needs. If the City requires custom reports, the City will outline the requirements for custom

reports and submit them for quote to Tyler's Report Writing team. Tyler will provide a detailed specification, projected delivery date and quote.

C.12.4 Tyler Reporting Roles & Responsibilities

Task	Tyler Responsibility	City Responsibility
Determine all reporting needs for all modules	Participate	Own
Prioritize reports by required date (must have upon go-live, quarterly reports, annual reports, sporadic/seldom used reports)	None	Own
Analyze canned reports in Munis system for matching data to required reports	Participate	Lead
Determine fit / gaps of canned Munis reports to reporting requirement requests	Participate	Lead
Identify custom reporting needs	Participate	Lead
Train users on reporting tools	Lead	Participate

C.13 Workflow

C.13.1 Workflow Scope

All available workflow processes are proposed as in scope for the initial implementation of the system. Tyler consultants will work with City resources to help identify, configure, and train on included workflow processes.

C.13.2 Workflow Roles & Responsibilities

Roles & Responsibilities		
Task	TYLER	City
Analyze workflow needs and determine use within each module	Lead	Participate
Recommend areas that should implement workflow business rules to enforce internal controls, segregation of duties and provide additional audit trails for transactions	Lead	Participate
Develop workflow process for all applications based upon as-is/to-be analysis	Participate	Lead

Review the workflow in each office and identify the disparities	Participate	Lead
Outline the current workflow and contrast new procedures	Participate	Lead
Implement new workflow procedures at ERP System implementation	Participate	Lead

C.14 Testing

Testing occurs throughout the project, typically in repeated patterns that align closely with other major project activities. This is a shared responsibility between City and Tyler and will be coordinated, conducted and monitored as indicated in the Testing Roles & Responsibility table below.

C.14.1 Static Environment Testing (SET)

This is performed once City has made preliminary process decisions. The purpose of the test is to provide an early opportunity to City for validation of business process decisions in the actual application, without the complication of converted data. This pristine testing environment allows decision-makers to focus on process flow without the potential impact of converted data. A key part of the test is to conduct a transaction test, during which all activities that take place in a standard week are duplicated and tested. This testing is a key milestone that dictates whether data population can begin.

C.14.2 Conversion Validation & Testing

This is performed after each pass of converted data is loaded into a testing database. Use of control reports, filtering techniques, comparison reports and visual inspection are all part of this process. The purpose is to identify all issues with data, whether due to mapping inconsistencies, source data issues, data submission content or conversion programming errors. Acceptance of conversion programming must be completed long before the pre-live period so that final conversion submissions have little or no risk of data or conversion programming issues. Final acceptance is necessary prior to live processing as the last step before data is loaded in the live database and live processing begins. This testing is part of pre-live assessment.

C.14.3 Forms Testing

This is first performed in a test environment at Tyler, prior to delivery of forms to City, using sample data extracted during the Static Environment Test. Once Form design has been accepted and forms are loaded on City's server, testing continues throughout the balance of the implementation. The goal, at a minimum, is to print forms as part of training (Core and End User) so that both the content and process are validated repeatedly. Submission of forms to banks must be completed and acceptance received a minimum of sixty (60) days before live processing. This testing is part of pre-live assessment.

C.14.4 System Integration Testing

Beginning with the testing that occurs during the Static Environment Test and continuing with process training, parallel or trial run processing and Stress Testing, special attention is paid to the integration integrity of the system. Whether between Tyler applications and the General Ledger, or 3rd party import/exports, all aspects of functional integrity is tested repeatedly throughout the implementation. This testing is part of pre-live assessment.

C.14.5 User Acceptance Testing (UAT)

User Acceptance testing is conducted both leading up to and following end-user training. While some recommend that UAT is all performed post end-user training, Tyler supports incremental UAT through trial run processing in Financials and Tax Billing, parallel processing in Payroll and Human Resources, and Utility Billing, as well as process testing in EnerGov and Business Licenses. Early trial runs and parallels will most likely not involve end-users, once again isolating them from any issues that may be discovered through the process. Once processes are stabilized and can be completed without significant error, the UAT testing may be expanded to include End Users under the direction of City.

C.14.6 Modification Testing

If included in the SOW, in scope modifications will be tested by Tyler in an isolated environment first, validating unit code performance. Testing will be expanded to include related processes and overall data performance. Once performance is validated, it will be introduced into a training environment where it will be tested during process training and parallel runs.

C.14.7 Stress Testing

Stress Testing is completed in the pre-live timeframe and involves a large subset of City users. The City will coordinate this activity and the scheduling of the execution, monitoring and evaluation of the tests.

C.14.8 Testing Roles & Responsibilities

Testing Roles & Responsibilities		Responsibility	
Task	Description	Tyler	City
Establish To-Be Test Plan	Compile information gathered during analysis and prepare settings for To-Be Test (Static Environment Test)	Own	None
Perform To-Be Test (Static Environment Test)	Conduct demonstration of To-Be decisions with hand-keyed data	Lead	Participate
Authorization to Proceed	City acceptance of Static Environment Test and authorization to proceed with training and data population	None	Own

Test Modifications	Perform initial unit and integration modification testing	Own	None
Validate Modification Performance	Validate modification performance	Share	Share
Test Forms	Perform test of Tyler Forms through process testing and training	Share	Share
Secure Bank Acceptance	Submit forms to bank for approval	None	Own
Perform Stress Test	Complete Stress Test	Participate	Lead
Perform User Acceptance Test	Complete User Acceptance Test	Participate	Lead
Parallel & Trial Run Testing	Replicate live processing and use tools for identifying and resolving discrepancies	Lead	Assist

Section D: Munis Implementation

D.1 Implementation Methodology Overview

Tyler's implementation methodology is based on the integration of more than 25 years of project experience and the principles of the Project Management Institute (PMI), a globally recognized organization dedicated to the project management profession. As part of Tyler's commitment to incorporating the PMI principles into our implementation process, we have integrated these proven technologies of the PMI process with Tyler's implementation experience, to yield a proven approach that is tailored to the public sector.

Throughout a project, we establish control points (critical review points) to ensure that City fully understands what has been accomplished through a certain step and acknowledges their readiness to move to the next one. It is at these check points that City Project Manager must formally accept the project activities to date. Once there is formal acceptance, the project will proceed to the next steps.

D.2 RACI Matrix

Key: DED - Deliverable, CP - Control Point		Tyler									City of Sunrise, FL							
R = Responsible. Person/Team owns the task. A = Approves. Person/Team signs off on the work of the Responsible party. C = Consults. Person/Team has information and/or capability necessary for the Responsible party to complete the task. I = Informed. Person/Team must be notified of the results, but need not be Consulted.																		
R= Responsible. Person/Team owns the task.		Tyler - Management	Tyler - 50% PM	Tyler - Functional PM	Tyler - Impl Cons	Tyler - Change Management	Tyler - Conversions	Tyler Forms	Tyler - Development	Tyler - Technical Support	City - Sponsor	City - Executive Team	City - Project Manager	City - Functional Leads	City - SMEs	City - Technical Team	City Trainer(s)	City - Change Manager
A = Approves. Person/Team signs off on the work of the Responsible party.																		
C = Consults. Person/Team has information and/or capability necessary for the Responsible party to complete the task.																		
I = Informed. Person/Team must be notified of the results, but need not be Consulted.																		
Major Activities																		
DED01	Project Kick Off PowerPoint Delivered		R								I	I	I	I	I	I		I
DED02	Implementation Management Plan Template Delivered		R										C	C	I	I		C
CP 0.1	Updated Implementation Management Plan Accepted		R										A					
DED03	Project SharePoint Site Established		R									I	I	I	I	I		I
	Phase Project Plan Development		I	R									C	C	C	C		C
	Conduct Change Management Meeting		I	I		R						I	C	C	I			C
	Perform Change Management Tasks		I	I		C						I	I	C	I	I	I	R

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DED04	Phase Project Plan Delivered	I	R	R										I	I	I	I		I
CP 0.1	Phase Project Plan Accepted	I	R	R										A	I	I	I		I
CP 0.1	Installation Accepted		I	I										A	I	I	C		
	Schedule City Resources													R	I	I	I		I
	Schedule Tyler Resources		I	R										I	I	I	I		I
DED05	Chart of Accounts Workbook Template Delivered		R	R										I	I	I			
	Chart of Accounts Workbook Completion		I	I	C									I	R	I			
	Chart of Accounts Workbook Conversion		I	I			R							I	C	I			
	Chart of Accounts Conversion Validation		I	I										I	R	I			
CP 0.2	Chart of Accounts Acceptance		I	C										R	C	I	I		I
	Load Chart of Accounts in Live		I	I										C	I	I	R		I
DED06	Analysis Questionnaires Delivered		I	R										A	I	I			
	Perform Extended Analysis		I	I	R									I	C	C			I
DED07	Process Manuals Delivered		I	I	R									I	I	I			
	Import/Export Analysis (3rd Party Interfaces)		I	I	R									I	C	C	C	I	I
	Import/Export Custom File Layout Development		I	I	C				R					I	C	C	C		
	Standard Import/Export File Layouts		I	I	C									I	C	C	R		
	Test Import/Export Files with 3rd Parties		I	I	C									I	I	C	R		
DED08	Data Conversion Plan (Crosswalks, Schemas) Delivered		I	R										A	I	I	I	I	
	Conversion Analysis		I	I	R									I	I	C	C		
	Data Crosswalk & Mapping		I	I	C									I	I	C	R		
	Pull Legacy Data & Submit to Tyler		I	I	I									I	I	I	R		
	Convert Data		I	I	I		R							I	I	C	C		
DED09	Data Conversion Control & Error Reports Delivered		I	I	C		R							A	I	I	I	I	
DED10	Data Conversion Files		I	I	C		R							I	I	I	I	I	
	Load Converted Data		I	I	I		I							I	I	I	R		
	Validate & Test Converted Data		I	I	C		C							I	I	R			
	Accept Conversion Programming		I	C	I		I							A	I	I	I		

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DED11	Static Environment Test Plan Delivered		R	R								I	I	I	I			
	Static Environment Test Plan Accepted		R	R									A	C	C			
CP 0.3	Authorization to Proceed to Static Environment Test		R	R									A	C	C			
CP 0.4	Perform Static Environment Test		I	I	R								I	C	C	I		I
	Make Final Process Decisions		I	I	C								I	R	C	I		I
DED12	Tyler Forms Kits Delivered		R	R	I								A	I	I			
	Tyler Forms Mock ups Completed		I	I	C								I	R	C			
DED13	Tyler Forms Proofs Delivered		I	I	I			R					A	C	C			I
CP 0.5	Tyler Forms Designs Accepted		I	I	I			C					A	C	C			
CP 0.5	Tyler Forms Authorization to Load on Server		I	I	I			C					A	C	C			
DED14	Tyler Forms Installed		I	I	I			R					I	I	I	I		
	Tyler Forms Testing		I	I	C								I	R	R	C		
CP 0.5	Acceptance of Tyler Forms		I	I	I			R					A	C	C			
CP 0.5	Authorization to Proceed to Training		I	I									A	C	I	I	I	I
DED15	Status Report Delivery		I	R	C								C	I	I	I		
	Train Processing - SMEs & Functional Leads		I	I	R								I	C	C	I	I	C
	Train Issue Resolution - SMEs & Functional Leads		I	I	R								I	C	C	I	I	
	Perform Incremental User Acceptance Testing		I	I	R								I	C	C	I	I	
	System Integration Testing		I	I	C								I	C	R	C		
	Communicate Process Changes to Users		I	I	I								I	C	C	I	I	R
	Train City Trainer(s) on End User Processes		I	I	R								I	I	C	I	I	
	Train City's End Users		I	I	I								I	I	C	I	R	C
	Conduct UAT and/or Stress Testing		I	I	I								R	C	C	C	C	C
DED16	Pre-Live Checklist		R	R	C		C					I	C	C	C	C	C	C
	Complete City Pre-Live Tasks	I	I	I	C		I				I	I	R	C	C	C	C	C
	Complete Tyler Pre-Live Tasks		R	R	C		C						I	I	I	I	I	I
	Cease Activity in Legacy System	I	C	C	I		I				I	I	R	I	I	I	I	I
	Pull Final Legacy Data & Submit to Tyler		I	I	I								I	I	I	R		

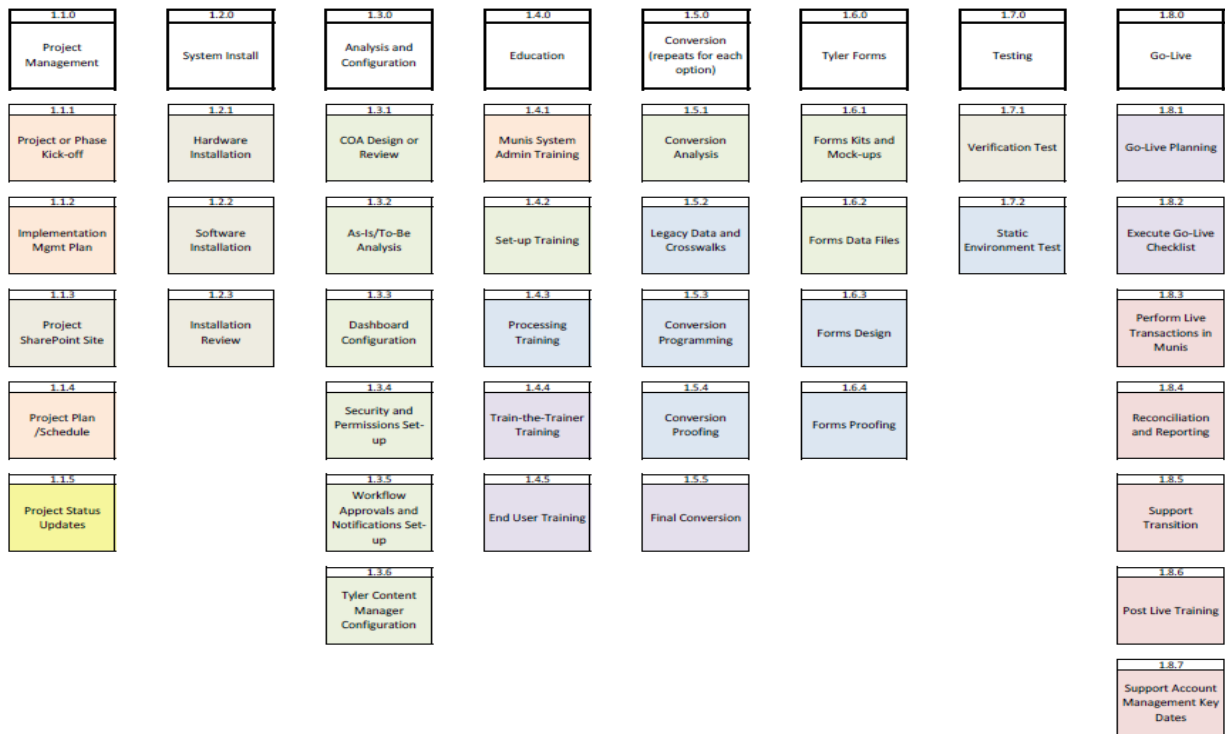
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	Convert Final Data		I	I	I		R						I	I	C	C		
	Load Final Converted Data		I	I	I		I						I	I	I	R		
	Validate Final Converted Data		I	I	C		C						I	I	R			
CP 0.6	Accept Conversion & Authorize Load in Live		I	C	I		I						A	I	I	I		
	Load Final Converted Data in Live		I	I	I		I					I	I	I	I	R	I	I
CP 0.6	Authorization to Begin Live Processing	I	C	C	C						I	I	R	I	I	I	I	I
	Live Processing	I	I	I	C						I	I	R	R	R	R	R	R
	Post Live Training		I	I	R								I	C	C	I		I
DED17	Phase Closure Document	I	R	C								I	A	C	C	I	I	I
CP 0.7	Phase Closure Acceptance	I	R	C								I	A	C	C	I	I	I

D.3 Work Breakdown Structure

Tyler has developed a Work Breakdown Structure (WBS) that is a representational diagram of the typical processes required in a Tyler implementation. The actual WBS that will represent City's project will be developed during Project Planning.



Color Key:

- 0 Initiating - Beginning of project
- 1 Planning - Beginning of phase
- 2 Executing - During Analysis/Configuration
- 3 Executing - Implementation
- 4 Executing - Just before going live
- 5 Executing/Closing - Live and post live
- 9 Controlling - On-going activities

D.4 Implementation Process Per Phase

The following implementation processes will be repeated for Phases 1-6 listed in Section C according to the Following defined Roles & Responsibilities.

- Own: The party is solely responsible for the task
- Lead: The party responsible for the task and may manage other resources
- Assist: The party is actively involved in the completion of the task
- Participate: The party is involved in, but does not lead the task

- Share: Both parties are mutually responsible for completing the task. Both parties assume individual responsibility to ensure task is completed
- Review: The party is responsible for reviewing work products after task is completed
- None: The party is not involved in the task

D.4.1 Project Management

High Level Project Management includes the following major activities:

D.4.1.1 Project Kick-off

Tyler Project Manager will present a PowerPoint to City attendees, providing them with an overview of project activities, team structures, roles and responsibilities, high-level phasing timeline and phase activities, implementation methodology, the importance of scope control; introduce the Tyler Project Team.

D.4.1.2 Implementation Management Plan

Following the Kick-off, the Tyler Project Manager will lead a Planning Meeting that includes City Project Manager, Functional Leads, and other relevant decision-makers involved in the project. During this meeting, Tyler will deliver a baseline set of Management Plans covering:

- Risk Management
- Resource Management
- Communications Management
- Education Management
- Quality Management
- Schedule Management

The purpose of these plans is to provide structure around the management of issues and other occurrences that are common during an ERP project. City and Tyler will work to customize the plans to reflect appropriate activities and controls based on City's organization and the project structure.

D.4.1.3 Project SharePoint Site

Tyler will provide and host a single SharePoint Web site that will be used for all modules and phases of the project. The purpose of this site is to furnish City and Tyler staff with a central location to plan, store and access pertinent documentation and information relating to City's implementation project. The ERP Implementation SharePoint site will ensure that all project stakeholders have an easy-to-use tool that will provide an integrated location to inquire, review and update any and all project information.

It is Tyler's goal to have the site available for introduction to City during the Project Kick-Off meeting. At this meeting, the Project Manager will provide an overview of the site and distribute documentation that further explains the site and its available tools. It will be a central location to

maintain control of the project and provide team members with a formal method of managing tasks, owners and due dates throughout the project.

The project information on the site will be jointly maintained by the Tyler and City Project Teams for the duration of the implementation. Tyler will upload project plans, site reports, status reports, contract documents, and other relevant materials. Each City SharePoint site will utilize standards and defaults set by Microsoft SharePoint software. The site will be easy to navigate and provide text “breadcrumbs” for backtracking and/or return to the home page. Tools of the site will include, but are not limited to: Documents & Links, Sign-offs, Announcements, Calendar, Project Task List, Issues & Action Items, Project Plan, Modifications& Enhancements, Versioning, and Alerts.

D.4.1.3.1 SharePoint Backups

Tyler performs a daily routine backup for all Client SharePoint sites using industry standard backup techniques and processes. Site-specific backup files can be provided as a billable service with a minimum of 4 hours charged for each backup file using the contracted Tyler rate for implementation services. Tyler does not provide SharePoint consulting services to restore provided backup files in client-hosted environment.

D.4.1.4 Project Plan/Schedule

Tyler will create baseline Project Plans for all modules and phases that represent the project’s scope of work and responsibilities as defined in this Statement of Work and those dependent work efforts that affect the project’s schedule or budget. The initial project plan is established with City’s approval of this Statement of Work as the approved budget, schedule, and scope of the project. Tyler’s Project Team will coordinate with City Project team to mutually develop each Phase Project Plan. The Tyler Project Manager(s) will present a working project plan to City Project Manager within 30 days of the Kickoff meeting for each phase. The project team will ask for modifications or will accept the Tyler project plan. Once the project plan is approved by the project team, the project baseline will be set by the Tyler Project Manager.

The baseline Project Plan will contain:

- Project’s activities with tasks
- Specific resources assigned to project tasks
- Due dates for completion of tasks
- Assigned owners and due dates which correspond with the overall project schedule
- Project Milestones

The Tyler Project Manager will be responsible for updating the status of the activities and tasks as provided by City Project Manager. Project Tasks that are not completed by the due date may adversely affect the project schedule, live dates, availability of Tyler staff, and budget. Decisions must be made in a timely fashion in order to achieve scheduled task due dates and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each consulting and implementation session builds on the decisions made in prior sessions. The ability of Tyler and City to meet live date goals relies heavily on meeting decision deadlines.

The Tyler Project Manager will draft the initial project plan based on information provided during the Planning Meeting, such as blackout dates, City holidays, and other City conflicts.

D.4.1.5 Project Status Updates

Project Status Reports are produced on a bi-weekly basis until ninety (90) days before each phase go live, at which point they will be produced on a weekly basis. Status Reports will reflect information collected from City's Project Manager, Tyler's project team, the Project Plan, and the Project Risk Register. Project Status Reports are intended for City Project Manager and City Executive Team and provide the following key elements:

- Agenda
- Recently Completed Tasks
- Overdue Tasks
- Recovery plan for Overdue Tasks, in collaboration with City's Project Manager
- Overdue Conversion Tasks
- Upcoming Conversion Tasks
- Upcoming Tasks
- Upcoming Calendar
- Project Risks
- Budget Reconciliation

Tyler and City Project Managers will also review project progress and status with the project leads and team members on a weekly basis, or more often if deemed necessary. In addition, the project team will meet to communicate activities occurring across teams and to communicate any issues that are impeding progress.

D.4.1.6 Project Management Roles and Responsibilities

Project Management		Roles & Responsibilities	
Task		TYLER	City
Project Kick-Off	- Kick-Off meeting to introduce City project team, the Tyler project team. - Provide an overview of project activities. - Opportunity for City Executive to deliver expectations for participation and change.	Share	Share
Management Plans		Roles & Responsibilities	
Task		TYLER	City
Complete Baseline Schedule Management Plan	- Define project-scheduling guidelines - Validate go-live dates - Determine blackout dates	Lead	Participate
Complete Baseline Quality Management Plan	Define quality and test plan and activities for project	Lead	Participate
Complete Baseline Communication Management Plan	- Define communications for project - Develop a plan for communications between team members and all other stakeholders	Lead	Participate
Complete Baseline Risk Management Plan	- Assess risks of project - Develop a plan for prioritizing and managing risks	Lead	Participate
Develop Change Management Plan	Develop Plan based on interviews with City Project Team and Functional Leads	Lead	Participate
Complete Baseline Resource Management Plan	Establishes and includes the processes that organize and manage the project team and the necessary physical resources for the project tasks	Lead	Participate
Complete Baseline Training Management Plan	- Lay out the process of transferring knowledge between City and Tyler - Define measurement criteria	Lead	Participate
Project Plan Development		Roles & Responsibilities	
Task		TYLER	City
Discuss Phase Schedule	Identify schedule constraints, critical deadlines	Lead	Participate
Coordinate non-contracted 3rd Party Implementations	Develop plan with 3rd Party Vendor to integrate deliverables with Tyler timeline and requirements	None	Own

Project Management		Roles & Responsibilities	
Deliver initial Phase Project Plan	- Develop task list and schedule. - Assign ownership - Post on City Project SharePoint site.	Lead	Review
Finalize Implementation Management Plans	Update Implementation Planning document with Planning Session results	Lead	Participate
Develop Schedule for Project Phase	Tyler PM will create a proposed schedule for the first phase of the project	Lead	Participate
City Acceptance of Tyler Implementation Management Plans Delivery	City signs-off to accept the Implementation Plans	Participate	Lead
City Acceptance of Phase Schedule	City signs-off to accept the Phase Schedule	Participate	Lead

D.4.2 System Installation

Please refer to D.12 Munis Deliverables

A description of each summary deliverable is provided below. All deliverables will be provided electronically in the format used to prepare the deliverable (example: Microsoft Word, Excel) to allow for updates and revisions. Deliverables will be provided to City free of grammar/spelling/formatting errors.

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
DED01	Project Kick-off PowerPoint Presentation	Formal presentation to key City staff members on the major project activities, expectations and high-level timeline.	Tyler project manager PowerPoint presentation to City project staff and key City staff members.	All project team members and key stakeholders will participate in the project kick-off.	N
DED02	Implementation Management Plans	Customized baseline management plans to reflect City project approach.	Change Management Plan, Resource Plan, Education Plan, Communication Plan, Risk Plan.	All project team members will participate in the development of these plans.	Y

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Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
DED03	Project SharePoint Site	City-specific MS Project SharePoint site for centralized collaboration & communications for: project announcements, managing project tasks, posting project documentation and approvals.	City-specific Project SharePoint, hosted by Tyler, accessible by named City users and Tyler staff. SharePoint site is created from a baseline template and then customized with project-specific details.	Tyler will supply SharePoint site navigation and use to a single SharePoint site for all modules and phases, including EnerGov; City will provide users and permissions for account creation.	N
DED04	Project Plan/Schedule	SharePoint site providing tasks and timelines for deliverables throughout the project as well as dependencies.	Task list with owners and due dates, project on-site and training schedule, meeting schedule. All will be posted in tasks and viewable in list and/or calendar view by all team members on the project SharePoint site.	All project team members will have access to schedule and update as defined in the communication management plan. Tyler and City Project Managers will update the status of their team's tasks on a weekly basis.	Y
DED05	COA Workbook Template	Provide analysis and spreadsheet as structured outline for building the new Chart of Accounts.	Examination of the impact of the COA on each module purchased. Emphasis will be placed on City's business requirements in creating a new	Participants will have in-depth knowledge of internal and external financial reporting at all levels, i.e., within Local,	N

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Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
			chart of accounts that will meet the budgeting, reporting and inquiry needs of City.	State and/or Federal.	
DED06	Analysis Questionnaires	Questionnaires outlining key decisions for the use of Tyler's applications	Provide analysis questionnaire spreadsheet as completed at the end of As-Is, To-Be Analysis sessions	Tyler will review and upload to the SharePoint site within five (5) business days of session	N
DED07	Process Manuals	Generic document outlining key Munis processes	Documents for purchased modules as available	City will make the appropriate documents available to users prior to training session	N
DED08	Data Conversion Plan (Schemas, Crosswalks)	Review conversion schemas and data formats for all purchased conversions and provide an explanation of specific data fields necessary to map City's data fields to appropriate Tyler data fields.	Conversions listed in the Investment Summary.	City will provide static files in an acceptable format, with file definitions. Changes to file layouts must be agreed upon in advance. City will be responsible for extracting data from their legacy system, assisting in the mapping their legacy data to Tyler fields, and providing data according to	N

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Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
				conversion guidelines. City will generate the required reports to be used in validating the data at the time of extraction.	
DED09	Data Conversion Control & Error Reports	Reports providing details on number of records converted, summary balance information where applicable, duplicate record merge, and data conformity (i.e. phone number masking, zip codes, address parsing, etc.).	Conversions listed in the Investment Summary.	City will thoroughly review the converted data, the error/exception report and provide necessary instructions to conversion programmers regarding issues with the converted data.	N
DED10	Data Conversion Files	Custom coded programs to convert data provided by City into a format that can automatically be loaded into the Tyler system according to the mapping instructions provided by City.	Conversions listed in the Investment Summary.	Tyler Conversion will return the converted data with instructions for loading and provide error/exception reports for each conversion. City will thoroughly review the converted data, the error/exception report and provide necessary	Y

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Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
				instructions to conversion programmer regarding issues with the converted data.	
DED11	Static Environment Test Plan	Provide an early opportunity to City for testing and validating the business process decisions in the actual application.	Implementation will assist City in the step by step testing of the functionality of Tyler's applications using processes and system parameter set up chosen by City as the Business Process Design. This test will enable City to see the way the system functions using their own data. Focus will be on helping City understand the impact of the approved recommendations will have on the way the system functions.	Tyler's consultants will address any concerns and /or note any areas of functionality that City determines as not functioning as desired to make recommended changes to the Final Business Process Design. Data files will be created during this process for submission to Tyler Forms that will be used for testing during the forms design and development efforts.	Y
DED12	Tyler Forms Kits	Completion of the forms kits will provide pertinent information of clients customized forms requirements and their output requirements.	For Tyler Forms Libraries listed in the Investment Summary.	Kits will need to be submitted to Tyler Forms with original signatures for digitization. Data files to be used for testing during	N

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Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
				form development must accompany submission of kits. Development work will not commence until both kits and data files are received.	
DED13	Tyler Forms Proofs	Provide form design proofs based on mock up form provided by client.	For Tyler Forms Libraries listed in the Investment Summary.	Proofs should be thoroughly reviewed by as many users of the form providing ample opportunity to catch any errors in the proof. During the development and proofing process, information requested by Tyler Forms will be provided in a timely manner.	Y
DED14	Tyler Forms Library Forms	Provide final localized forms for output.	For Tyler Forms Libraries listed in the Investment Summary.	All testing and changing to proofs has been completed. Formal acceptance and sign off of forms required prior to loading forms to Live.	Y

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Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
DED15	Status Reports	Communicate a summary of the current project status based on schedule, tasks, and budget.	Provide effective and timely communication to key staff on the current project status, upcoming events, and project milestones at a detail level.	Provided on a bi-weekly basis and will be posted to Project SharePoint site	N
DED16	Pre-live Checklist	Identify all tasks that will need to be completed for Go-live.	Checklist will provide cutover timelines to cease processing in the legacy system, timeline for final conversions, contingency processing plans and instructions for decentralized departments.	City staff will participate in the creation and review of the checklist. The pre-live checklist will be merged and managed centrally with the project plan to prevent redundant task lists.	N
DED17	Phase Closure Document	Provide final Status of the Phase	Final Status Report for the phase that documents all outstanding items, issues, and information for Support Transition	Some remaining issues may be open, unless they are related to Tyler-owned tasks, Post Live activities such as Month End or Year End Processes are not expected to be finalized as part of Phase Closure.	Y

D.5 Standard Munis Reports – 2016

Munis REPORTS

Munis Accounts Receivable

Bill Inquiry
Receipt Inquiry
Payments
Reversals
Collector's Report
Aging
Detail Receivables by Date
Detail Receivables Register
Reconciliation
Special Conditions
Deposits (also SSRS)
Schedule of Departmental Payments
Report of Bill Numbers
Summary
Sub AR Billing Web service (SSRS)
Sub AR Cash Statement Web service (SSRS)

Munis Inventory

Inventory List by Location
Inventory List by Commodity
Warehouse Catalog
Inventory List by Category/Model
Inventory master
Inventory Count Worksheets
Perpetual Inventory
Item Reorder
Department Withdrawal
Reconciliation Sheet
Enter Inventory Counts
Inventory Outstanding Receipts
Inventory Reconciliation
Inventory Item by Location (SSRS)

Munis Cash Management

Receipt Inquiry
A/R Bill Inquiry
Daily Treasurers Totals
Interest Allocation
Cash Flow Journal (also SSRS)
AP Cash Requirements

GL to Cash Reconciliation
AP Disbursements
Schedule of Departmental Payments
Payments
Investments Journal
Debt Service Journal
Cash Account Reconciliation
AR Auditor Deposit Summary
City TC36 Proof

Munis Fixed Assets

Asset Inquiry
Asset List by Location/Class
Asset List by GL Account
Asset Insured Value List
Missing/Not in Use List
Activity (History) List
Asset Depreciation List (also SSRS)
Asset List (SSRS)
Due for Replacement List
Asset Worksheet
Asset History by GL Account
Capital Asset Disclosure
Asset Depreciation Schedule
Asset Disclosure Report from GL
Fixed Assets Activity
Fixed Assets Discrepancy
Fixed Asset Depreciation Tracking
Fixed Asset Gain/Loss
Fixed Asset Transfer History
Fixed Asset Activity History (SSRS)

Munis Purchase Orders

Standard PO Reports
Vendor Inquiry
PO by GL Account
PO Inquiry
PO Asset Export
Bid Report
PO Receiving (SSRS)
PO Summary (SSRS)

Munis Accounts Payable

Cash Requirements

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Paid Invoice
Vendor Invoice Lists
Vendor Fiscal Year Summary
Vendor Bid Analysis (SSRS)
Vendor Bid Ranking (SSRS)
Invoice History by GL Account
Invoice Aging
Invoice Open
Retainage
Vendor Certificate
AP Aging (SSRS)
Sub-AP Invoice Details (SSRS)
California Independent Contractors

Munis Site Specific Sales Tax Reports

AZ Sales Tax
SC Sales Tax
SC Sales Tax Report/Export
SC 1099M
NC City Codes
NC Sales Tax Details
NC Sales Tax Summary
NC Initial Sales Tax Conversion
Sales and Use Tax

Three Way Matching Exceptions

Munis Budget Processing

NY Budget
Certification of Resources
Budget Forecast (SSRS)
NY Budget Details (SSRS)
NY Budget Future Years (SSRS)
NY Budget Historical Comparison (SSRS)
NY Budget Projection Comparison (SSRS)

Munis Performance Based Budgeting

Performance Inquiry
Department Inquiry

Munis General Ledger

Chart of Accounts List
Account Inquiry
Accounts Overview
YTD Budget
YTD Available Budget (SSRS)
Last Year Budgetary
Historical Actuals Comparison

Flexible Period
Major Fund
VersaTrans TripTracker Journal
Account Detail History (also SSRS)
Account Trial Balance (also SSRS)
Monthly Trial Balance by Fund
Subsidiary Ledgers
Balance Sheet (also SSRS)
General Ledger Tables Validation
Next year Balance sheet Position (also SSRS)
Year End Trial Balance
MTD Project Budget
YTD Project Budget
YTD Project Budget-Actuals (SSRS)
MTD Project Budget-Actuals (SSRS)
Escrow Deposit Status (SSRS)
Assets by GL Account (SSRS)
Income Statement (SSRS)
Journal Proof (SSRS)
GASB-45 Data Export
National Data Transit

General Ledger Report Templates

Report Templates
Print Report Templates

Report Writing Functions

Group Code Settings
Assign Group Codes
Report Definition – Type 1
Group Code Type 1 Print
Report Definition – Type 2
Group Code Type 2 Print
Report Formatter
Report Formatter Print

Project and Grant Accounting

Report Templates
Print Template Reports
Project Budget
Project Detail History
Project Revenue Allocation
Project Accounting Transaction Exceptions
Project Summary
Project and GL Activity
Default GL Account Exceptions
Project Employee Detail
Grant Funding

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Contracts by Project
Revenue Allocation by Expense/Funding Source (SSRS)
Project Employee Activity (SSRS)
IMB-133 Single Audit Act (SSRS)

State-Specific Reports

Alaska

Segment Translations
AK Quarterly Grant

Arizona

AZ Transparency Export
AZ Maricopa Fund Transfer

California

SACS Settings
SACS Codes
SACS Combination Codes
SACS Extract – Review – Export
SACS Codes Tables Inquiry
SACS Combination Code Table Inquiry

Florida

Secondary Fringe & Overhead Allocation
Fundamentals Export
Project Disbursement-FA399

Georgia

Group Code Export
Annual Financial Audit File (DE46)
GA Nutrition (DE106)
DE0420
Segment Translations
Monthly Income & Expense
GA School Lunch Export

Indiana

GL Segment Transition
IN Form 9
IN Gateway Annual Export

Kentucky

Monthly Financial
AFR/Bal. Sheet
Project Budget
Working Budget

Draft/Tentative Budget
Historical Actuals Comparison
KETS Unmet Need
Verify SR/BS Group Codes

Louisiana

LA Code Translations
Annual Financial
LA Export File Creation

Maine

Segment Translations
ME DOE

Michigan

Segment Translations
MI FID

Missouri

Segment Translations
MO ASBR Report/Export

New York

NYUSA Cross Reference Codes
Group Code Export AUD/AFR
NY ST3 Codes
NY ST3 Export File Creation
Rochester Cash Ledger

North Carolina

NC City Codes

Ohio

Segment Translations
OH AFR Export

Oklahoma

Segment Translations
OK Grant Claims
OCAS Export

Oregon

GL Segment Translations
OR Export

Pennsylvania

GL Segment Translations
PA Export

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ERP SYSTEM IMPLEMENTATION

Rhode Island

Segment Translations
RI Report Export

Tennessee

Segment Translations
TN AFR/Budget Export

Texas

PEIMS Settings
PEIMS Code/Translations
PEIMS Extract

Utah

UT Transparency Export

Virginia

Segment Translations
Grant Code Translations
Grant Reimbursement (Export File Creation)

Wisconsin

Segment Translations
Wisconsin Export
Sage Classroom Expansion Claim

Disability and Unemployment
Quarterly 941
Flexible Period Tax Register
New Hire
Multiple Worksite
Annual 945
Payroll Register
Flexible Period Earnings
Employee Deduction Register
Monthly Earnings
User Defined Payroll Register
Payroll History
Payroll Control Totals
Payroll Budget
Risk Code
Fund Distribution
Bond Purchase and Register
Annual Overtime
Payroll Report by Budget
403(b) Data Export

Payroll Processing

Deductions
Detail Distribution
Accrual Activity
Accrued Expense Detail Distribution

Accrual Processing

Employee Accruals
Accruals by Year

Employee History

Accumulators
Detail Check History
Payroll History

Salary & Benefit Projections

Projection Longevity and Experience

W-2 and 1099-R Processing

W-2 and 1099-R Register
W-2c Report

Timekeeper Interface

SubFinder and SubPay

SSRS Reports

Earn Deduction Proof
Earn Deduction Proof Employee Detail
Employee Turnover
Hours Exceed Scheduled Hours
Pay Change History
Payroll Register
Time Entry Standard

State-Specific

Alabama

AL Retirement
AL New Hire
AL Employment Security

Alaska

AK Retirement
AK Retirement Pay Period Maintenance
AK Quarterly Unemployment
AK New Hire
AK DEED Staff Accounting

Arizona

AZ Retirement Maintenance

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ERP SYSTEM IMPLEMENTATION

AZ Public Safety Retirement
AZ Unemployment
AZ New Hire
AZ School City Employee
AZ SDER Maintenance
AZ MMREF Unemployment
AZ Transparency Export
AZ Sales Tax
AZ Voucher Export

California

CA New Hire
CalPERS
CalSTRS
CADE9C

Colorado

CO Unemployment
CO Public Employees' Retirement Assoc.
CO Fire and Police Pension

Connecticut

CT Retirement
CT Unemployment
CT Teacher Retirement/Maintenance
CT New Hire
ED001 (*in progress*)

Delaware

DE Wage Tax Reconciliation Status
DE Wage Tax Delinquent Filers
DE Wage Tax Credits
DE Wage Tax Activity
DE Outstanding Wage Bills

Florida

FL Retirement/Maintenance
FL Local Retirement
FL DOE
FL Unemployment
FL Additional Jobs
Staff Benefits Survey
Staff Demographics
Staff Experience Survey
Staff Fiscal Year Benefits
Staff Fiscal Year Salaries
Staff PR Information
Staff Salary Supplements

Teacher Exit Interview

Georgia

GA CS-1
GA Unemployment
GA TRS
GA TRS Maintenance
GA Employer TRS
GA New Hire
GA Security Extract & Report
Employee's Retirement System (GSEPS & PSERS)
Employee Deduction Import
Certified/Classified Personnel Information
CPI Assignment Maintenance
GA SPA Flex
GA ERGSGA Pension Compliance
GA Eligible Employee Export
Form 9
GA AUF
GA PUF

Idaho

ID Unemployment
ID PERSI

Illinois

IL Employment Security
IL Retirement
IL TRS Retirement
IL Monthly Wage

Indiana

IN Unemployment
IN P-31
IN Non-Certified Personnel
IN Certified Employee Position
IN 100R

Iowa

IA Unemployment
IA PERS
IA MFPRSI Quarterly

Kansas

KS Unemployment

Kentucky

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ERP SYSTEM IMPLEMENTATION

KY CERS Monthly
KY CERS Annual
KY CERS START Monthly
KY CERS Retirement Maintenance
KY Teacher Retirement Maintenance
KY CERS Import
KY PSD
KY CSD
KY Workers' Comp
KY Earnings
KY Unemployment
KY New Hire
KY Financial
KY SBAC
KY Medicaid Reimbursement SBAC
KY KTRS
KTRS Pathway
KY Deferred Comp
START EOY
KY Health Insurance Settings
Federal to State Gross Validation
Gross to Withholding Validation
KY Import from ASCII
KY City Coverage Maintenance
KY Remittance Maintenance
KY Contract Maintenance
New Enrollment Maintenance
KY KETS Unmet Needs

Louisiana

LA Police Retirement
LA Employee Retirement
LA Firefighter Retirement
LA School Employee Retirement
LA Quarterly Wage
LA TRS/Maintenance
LA PEP
LA PEP Class Schedule Import (LA Schedules
1, 2, 4, 5)
LA PEP Maintenance
Extended PEP
LA New Hire

Maine

ME Retirement/Maintenance
ME Unemployment
ME New Hire
ME DOE

Maryland

MD Unemployment
MD Retirement
MD New Hire
MD State Retirement Agency Payroll
MD SRA Retirement Maintenance

Massachusetts

MA Retirement/Maintenance
MA Unemployment
MA Teacher Retirement
MA YTD Retirement
MA City Retirement
MA Quarterly Health Insurance
MA New Hire
Multiple Worksites
MA DOE EPIMS
MEPID
Fair Share Contribution (FSC)

Michigan

MI Employment Security
MI Retirement Maintenance
MI ORS Retirement
MI Retirement (MSPERS)
MI MERS
MI New Hire
MI REP
MI REP Employee Maintenance
MI Service Unit Update

Minnesota

MN Unemployment
MN Retirement
MN Retirement Maintenance

Mississippi

MS PERS Retirement
MS PERS Retirement Maintenance
MS Unemployment

Missouri

MO Unemployment
MO Retirement
MO Retirement Monthly Maintenance
MOSIS
MOSIS Educator School

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ERP SYSTEM IMPLEMENTATION

MOSIS Educator Core
MO New Hire
MO OASIS Retirement

Montana

MT MPERA Transmittals
MT TRS
MT Unemployment
MT New Hire
MT Workers' Compensation

Nebraska

NE Unemployment

Nevada

NV PERS
NV Quarterly Wage & Contribution

New Hampshire

NH Retirement
NH Unemployment
NH ERS
NH DOE Fall
NH Working Retirees

New Jersey

NJ Quarterly Wage

New Mexico

NM Unemployment
NM New Hire
NM Retirement
NM Retirement Maintenance

New York

NY Teacher Monthly Retirement
NY Teachers Retirement
NY Teachers Retirement Maintenance
NY Employee Retirement RS2402
NY Employee Retirement Maintenance
NY Quarterly Disability
NY NYS-45
NY RS-87
NY Employee Earnings
NY Civil Service
NY New Hire
Civil Service Actions History
Civil Service Annual Report

NY Staff Snapshot
NY Staff Evaluation

North Carolina

NC ORBIT Retirement
NC Employee Retirement Maintenance
NC Employment Security
NC New Hire

Ohio

OH Unemployment Activity
OH Unemployment (ICESA)
OH PERS Retirement
OH STRS Payroll
OH STRS Annual
OH Police and Fire Retirement
OH Police and Fire Retirement Maintenance
OH New Hire
OH HR Claims
OH DOE EMIS
OH SERS

Oklahoma

OK Unemployment
OK New Hire
OK TRS
OK DOE
OK OTRS IRS
OK Compensation Worksheet
OK FBA

Oregon

OR Unemployment
OR New Hire
OR PERS Retirement
OR Retirement Maintenance
OR DOE

Pennsylvania

PA Unemployment (ICESA)
PA SS/Medicare Contribution
PA NPAS Retirement
PA Retirement Maintenance
PA PIMS Educator
PA New Hire
PA Support Personnel (SupPer)
PA Act 32
PSERS

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ERP SYSTEM IMPLEMENTATION

Rhode Island

RI Unemployment
RI Retirement/Maintenance
RI New Hire

South Carolina

SC PCS
SC New Hire
SC Police & State Retirement
SC Police & State Retirement Maint.
SC Unemployment
W2
941 Form

South Dakota

SD Unemployment

Tennessee

TN Retirement/Contribution
TN Retirement Maintenance
TN Employment Security
TN New Hire
TN Concord Retirement
TN Hybrid Retirement
TCRS Retirement Employer Contrib.
TN Retirement Contribution

Texas

TX New Hire
TX PEIMS/Settings/Code/Extract/
Record Import
TX PEIMS 040, 050, 060 Records
TX PEIMS 090
TX PEIMS Shared Service Arrangements
TX TRAQS
TX TRAQS Retirement Maintenance
TX Unemployment
TX TRS Statutory Minimum
TX TRS Insurance Count
TX TRS Federal Grant
TASB Risk Management
TX Teacher Schedule
TX Teacher Service Records
TX TRS Miscellaneous
TX TRS On-Behalf
TX MRS
TX TRS SB1458
TX Federal Funds Maintenance

TX Position State Grade Crosswalk
TX Workers' Comp
TX MEA Dues Maintenance
TX MEA Employee
TX MEA Non-Employee

Utah

UT Unemployment
UT Retirement
UT Retirement Maintenance

Vermont

VT Unemployment

Virginia

VA Unemployment
VA MSC/IPAL
VA MSC/IPAL Maintenance
VA New Hire
VA Modernization
VA Modernization Maintenance

Washington

WA Retirement
WA Retirement Adjustments
WA Retirement Maintenance
WA Industrial Insurance
WA Unemployment
WA New Hire
WA S275

West Virginia

WV Unemployment

Wisconsin

WI Retirement (Annual)
WI Monthly Retirement Remittance
WI Unemployment
WI New Hire
WI 1202
WI 440
WI Workers' Comp

Wyoming

WY Unemployment
RAIN Retirement

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Guam

GU GUAM Staffing Pattern Report

U.S. Virgin Islands

USVI Employer Wage

USVI Data Export

USVI GERS Deduction Import

Munis Utility Billing CIS

Account Customer Inquiry

Bill Inquiry

Deposits

Account History Inquiry/Report

Account Event History

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Expiration

Aging

Consumption

Consumption Analysis

Consumption Inquiry/Report

Consumption (also SSRS)

Demand

Demand Analysis

Demand History Inquiry/Report

Demand

Assessment

Assessment Revenue Trends

Assessment Early Payoff

Bill Adjustment

Bill Adjustment Audit

Bill Adjustment GL Audit

Adjustment

Lien Processing

Maine Outstanding Liens

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Detail Receivables by Date

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Budget/APP Receivables

Munis Human Resources Management

Position Control & Budgeting

Vacancy

Employee Job/Pay Classification

Salary Analysis

Acting Time

Personnel Actions

Actions History

Applicant Processing

Applicant Reporting

Applicant Complaint Analysis (SSRS)

Leave/Absence Management

Employee Accruals

Perfect Attendance

Accruals by Year

Eligibility

FMLA Eligibility

Accrual Forecast

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Insurance

Life Insurance

Life Insurance Changes

Eligibility

Total Compensation

Employees without Benefits (SSRS)

Disability and Unemployment

Certifications & Training

Training Forecast

Training Hours Completed

Credentials Tracking for CA City

Accidents & Injuries

OSHA Form 300 and 300A

EEO

EEO-4

EEO-5

Seniority & Tenure

Expanded Seniority Report

Tenure

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Position Transfer Processing

Building Organization

Transfer Request

Vacancy

NCLB Reporting

NCLB Requirements Maintenance

NCLB Tracking

Employee Courses Taught by Year

General SSRS

Employee Birthdays

Notable Anniversaries

Staffing Analysis – Gender

Staffing Analysis – Race

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Munis Tax Billing

General SSRS

Tax Exemptions

Tax Valuation

Alabama

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Totally Exempt

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Alaska

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Arizona

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Arkansas

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Colorado

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Connecticut

Duplicate Motor Vehicle
M-65A New Machinery
Real Estate Selective
Personal Property Audit Request
Personal Property Selective
Personal Property Detail
Certificate History
Customer Audit
Properties Audit
Credit
M-36A Elderly Freeze
M-42B Totally Disabled
M-65A New Machinery
M-46A/B Distressed Municipality
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Florida

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Hawaii

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Iowa

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Kentucky

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Louisiana

Certificate History
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Tax Research Certificate
Sale Day Status
Utility Billing Payments
Tax Sale Status
Special Conditions
Tax Sale 1099
Sixty-Day Notice of Tax Sale

Maine

Exemptions
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Short Lien Detail
Long Lien Detail
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Tax Lien Redemption
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Maryland

Billing Process Homeowner Credit

STATEMENT OF WORK

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Massachusetts

LA-4 Report Verification
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Posted Abatements
Motor Vehicle New Abatements
Motor Vehicle Posted Abatements
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Boat Excise New Abatements
Customer Exception

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Sort Title Detail
Long Title Detail
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Boat Excise New Abatements
Site Specific:
Barnstable
Newburyport
Northampton
Cambridge

Michigan

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Minnesota

Exemptions
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Mississippi

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STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

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Missouri

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Montana

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Nevada

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New Hampshire

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Preliminary/Actual
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Short Lien Detail
Long Lien Detail
Hold/Remove

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

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New York

Cities/Towns

Tax Roll Recap
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Long Lien Detail
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Counties

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Posted Installments
School Re-levy
Activity Totals Inquiry/Report
Summary Receivables
Detail Receivables Register
Detail Receivables by Date
Accounts Receivable Summary
Payment Arrangements
Posted Abatements
Lien Receivables Register
Short Lien Detail
Long Lien Detail
Hold/Remove
Post Office
Special Conditions
Expired Lien
Delinquent Report/Notices
City Property History
Foreclosure Processing/Reports
Deeded Property
Audit

Site Specific: Suffolk City

Receivables

North Carolina

Listing Activity
Unlisted Properties
Exemptions
Valuation

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Deferred Values
Prebilling Values
Exemption and Exclusion
Tax Rate Review
Personal Property Class Detail
Tax Summary
TR-1
Lender Code
Business Personal Property Trending
Properties Audit
Report of Refunds
Summary Distribution
Accounts Receivable Summary
Special Condition
Payment Transaction Activity
Activity Totals Inquiry/Report
Delinquent Taxpayers
Top Taxpayers
Lender Code
Payment Arrangements
Audit
Release/Adjustment
Posted Releases
Discovery/Rollback

DMV

Value Exception
Customer/Situs Exception
Exempt Vehicles
Leased Vehicles
Create License Blocking Export
Antique Vehicles
Annual Renewal
UDR (U-Drive-It)
Adjustment Code
Motor Vehicle Body Code
Sales Price
Motor Vehicle Valuation
Motor Vehicle Tax Summary
First Month Interest

Relief

Relief

North Dakota

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending

Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Ohio

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Oklahoma

Exemptions
Valuation
Totally Exempt Properties
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Tax Statement

Oregon

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary Report
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Pennsylvania

Exemptions
Valuation
Totally Exempt Properties
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Detail Receivables Register
Detail Receivables by Date
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Tax Statement

Rhode Island

Exemptions
Valuation by Class Code
Class Valuation Summary
Real Estate Value Summary
Properties Audit
Top Tax
Relief
Motor Vehicle Location
Business Owned Motor Vehicles
Activity Totals Inquiry/Report
Summary Receivables
Detail Receivables Register
Detail Receivables by Date
Accounts Receivable Summary
Delinquent Taxpayers
Payment Arrangements

Audit
Top Tax
Municipal Title Certificate
Relief
Posted Abatements

South Carolina

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Taxpayer
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

South Dakota

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Tennessee

Exemptions
Valuation
Deferred Values
Prebiling Values
Tax Rate Review
Personal Property Class Detail
Tax Summary
Lender Code
Business Personal Property Trending

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Summary Distribution
Accounts Receivable Summary
Special Condition
Payment Transaction activity
Activity Totals Inquiry/Report
Delinquent Taxpayers
Top Taxpayer
Lender Code
Payment Arrangements
Audit
Release/Adjustment
Posted Releases
Certificate History
Discovery/Rollback
Relief Report

Texas

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Utah

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary Report
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Vermont

Exemptions
Valuation
Totally Exempt
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Tax Statement

Virginia

Mineral Lands
Valuation
Land Use
Exemption
Tax Rate Review
Personal Property Detail
Value Personal Property Detail
Personal Property Class Detail
Personal Property Exception
Business Personal Property Trending
177 Corridor Revenue
Properties Audit
Accounts Receivable Summary
Special Condition
Payment Transaction Activity
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Posted Abatements
Abatement/Adjustment
Supplemental/Rollback
Relief Report

Washington

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary Report
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

West Virginia

Exemptions
Valuation
Totally Exempt
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Tax Statement

Wisconsin

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Subsequent Billing and Corrections

Posted Abatements

Wyoming

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary Report
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Munis Work Orders, Fleet & Facilities Management

Facilities

Work Order Inquiry
Flexible WO Report
Labor WO Report
Activity
Detail Totals
Parts on Order
Cause
Project
Field Sheet
Equipment Profit & Loss
Equipment WO
Required User Defined Field Report
Action
Scheduled Work Queue
Warranty Expiration
Activity Statistics
Asset Statistics
Employee Statistics
Activity Statistic Report
Activity Report
Employee & Labor Class Code
Fuel Consumption
Room Reservations

Fleet

Work Order Inquiry
Flexible WO Report
Labor WO Report
Activity

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Detail Totals
Fleet Report by Unit #
Parts on Order
Cause
Project
In Service/Out of Service
Field Sheet
Equipment Profit & Loss
Equipment WO
Required User Defined Field Report
Action
Scheduled Work Queue
Warranty Expiration
Activity Statistics
Asset Statistics
Employee Statistics
Activity Statistic Report
Asset Statistics Report
Employee & Labor Class Code
Fuel Consumption
Equipment Cost Summary

Public Works and General WOs; Utilities; MIS

Work Order Inquiry
Flexible WO Report
Labor WO Report
Activity
Detail Totals
Parts on Order
Cause
Project
Field Sheet
Equipment Profit & Loss
Equipment WO
Required User Defined Field Report
Action
Scheduled Work Queue
Warranty Expiration
Activity Statistics
Asset Statistics
Employee Statistics
Activity Statistic Report
Asset Statistics Report
Employee & Labor Class Code
Fuel Consumption

SSRS Reports

Work Order Detail

Work Order Field Sheet

ENERGOV REPORTS

Plans Expired by Project
Plans Expired by Work Class
Year Over Year Plans Report by Plan Type
Year Over Year Plans Report

Professional Licenses

Professional License Applied by Classification
Professional License Applied by City
Professional License Applied by Status
Professional License Applied by Type
Professional License Expired by Classification
Professional License Expired by City
Professional License Expired by Status
Professional License Expired by Type
Professional License Issued by Classification
Professional License Issued by City
Professional License Issued by Status
Professional License Issued by Type
Professional License Renewed by Classification
Professional License Renewed by City
Professional License Renewed by Status
Professional License Renewed by Type

Projects

Incomplete Project Listing Report by Expected End Date
Incomplete Project Listing Report by Start Date
Project Listing Report by Complete Date
Project Listing Report by Expected End Date
Project Listing Report by Start Date
Project Listing Report by Status by Complete Date
Project Listing Report by Status by Expected End Date
Project Listing Report by Status by Start Date

Citizen Requests

Citizen Requests by City by Complete Date
Citizen Requests by City by Date Entered
Citizen Requests by City by Deadline Date
Citizen Requests by Emergency by Complete Date
Citizen Requests by Emergency by Date Entered
Citizen Requests by Emergency by Deadline Date
Citizen Requests by Source by Complete Date
Citizen Requests by Source by Date Entered
Citizen Requests by Source by Deadline Date

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Citizen Requests by Status by Complete Date
Citizen Requests by Status by Date Entered
Citizen Requests by Status by Deadline Date
Citizen Requests by Type by Complete Date
Citizen Requests by Type by Date Entered
Citizen Requests by Type by Deadline Date
Tax Remit Account with Due Partially Paid
Invoices

D.6 Munis Release Life Cycle

Munis Release	Release Type	Early Adoption (EA)	Limited Availability (LA)	General Availability (GA)	Next Release Planning (NRP)	Last W-2 / 1099 Year End	Product Retired (PR)	Customers Live as of February 1, 2016
* Version 11.3	Final	Feb 2017	NA	Apr 2017	Sep 2019	2020	Apr 2021	Not Available
* Version 11.2.5	Contract	NA	Sep 2016	NA	Sep 2017	2017	Apr 2018	Not Available
Version 11.2	Feature	Feb 2016	NA	Apr 2016	Sep 2018	2018	Apr 2019	Not Available
* Version 11.1.5	Contract	NA	Sep 2015	NA	Sep 2016	2016	Apr 2017	9
Version 11.1	Feature	Feb 2015	NA	May 2015	Sep 2017	2017	Apr 2018	200
Version 10.5	Final	Feb 2014	NA	Apr 2014	Sep 2017	2017	Apr 2018	827
Version 10.4	Feature	Aug 2013	NA	Nov 2013	Sep 2015	2015	Apr 2016	6
Version 10.3	Feature	Feb 2013	NA	Mar 2013	Sep 2015	2015	Apr 2016	159
Version 9.4	Final	Aug 2012	NA	Sep 2012	Sep 2015	2015	Apr 2016	181

D.7 Sample Munis Sign-Off Document



Client Acceptance of Project Plan and Phase Schedule

Date:

Client:

Client Project Manager:

Tyler Project Manager:

Project Phase:

This memo indicates acceptance that the project plan (schedule) for this phase of the project has been delivered by the Tyler Project Manager and reviewed by the Client Project Team. Upon receipt of this acceptance, the Tyler Project Manager will consider all dates confirmed.

The Client Project Manager acknowledges that client holidays, vacations and other blocked days have been provided to the Tyler PM for use in developing the project phase schedule. These dates have been reviewed against the schedule provided and there are no known conflicts.

The project plan includes on-site and billable days as well as other project tasks required to complete the project successfully. The client acknowledges that all tasks and scheduled dates on this plan consist of the overall project plan and must be adhered to and managed throughout the project.

Any cancellation of service, regardless of advance notice, has the potential to impact live dates and Tyler resource allocation.

Please return this sign off to <<Tyler PM>>. If we do not receive it within 5 business days, we will consider the sign off complete.

Client Project Manager: _____ Date: _____

|

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Section E: Munis Project Assumptions

E.1 Estimated Days

The following outlines major assumptions regarding the Contract and the commitment to Live Dates on time and within budget:

- Tyler will provide reasonable availability of resources to support City's efforts to complete the project as scheduled. This is dependent on City's acceptance of proposed dates within five (5) – ten (10) business days, or less, of Tyler notification of proposed dates.
- City will schedule all applicable users to attend scheduled analysis, implementation and training sessions.
- Session topics are scheduled in advance. One session per topic will be covered within the scope of the project. If City chooses to have additional sessions repeated, these are out of scope and require a change order for additional implementation days.
- On-site assistance during Go-Live for phases of the implementation will be determined based on the total budget of days during project planning. Additional implementation assistance beyond the budgeted days will be considered out of scope and may require a change order if requested by City. Tyler will provide post go-live training for month-end processing and year end processing as defined in the project schedule that will be delivered by the Tyler Project Manager.
- It will be City's responsibility to train end users. Tyler will train Functional Leaders, Core Users, and the City Training staff. City is responsible for scheduling the decentralized training, developing customized user documentation, conducting the training, and assessing user understanding and acceptance.
- All project tasks will be assigned owners and due dates which correspond to the overall project schedule. Project Tasks that are not completed by the due date may adversely affect the project schedule and Go-Live Dates.
- Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each analysis and implementation session builds on the decisions made in prior sessions.
- Abbreviated timelines and overlapped phases can result in project delays if there are not sufficient City resources assigned to complete all required work as scheduled.

E.2 Project Planning and Kickoff

The following outlines major assumptions and activities surrounding the Project Initiation and Kickoff phase of the Project:

- City shall assign and authorize a Project Manager (s) prior to the start of this phase.
- City Project Managers, along with the Tyler Project Managers shall participate in the review and final revision of the Project management and planning documents, which include this Implementation Project Scope Agreement, the Project Risk Register, and the Communications Plan.
- The Tyler Project Manager and City Project Manager will develop the Project Plan. Tyler will be responsible for providing the initial project plan and will maintain and update the project plan

throughout all phases of the project. City's Project Manager will approve the initial and all subsequent updates of the project plan at the regularly scheduled project meetings. City will be involved in reviewing and providing necessary feedback and input as requested by the Tyler Project Manager. The City will sign off on both steps.

- City project team will participate with the Tyler Project Manager in the Project Kickoff meeting to discuss the project approach and expectations.

E.3 Facility Requirements

The following outlines major assumptions surrounding the Facility used for the Project:

- City will provide a room to be used as a training lab for Tyler staff to transfer knowledge to City resources as well as a place for City staff to practice what they have learned.
- The room is to be set up in a classroom setting. The number of workstations in the room is to be determined by City. It is Tyler's recommendation that every person attending a scheduled session with a Tyler Implementer have their own workstation; however, Tyler requires that there be no more than two people at a given workstation.
- A workstation is to consist of a computer that has access to the training/test database, the internet, and a printer.
- City is to provide a workstation that connects to the Tyler system for the Tyler trainer conducting the session. The computer must be linked to a projector so everyone attending the session is able to follow the information being communicated.
- In addition to computers and a printer, it is recommended that a phone be available in the room as well as a white board with markers and eraser.
- City is responsible for scheduling the training room for the sessions conducted by Tyler staff. If phases overlap, it will be necessary to make multiple training facilities available. It will not always be possible to adjust phase implementation schedules to avoid conflict with other ongoing Tyler activities.

E.4 Project Tasks

The following outlines major assumptions and activities surrounding the implementation of the Tyler solution:

- Tyler will inform City that training prerequisites that must be completed prior to conducting the session. Tyler will provide notice of any training prerequisites to City Project Managers at least ten business days prior to the scheduled session via a written agenda.
- After each training or implementation session Tyler will inform City project team and document in a centrally tracked action log what tasks that must be completed prior to Tyler personnel returning to the site.
- Tyler will add new tasks to the master project plan a minimum of ten (10) days prior to the due date and notify City Project Manager when any new tasks are added after the project plan is accepted.
- Tasks will also be listed on the Project SharePoint site along with due date and owner
- Typical homework items are as follows:
 - Practice on processes learned
 - Review and complete any prerequisites prior to attending scheduled training session
 - Complete Set up table
 - Validate converted data

-
- Should City not be able to complete communicated prerequisites or tasks, then City Project Managers must bring it to the attention of the Tyler Project Manager immediately so that assistance can be offered or scheduling be revised (if more than two weeks in advance).

Section F: EnerGov Project Scope

F.1 Phase 2 Software and Services

Phase 2	Users/Units
Core Software	
EnerGov Permitting & Land Management Suite (PLM)	100
EnerGov Licensing & Regulatory Suite (LRM)	20
Extensions	
EnerGov My GovPay	1
EnerGov VirtualPay	1
EnerGov Adv Server Extensions Bundle	1
EnerGov Citizen Access Web Portal - Licensing & Reg Mgmt (LRM)	1
EnerGov Citizen Access Web Portal - Permitting & Land Mgmt (PLM)	1
Permitting & Land Management SDK	1
EnerGov e-Reviews	1
EnerGov GIS	1
EnerGov IVR	1
EnerGov IG Workforce Apps	41
EnerGov Report Toolkit	1
EnerGov Professional Services	Hours
EnerGov Fundamentals Training Included in the quote	80
EnerGov Report Development Services Included in the quote	400
EnerGov Professional Implementation Services	2400
EnerGov Onsite Training & Production Support Services	240
EnerGov Data Conversion Services	240
EnerGov Project Management Services	720

F.1.1 Definition of Included Services

The total professional services hours set forth in the Investment Summary have been allocated to the project as follows:

Billable Hours in Scope

- Project Management Services = [720] resource hours
- Professional Implementation (System Configuration) Services = [2400] resource hours
- System Administration / Fundamentals Training = [80] resource hours
- End User Onsite Training & Production Support = [240] resource hours
- Report Development Services = [400] resource hours = up to [50] Reports

- Data Conversion Services = [240] resource hours
- Travel = [25] on-site trips (where a “trip” is defined as onsite travel of up to five business days)

Business Scope (Transactions and Automation)

- Unique Business Transactions in Scope = up to [75] **Transactions**
- Template Business Transactions in Scope = up to [50] **Transactions**
- Geo-Rules within Scope = up to [30] **Geo-Rules**
- Intelligent Objects and IA’s within Scope = up to [30] **IO/IA**
- Custom Reports/Output documents within scope = up to [50] **reports**
- Integrations within scope = [None] **No integrations within Scope**
- Data Conversion Sources within scope = [SunGard HTE]

“Business transaction” is defined by:

- Unique workflow or business process steps & actions (including output actions)
- Unique Automation logic (IO logic etc)
- Unique Fee assessment / configuration definition
- Unique Custom fields/forms definition
- Uniqueness of any of these mentioned parameters regulates the need for a unique business case transaction design document and configuration event

“Template” transaction is defined by:

- A pre-defined and pre-configured EnerGov best management business process.

F.1.2 Estimated Timeline

An estimated timeline for the EnerGov implementation has been provided as an Appendix to this Statement of Work. Project timelines are living, fluid documents subject to change. The estimates provided in the Appendix are for the Customer’s initial planning and resource allocation purposes. Timelines will be updated during the project planning process and adjusted, as necessary, over the course of the project. The estimated timeline is currently projected at [18] months for a single project phase.

Section G: EnerGov Implementation

The following tasks have been arranged for this project, with responsibility definitions for both Tyler and Customer as follows:

- **Own** – Ownership of the task throughout
- **Participate** – Active, ongoing participation in the task throughout
- **Advise** – Advisory role as needed by the other party
- **None** – No planned/required involvement by the designated party

Upon completion of a task, the customer will have an opportunity to review the deliverable, if any, associated with the task. The customer will have a five-ten day business window within which to identify to Tyler a deviation from the warranties provided in the parties' agreement. In the event a deviation is identified and confirmed, Tyler will address the deviation according to the terms of the Support Call Process or the services warranty provision set forth in the Agreement, as applicable. When a corrected deliverable has been resubmitted for review, that process shall repeat. Upon Stage completion, Tyler will provide the customer with a Work Acceptance Form to document that all tasks within the Stage have been successfully delivered. The customer must return the completed Work Acceptance form within five-ten business days of receipt, or the Stage will be deemed "accepted."

Each stage is dependent on the results of the previous stage and therefore, each stage of the methodology cannot begin until the previous stage is completed and approved.

G.1 Implementation Stages

G.1.1 Stage 0 - Software Delivery

Objectives:

- Tyler software is made available to the customer

Tasks:

Software Delivery		
Tasks	Tyler	Customer
Tyler makes the licensed software available on the project SharePoint site for downloading	Own	None

G.1.2 Stage 1 - Initiation and Planning

Objectives:

- Introduction to project and detailed review of Stages, Tasks and Milestones/Deliverables
- Distribution of forms and gathering of high-level organizational and process information
- Establishment of communication channels (Project Manager, SMEs, Permitting Systems Coordinator, etc.)
- Assessment of IT infrastructure and needs
- Planning for staff mobilization & allocation
- Team Training –System Admin /EnerGov Fundamentals
- Create project plan, including baseline project schedule

Tasks:

Initiation & Planning		
Tasks	Tyler	Customer
Conduct Planning/Initiation Introductory Phone Call	Own	Participate
Assign Project Team Members	Advise	Own

Provide/Assign facilities for Tyler on-site activities	Advise	Own
Identify non-working days (i.e. vacations, holidays, etc.)	Own	Participate
Define procurement and configuration plan for necessary hardware, non-EnerGov systems software and networking infrastructure by the customer as specified by SOW Attachment C	Advise	Own
Provide Tyler remote access (when needed) to required server for Tyler software installation and system configuration	Advise	Own
Deliver and review Process and Configuration Collection Templates	Own	Participate
Create SharePoint site to manage project deliverables, documents, and UAT	Own	None
Deliver and review Project Status Report Template	Own	Participate
Deliver and review Sample Signoff Form	Own	Participate
Deliver and review GIS requirements and best practices documentation	Own	Participate
Deliver and review Data Conversion Template Database (DCT-DB), ERDs and usage documentation	Own	Participate
Prepare programs/databases for integration	Advise	Own
Identify and document project risks and resolutions	Own	Participate
Amend project scope/SOW as needed	Own	Participate
Deliver and review Project Plan (including project schedule)	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Team Training	Own	Participate
Deliver Project Planning & Initiation Stage Sign Off to Customer	Own	None
Return Project Planning & Initiation Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Initiation and Planning Stage

G.1.3 Stage 2 - Assess & Define

Objectives:

- Tyler to gain an understanding about how customer conducts business
- Translate business understanding into the “to-be” documented EnerGov configuration definition documentation

Tasks:

Assess & Define		
Tasks	Tyler	Customer
Identify Business Transactions / Case Types (i.e. Permit Types, Plan Types, Inspection Types, etc.)	Advise	Own
EnerGov and City will develop mutually agreeable timeframes ensure that all project tasks are coordinated within each business area.	Participate	Participate
Scope and document EnerGov configuration design document per business transaction / process	Own	Participate

Deliver ArcGIS base map service(s) to Tyler	Advise	Own
Develop Project Definition Documents to include comprehensive collection of business processes, configuration and other details identified during this Stage	Own	Participate
Deliver and review Project Definition Documents	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Deliver Assess & Define Stage Sign Off to Customer	Own	None
Return Assess & Define Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Assess & Define Stage

G.1.4 Stage 3A –System Configuration

Objectives:

- Configure the core EnerGov software in accordance with configuration definitions from Assess & Define stage

Tasks:

System Configuration		
Tasks	Tyler	Customer
Deploy Pre-production environment to house the configuration system as defined and reviews by Tyler's Hardware / Infrastructure requirements documentation	Advise	Own
Configure the software based upon the EnerGov configuration definitions established in the previous Assess & Define stage	Own	Participate
Perform ongoing reviews with customer as configuration progresses	Own	Participate
Deliver populated Data Conversion Template Database (DCT-DB)	None	Own
Complete Basic Configuration Reviews	Own	Participate
Deliver System Configuration Stage Sign Off to Customer	Own	None
Return System Configuration Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of System Configuration Stage

G.1.5 Stage 3B – Configuration - Internal Test

Objectives:

- Conduct initial operational test to ensure that Tyler has the information and configurations necessary to complete report development and data conversions
- Confirm basic system configuration to ensure proper operation

Tasks:

Internal Test		
Tasks	Tyler	Customer
Provide users logins for key Customer staff	Own	None

Conduct basic system configuration testing/retesting walkthrough	Own	Participate
Record testing results in SharePoint	None	Own
Resolve any system issues identified	Own	None
Other tasks as identified	Own for respective team	Own for respective team
Deliver Internal Testing Stage Sign Off to Customer	Own	None
Return Internal Testing Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Internal Test Stage

G.1.6 Stage 4A - Build Specifications

Objectives:

- Define custom report requirements and prioritize custom report requirements as estimated
- Define and map data conversion requirements (see section titled *Data Conversion*)
- Define integration specifications, as applicable
- Define and map, based on provided API's, interface requirements, as applicable

Data Conversion within scope		
System Name	Details	Comments
See investment summary		

System Integrations within scope	
System Name	Comments
See investment summary	

Tasks:

Build Specifications		
Tasks	Tyler	Customer
Populate Data Conversion Template Database (DCT-DB)	Advise	Own
Deliver and review list out-of-the-box standard reports, documents, dashboards and search consoles in order to identify any gaps in report coverage that may require custom report development	Own	Participate
Develop Report Specifications	None	Own
Deliver Custom Report Development as estimated and bill as delivered (hours and cost),	Own	Participate
Develop integration specifications	TBD	TBD
Deliver and review integration specifications to Customer	TBD	TBD
Other tasks as identified	Own for respective team	Own for respective team
Deliver Build Specifications Stage Sign Off to Customer	Own	None
Return Build Specifications Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Build Specifications Stage

G.1.7 Stage 4B - Build

Objectives:

- Develop Custom Reports per defined requirements, if any
- Import data from Data Conversion Template Database (DCT-DB) into master EnerGov database
- Development of scoped and defined integrations, as applicable

Tasks:

Build		
Tasks	Tyler	Customer
Deliver and review populated Data Conversion Template Database (DCT-DB) with EnerGov Data Services team member(s)	Advise	Own
Import data into EnerGov master database from populated Data Conversion Template Database (DCT-DB)	Own	None
Produce, deliver and review internally tested import of legacy data into EnerGov master database	Own	Participate
Produce, deliver and review internally tested custom reports per defined requirements (if necessary)	None	Own
Produce, deliver and review internally tested integrations per defined requirements	NA	NA
Provide and review the documented cut over strategy	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Deliver Build Stage Sign Off to Customer	Own	None
Return Build Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Build Stage

G.1.8 Stage 5A - System Acceptance Planning

Objectives:

- Create test scripts based on pre-determined functionality requirements criteria
- Provide system overview and administrator training for power users (i.e. customer testers, administrators and IT)
- Conduct testing and system validation for promotion to end user training

Tasks:

System Acceptance Planning		
Tasks	Tyler	Customer
Develop and review acceptance schedule and criteria	Own	Participate
Coordinate training logistics and schedule	Own	Participate
Provide facilities suitable to training and testing needs	Advise	Own
Provide, if requested by Customer, Tyler's training lab	Own	Advise
Recommend test strategies, scenarios and best acceptance practices	Own	Participate
Provide sample test scripts, as requested	Own	Advise

Develop test scripts and testing criteria (based on documented business processes, interfaces, imports, reporting, etc.)	Advise	Own
Provide System Overview and Administrator training for Power Users	Own	Participate
Deliver fully configured database for pre-System Acceptance Testing data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for System Acceptance Testing	None	Own
Conduct pre-System Acceptance Testing import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production testing environment	None	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver System Acceptance Planning Stage Sign Off to Customer	Own	None
Return System Acceptance Planning Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of System Acceptance Planning Stage

G.1.9 Stage 5B – Verification and System Acceptance

Objectives:

- Test and signoff on each delivered business process, suite or component based on criteria and scope
- System ready for production and promoted to a production and/or training environment
 - “Ready for production” means that items that are not features enhancement or bugs that will allow the customer to move forward to User Training (Stage 6) and then go-live are addressed

Tasks:

Verification and System Acceptance		
Tasks	Tyler	Customer
Conduct testing of custom (if necessary) and standard reports	Advise	Own
Conduct testing of main EnerGov forms and end-to-end system functionality	Advise	Own
Conduct testing of produced integrations	Advise	Own
Conduct testing of imported data	Advise	Own
Record testing results in SharePoint	None	Own
Resolve material System Acceptance Testing issues	Own	Participate
Retest until acceptance criteria developed in Stage 5A are met such that go-live can occur	Participate	Own
Parties agree to identify any out-of-scope configuration requests that do not impact System Acceptance and designate each for post go-live change order consideration	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team

Deliver Verification and System Acceptance Stage Sign Off to Customer	Own	None
Return Verification and System Acceptance Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Verification and System Acceptance Stage

G.1.10 Stage 6 - User Training

Objectives:

- Provide requisite hours of classroom and one-on-one training and knowledge transfer

Tasks:

User Training		
Tasks	Tyler	Customer
Coordinate training logistics and schedule	Own	Participate
Provide facilities suitable to training needs	Advise	Own
Provide, if requested by Customer, Tyler's training lab	Own	Advise
Deliver fully configured database for pre-User Training data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for User Training	None	Own
Conduct pre-User Training import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production testing environment	None	Own
Conduct customer training	Own	Participate
If "train the trainer" approach, conduct end-user training	None	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver User Training Stage Sign Off to Customer	Own	None
Return User Training Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of User Training Stage

G.1.11 Stage 7 – Production & Production Support

Objectives:

- Conduct final data import cutover
- Conduct final integration deployment
- Tyler to provide on-site production support prior to cutover to Help Desk (Maintenance and Support)

Tasks:

Production & Production Support	
---------------------------------	--

Tasks	Tyler	Customer
Deliver fully configured database for Production data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for Production	None	Own
Conduct Production import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production environment	None	Own
Provide onsite pre and post production support	Participate	Own
Define support logistics and schedule	Own	Advise
Assist customer as production issues arise	Participate	Own
Provide technical and functional user support	Participate	Own
Develop and maintain post-production issues list in SharePoint	Participate	Own
Ensure key/critical personnel are present and available to participate	Advise	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver Production & Production Support Stage Sign Off to Customer	Own	None
Return Production & Production Support Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Production & Production Support Stage

G.2 Data Conversion

Any data that is converted inaccurately, and is identified by the City during the data validation process prior to acceptance and authorization to load to the Live database, will be fixed and addressed by Tyler at no additional charge.

The following criteria are applied to Data Conversion:

G.2.1 Data Format

The customer must provide data to Tyler in the Data Conversion Template Database (DCT-DB) structure, as set forth in the SOW Attachments. Providing data in this format will ensure that data is properly imported into the system. Data not provided in this structure will not be considered for import.

G.2.2 Data scrubbing/cleansing

Any data scrubbing should be done by the customer prior to populating the DCT-DB. Data scrubbing and cleansing is not included in the EnerGov proposal.

G.2.3 Required Fields

There are certain fields in the EnerGov software which are required fields, and we cannot write records to the EnerGov master DB without populating these columns. Sometimes, these required fields will not be available in the legacy source data, so a simple default value can be written to the DCT-DB to fulfill the NOT NULL constraint. Tyler would write the default value as part of the conversion process.

G.2.4 Custom Fields

Most legacy systems will have some attribute fields that are not specified in the corresponding master table within DCT-DB. In the EnerGov software, we will refer to these as custom fields. Within each module, there will be a child table for such custom fields. Since these are specific to the legacy system(s), the customer may add columns to these tables in DCT-DB to accommodate any needed custom fields in the migration.

G.2.5 Parsing data

The data format is defined based on the fields that exist in the EnerGov module (street number and street name, for example). If the customer would like that data to be converted, the customer will have to break out its legacy data so that it matches the EnerGov data fields. EnerGov will provide guidance on how to best resolve any issues that may arise.

Address Data: Tyler does not parse out address information for optimization purposes. Rather the customer is responsible to deliver the address information in the requested (preferred format). Tyler will import the address data delivered (format) and map the fields to the best possible location in the EnerGov system. Tyler is not responsible for cleanup of inconsistent addressing.

Phone Numbers: Phone numbers are imported in the format in which the data is delivered to Tyler. Tyler is not responsible for cleanup of inconsistent numbering or sequencing.

Individuals / Names: Individual names are imported in the format in which the data is delivered to Tyler. Tyler is not responsible for parsing out single name fields into First, Last, Middle, Company, etc.

Contacts Data: If contact data is not keyed in such a way that each instance of a person has one, and only one, contact record (the record with all of their attributes such as name, address, company, phone, etc.) in the data source, then the contacts associated with a record will typically be imported into a general information tab rather than into the EnerGov Enterprise Contacts Manager.

G.2.6 Business-Specific Rules

Business specific rules are handled in the software configuration process and cannot typically be mapped within the data conversion process. This includes but is not limited to EnerGov Intelligent Objects and EnerGov Case Workflows.

G.2.7 Calendars & Scheduling

EnerGov software can import scheduled hearings and meeting details; however any data residing on an actual calendar control is excluded from the scope of the data conversion.

G.3 Key Project Assumptions

- Tyler shall initially implement the most current version of the Tyler software at the time of the contract signing. During the implementation Tyler will provide newer releases of the software that meet or exceed the version available at contract signing. After Go-Live, the customer is responsible for installing newer releases. Release notes are provided for all new versions.
- Customer will maintain primary responsibility for the scheduling of customer employees and facilities in support of project activities.
- Customer will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all purchased Tyler software products in both support/testing and production environments.
- Customer is responsible for proper site preparation, hardware, software and network configuration in accordance with Tyler specifications.
- Customer has, or will provide, access licenses and documentation of existing system to which Tyler will read, write or exchange data.
- Customer has, or will provide, a development/testing environment for import and interface testing as they are developed by Tyler.
- Tyler will provide Customer with a weekly status reports that outline the tasks completed. Tyler will also provide details regarding the upcoming tasks that need to be completed during the coming weeks, the resources needed (from customer) to complete the tasks, a current or updated version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates) as needed.
- Tyler personnel shall attend executive project review committee meetings (internal) as needed.
- Out of scope deliverables will only be provided via a change order that is mutually agreed to.

G.4 Risk / Mitigation Strategy

G.4.1 Project Schedule

Risk: Impact of various factors on baseline project schedule.

Mitigation: Given the fact that project schedules are working documents that change over the course of the project, Tyler will work closely with the customer to update, monitor, agree, and communicate any required changes to the project schedule.

G.4.2 Activity Focus

Risk: Minor activities consume time that should be dedicated to major activities of the project with the end result that time and/or costs overruns budget. Examples include

meetings of little substance, or time spent investigating undocumented functionality or other activities not in scope.

Mitigation: Project Managers for both parties must focus squarely on meeting deadlines, services, and configuration requirements of the implementation as planned and documented in the planning, assessment and definition stages.

G.4.3 Incomplete Legacy Interface Documentation

Risk: During the project, certain third party documentation will be required for such tasks as interface development and import of legacy data and others.

Mitigation: Customer should insure that APIs for interfacing to other systems, and/or a customer expert that understands the legacy database, are available to Tyler. If no such documentation or customer expertise exists, the customer will be responsible for coordinating with the third-party vendor to advise Tyler, at a potential additional expense to the customer (although not necessarily from Tyler).

G.4.4 Technology Age

Risk: This risk is highly dependent on the choice of Tyler products and whether the customer is hosting any of those products. If the customer will be hosting the Tyler software, then the technology hosting that software should be robust and durable. Technology that barely meets minimum requirements today will be insufficient as the needs of the system grow.

Mitigation: Tyler will assist the customer in determining optimal technology and plans to guard against pre-mature obsolescence. The customer will also complete a hardware survey, initiated by our deployment team, to confirm that the customer's hardware is sufficient for the upcoming implementation.

G.5 Critical Success Factors

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored.

- Knowledge Transfer - While Tyler cannot guarantee specific expertise for customer staff as a result of participating in the project, Tyler shall make reasonable efforts to transfer knowledge to the customer. Customer personnel must participate in the analysis, configuration and deployment of the Tyler software in order to ensure success and to transfer knowledge across the organization. After completion of the production phase (Stage 7), the customer will be responsible for administering the configuration and introduction of new processes in the Tyler system.
- Dedicated Customer Participation – Tyler understands that customer staff members have daily responsibilities that compete with the amount of time that can be dedicated to the Tyler implementation project. However, it is critical that the customer acknowledges that its staff must be actively involved throughout the entire duration of the project as defined in the Project Plan. Tyler will communicate insufficient participation in Project Status Reports.
- Managing Project Scope - To implement the project on time and within budget, both the customer must acknowledge the scope of the project set forth in the parties' agreement,

and, for services, refined over the course of the early project Stages described in this Statement of Work. Change Orders for additional items outside the scope must be submitted in advanced and signed by project stakeholders before work can begin on those items. Likewise, reductions of the defined scope will also require a Change Order.

G.6 Development Tools

Configuration tools (the same ones Tyler will use to implement the system) are built-into the software. The customer has full access to them, and its administrators will be trained on them. EnerGov reports are developed in Crystal Reports, so any changes to customer reports does require a licensed copy of Crystal Reports. The EnerGov system does include a Crystal Report reader, so view-only users do not require a Crystal Reports license.

G.7 Documentation

G.7.1 Tyler-provided documentation

Over the course of the staged implementation lifecycle, the Tyler project team will provide stage-specific documentation in a range of formats (both editable and non-editable). Examples include:

- Data Collection docs (MS Excel) for configuration
- Data Mapping docs (MS Excel) for data conversion
- ERDs & Data Dictionaries for IT (PDF and CHM)
- API Documentation (PDF)
- Training Documentation Templates (MS Word and MS PowerPoint)
- Release Notes for Service Packs (PDF)
- Other documentation as required for the specifics of the project.

G.7.2 Customer-provided documentation

A definitive list of Customer-provide documentation is not possible until all aspects of the implementation are determined, usually in the beginning stages of the project. Tyler does not expect the customer to general documents that do not exist in the regular course of customer's business. Customer's assistance in completing the Tyler-provided forms and requests for configuration information is essential to a successful project.

Documentation originated by the Customer may include (if available or the City can produce to best of their ability):

- API's for any third-party software system to which the Tyler software will interface and exchange data
- Import data documentation and in a format suitable for import into the Tyler software (please see section titled Data Conversion)

-
- Workflow documentation on the customer's current business processes
 - Copies of pertinent ordinances or other controlling authorities
 - Fee schedules
 - Copies of existing permits, licenses, other documents presented to the public and expected to be derived from the Tyler software

Technology Architecture

G.7.3 Analysis and Configuration

High Level Analysis and Configuration includes the following major activities:

G.7.3.1 Chart of Accounts

Chart of Accounts analysis will be performed following the project kick-off and planning sessions. Tyler will assist City in devising a Chart of Accounts design that meets organizational needs. Once the basic design is agreed to, Tyler will provide City with a highly formatted MS Excel workbook and train City on building the required data. City, with Tyler's guidance, will build out the needed components in preparation for the Chart of Accounts conversion.

G.7.3.2 Extended Analysis

Extended analysis services will be performed on the modules indicated in Sections C.1 through C.4. This service includes the following:

- Functional Lead Introductory Training – high level, generic Munis module training intended to introduce attendees to the process flow of data and relational impact on other Munis modules
- Additional analysis sessions to cover complex process changes, set up requirements, and cross-module impacts

G.7.3.3 As-Is/To-Be Analysis

As-Is and To-Be Analysis is performed for all modules proposed, by phase, typically during the first three (3) months of each project phase. During this time, current processes and requirements are discussed with Functional Leads, supported by Core Users, if necessary. The discussions are driven by a standardized questionnaire Tyler developed based on extensive Public Sector experience. Munis options are explained, new process considerations discussed and an initial configuration concept is outlined.

G.7.3.4 Dashboard Configuration

Dashboard configuration is performed following analysis and includes establishing dashboard templates for different user types.

G.7.3.5 Security and Permissions Set-up

Tyler performs analysis and training so City can build a detailed security template that encompasses all required programmatic and data access and restrictions. Once the template is complete, security and permissions are built in the applications.

G.7.3.6 Workflow Approvals and Notifications Set-up

As part of the as-is/to-be analysis decisions, City will establish the policies and procedures related to workflow. Once finalized, these workflow decisions will be built by City staff.

G.7.3.7 Tyler Content Manager Configuration

Tyler Content Manager will be configured following analysis and will be tested throughout the project.

G.7.3.8 Tyler Forms Analysis

Tyler will perform analysis of Client's current forms and make recommendations for Tyler Forms output and design for all purchased forms.

G.7.3.9 Tyler Reporting Analysis

Tyler will perform analysis of existing Client reports, future reporting needs, Munis Standard Reports, and the potential for any needed SSRS Reports.

G.7.3.10 Import / Export Analysis

Tyler will perform analysis on both custom import and exports in scope and standard Munis import / export file layouts.

G.7.3.11 Analysis and Configuration Roles and Responsibilities

Chart of Accounts		Roles & Responsibilities	
Task		TYLER	Client
Chart of Accounts Analysis	• Discuss COA needs, Munis set up and options • Determine structure for COA	Lead	Participate
Build Chart Workbook	• Build Excel COA Workbook with new structure	Participate	Lead
Perform COA Conversion	• Develop and run program to convert COA Workbook	Own	None
Validate COA Conversion	• Complete validation of Chart of Accounts conversion accuracy	Participate	Lead
COA Acceptance	• Authorize COA to be loaded in Live DB	None	Own
Load COA in Live DB	• The new COA becomes part of the live database	Lead	Participate

As-Is/To-Be Analysis		Roles & Responsibilities	
Task		TYLER	Client
Perform As-Is / To-Be Analysis	- Lead As-Is / To-Be process questionnaire completion - Discuss City needs and Munis options	Lead	Assist
Perform Custom Import / Export Analysis	Analyze custom imports / exports identified in Agreement and Investment Summary.	Lead	Assist
Perform Standard Import / Export Analysis	Provide standard Munis import / export file layouts	Share	Share
Perform Reporting Analysis	Analyze reporting requirements as identified in Agreement.	Lead	Assist
Munis Standard Report Analysis	Analyze canned reports in Munis system for matching data to required reports	Lead	Participate
Reporting Fit/Gap Analysis	Determine fit / gaps of canned Munis reports to reporting requirement requests	Participate	Lead
Custom Reports Analysis	Identify custom reporting needs	Participate	Lead
Perform Set Up Table Analysis	Conduct analysis of set up tables, codes and parameters.	Lead	Participate
Perform Workflow Analysis	Discuss options for workflow settings and desired process flow.	Lead	Participate
Workflow Design Analysis	Recommend areas that should implement workflow business rules to enforce internal controls, segregation of duties and provide additional audit trails for transactions	Lead	Participate
Perform Security Analysis	Discuss options for security settings within Munis.	Lead	Participate
Perform Tyler Content Manager SE Analysis	Conduct analysis of TCM use with Munis (Phase 1)	Lead	Participate
Perform Tyler Forms Analysis	Review purchased Tyler Forms mock-up kits and layout options	Lead	Participate
Establish To-Be Test Plan	Compile information gathered during analysis and prepare settings for Static Environment Test.	Own	None

G.7.4 Education

High Level Education includes the following major activities:

G.7.4.1 System Admin Training

Tyler performs Munis System Administration Training including:

- General administration
- Printer/ Device Administration
- Scheduler Administration
- Diagnostic Tools
- System Administration Inquiry
- Release Administration
- System Administration Web Parts for Dashboard

G.7.4.2 Functional Lead Introductory Training

Tyler trains City on high level, generic Munis module training intended to introduce attendees to the process flow of data and relational impact on other Munis modules.

G.7.4.3 Set-up Training

Tyler trains City on completion of set-up tables based on final decisions from as-is/to-be analysis.

G.7.4.4 Processing Training

Tyler trains Core Users and Functional Leads, together, on all processing based on City's decisions during as-is/to-be.

G.7.4.5 Train-the-Trainer Training

Tyler trains City appointed trainer on End User processes during applicable Core User/Functional Lead training sessions.

G.7.4.6 End User Training

City Trainer performs End User Training, covering specific end user processes for each department.

G.7.4.7 Education Roles and Responsibilities

Munis System Administration		Roles & Responsibilities	
Task		TYLER	City
Munis System Admin Training	• Train City on User ID's, permissions, etc.	Lead	Participate
Build Munis System Admin Tables	• City adds Users, builds permissions, etc.	Participate	Lead
Training		Roles & Responsibilities	
Task		TYLER	City

Train Core Users / Functional Leads	Train Core Users / Functional Leads on applicable processing	Lead	Participate
Train-the-Trainer	Train City's Trainer on End User processes	Lead	Participate
Train City End Users	Train City's End Users	None	Own

G.7.5 Conversion

High Level Conversion includes the following major activities and are repeated for each conversion option purchased:

G.7.5.1 Conversion Analysis

Tyler will perform analysis during which fields in legacy systems and Tyler will be outlined for conversion. Tyler staff will use best efforts to direct City on the legacy source files needed.

G.7.5.2 Legacy Data and Crosswalks

City will map legacy data to Tyler fields, with Tyler's best guidance, pull data, run reconciliation reports for balancing, and submit to Tyler Conversions.

G.7.5.3 Conversion Programming

Tyler will write conversion programs to convert data from City's submitted files based on provided data mapping. An error report will be produced in advance of delivering converted data to City so that corrections can be made to crosswalks or data submissions.

G.7.5.4 Conversion Proofing

Tyler will train City on methods for validating converted data using reconciliation reports produced when data was pulled from Legacy system. Thorough proofing will be required early in the conversion process so that programming is validated for final conversions.

G.7.5.5 Final Conversion

Depending on the module, final conversion is typically performed a day or two prior to go live. Since conversion programming is validated early, final conversions typically are substantially error free and require little validation effort.

G.7.5.6 Data Conversion Roles and Responsibilities

Data Conversion		Roles & Responsibilities	
Task		TYLER	City
Perform Conversion Analysis	Review and develop initial crosswalk for purchased conversions	Lead	Participate

Data Conversion		Roles & Responsibilities	
Perform Conversion Analysis	Review and develop initial crosswalk for purchased conversions	Lead	Assist
Submit Conversion Data & Produce Balancing Reports	City pulls data from legacy system and submits to Tyler, produces balancing reports	None	Own
Run Conversion Program	Write and execute program to convert submitted data according to crosswalk	Own	None
Train Conversion Validation Process	Train City on methods for validating converted data	Lead	Participate
Validate Data Conversions	City validates converted data using error reports, balancing reports, etc.	Participate	Lead
Submit Conversion Corrections	City documents and submits needed corrections to conversion	Participate	Lead
Accept Conversions	City acceptance of data conversions and authorization to load	None	Own
Submit Final Conversion Data & Produce Balancing Reports	City pulls Final Conversion data and submits to Tyler	None	Own
Run Final Conversion Program	Execute program to convert submitted final data according to crosswalk	Own	None
Validate Final Data Conversions	City validates converted data using error reports, balancing reports, etc.	Participate	Own
Accept Conversions & Authorize Load to Live	City accepts final conversions and authorizes them to be loaded in Live Database	None	Own
Live data load	Load data into Live environment	Participate	Lead
Authorize Live Processing	City authorizes City users to begin live processing	None	Own

G.7.6 Tyler Forms

High Level Tyler Forms includes the following major activities and are repeated for each Tyler Form option purchased:

G.7.6.1 Forms Kits and Mock Ups

Tyler will present Tyler Forms Kits to City Functional Leads for all selected Form options during analysis and instruct City on completion of the Mock Ups.

G.7.6.2 Forms Data Files

Tyler will produce sample data files during the Static Environment Test and submit them to the Tyler Forms designers. These data files will be merged with City's form proofs so that a realistic assessment of the information display on the form can be completed.

G.7.6.3 Forms Design

Tyler Forms will create a form based on the mock up provided by City. The form will be merged with City's sample data.

G.7.6.4 Forms Proofing

City will review form design and data presentation for accuracy.

G.7.6.5 Tyler Forms Roles and Responsibilities

Forms Analysis		Roles & Responsibilities	
Task		TYLER	City
Perform Tyler Forms Analysis	Review purchased Tyler Forms mock-up kits and layout options	Lead	Participate
Complete Tyler Forms Kits	Complete mock-up of selected form designs and submit to Tyler Forms	Participate	Lead
Create Form Designs	Tyler Forms creates form designs from City mock-ups	Own	None
Merge Sample Data Files	Tyler Forms merges data from To-Be Test with Form designs	Own	None
Review Data Proofs	City validates form design, content and layout	Participate	Lead
Accept Form Design	City accepts form design and authorizes installation	None	Own
Install Forms	Tyler Forms installs Forms	Lead	Participate
Test Forms	Perform test of Tyler Forms through process testing and training	Assist	Lead
Secure Bank Acceptance	Submit forms to bank for approval.	None	Own
Create and Send Data Proofs to City/Tyler PM	Tyler sends form design proofs for review and acceptance	Lead	Participate
Tyler Forms/Go Docs Install	Tyler Forms installs final forms on City server	Lead	Participate
Install Tyler Forms Library/Go-Docs	Tyler installs Forms Library on City server	Lead	Participate

G.7.7 Testing

Please see Section C.14 for specific testing activities.

G.7.7.1 Testing Roles and Responsibilities

Testing		Roles & Responsibilities	
Task		TYLER	City
Train and Perform 1st Trial Run/Parallel Process	Train City on completing Trial Run/Parallel processes	Lead	Assist
Train Imports / Exports testing	Train City on process of import / export testing	Lead	Assist
Test Imports / Exports	Complete Import / Export testing	Participate	Lead
Test Against Quality Plan	Verify programs work according to definition in quality plan	Lead	Assist
Test Against Policies	Verify process meets policy decisions	Lead	Assist
Perform Additional Trial Run/Parallel Processes	Complete Trial Run/Parallel process steps, identify discrepancies and correct	Assist	Lead
Modification Testing	Validate that Modification function according to specifications	Share	Share
Stress Testing	City performs any desired stress testing	None	Own

G.7.8 Go Live

G.7.8.1 Go Live Planning

Sixty days prior to the Go Live date, Tyler Project Manager and City Project Manager will develop a detailed plan and checklist for all remaining activities leading up to and through live processing. The plan will include assignments and due dates for all activities and will be part of a daily review. Completion of this plan and associated tasks is required for Go Live Authorization.

G.7.8.2 Execute Checklist

Tyler and City perform all required tasks on Checklist in preparation for Go Live.

G.7.8.3 Perform Live Transactions

City begins live processing activities once data conversions have been loaded and held transactions entered.

G.7.8.4 Reconciliation and Reporting

Tyler delivers Tyler Reporting training and validates that City can access all needed information in the system.

G.7.8.5 Support Transition

Tyler Project Manager introduces Support Account Manager and prepares City for direct contact with Tyler Support, utilization of Support tools, and escalation process.

G.7.8.6 Post Live Training

Tyler delivers the following post live training using the allocated go live and post live days:

- First period end (month) close
- Fiscal Year End Close

G.7.8.7 Support Account Management Key Dates

Tyler's Support Account Manager coordinates with City to define key dates for major and infrequent City activities and puts together plan to support City through the processes.

G.7.8.8 Go Live Roles & Responsibilities

Go Live		Roles & Responsibilities	
Task		TYLER	City
Pre-Live Planning	• City and Tyler meet to outline go-live steps, requirements and assignments	Lead	Participate
Perform Go-Live Readiness Assessment	• Evaluate readiness of City staff to perform live process from training and change management prospective	Share	Share
	• Validate completion of training, ensure any concerns have been communicated to City	Own	None
	• Validate pre-live checklist items assigned to Tyler are complete	Own	None
	• Validate that all applicable users have been trained and are prepared to perform their respective duties within Tyler's applications	None	Own
	• Validate pre-live checklist items assigned to City are complete	None	Own
Cut Off Legacy System	• City ceases activities in applicable legacy applications	None	Own
End User Training	• City trains decentralized end users	None	Own
Run Final Conversion Program	• Execute program to convert submitted final data according to crosswalk	Own	None

Validate Final Data Conversions	City validates converted data using error reports, balancing reports, etc.	None	Own
Accept Conversions & Authorize Load to Live	City accepts final conversions and authorizes them to be loaded in Live Database	None	Own
Live data load	Load data into Live environment	Participate	Lead
Authorize Live Processing	City authorizes City users to begin live processing	None	Own
Live Processing		Roles & Responsibilities	
Task		TYLER	City
Live Processing	City begins live processing in system	Assist	Lead
Perform Live Transactions	City begins live processing in system	Assist	Lead
On-Site Go Live Support	Tyler is on-site to support go-live processing	Own	None
City Live	City is Processing in System	Assist	Lead
Post Live		Roles & Responsibilities	
Task		TYLER	City
Train Reconciliation Processes	Review Reconciliation Process training	Lead	Participate
Provide Post Live Support	- Provide assistance to City's users while performing live processes - Work to resolve any outstanding issues	Lead	Assist
Policy Review	Review Policy and Procedure decisions	Participate	Lead
Reporting	Train City on Reporting functionality	Lead	Participate
Authorization to proceed to phase closure	City authorizes post-live process and proceeds to phase closure	Participate	Lead
Phase Closure		Roles & Responsibilities	
Task		TYLER	City
Transition to Support	Conference call to introduce Transition Project Manager and Support	Lead	Participate
Document Lessons Learned	City and Tyler discuss Lessons Learned for future phases, if applicable	Share	Share
Final Acceptance	City accepts Phase Closure	None	Own

G.8 Training & Education

With the implementation of the new ERP system, training planning, development and delivery is critical to the overall success of the implementation to enable ease of use and user acceptance of the new processes and systems. The following training strategy will be used for the project.

G.8.1 Tyler Education Plan

An Education Plan lays out the process of transferring knowledge between Tyler and City. Tyler refers to its plan as an Education Plan as opposed to a Training Plan for several reasons. First, the process of transferring knowledge is vital to the analysis phase of the project. During analysis Tyler: reviews the “AS IS” environment, provides Tyler demonstrations, reviews questionnaires and flow charts, and ultimately arrives at a “TO BE” model. The TO BE model becomes the foundation for user training. Second, training denotes a classroom setting with teacher and pupil. While training will occur, it is a piece of the overall education needed to be a proficient user.

G.8.1.1 Purpose

The purpose of the Education Plan is to:

- Communicate the process to City’s project team and functional leaders
- Answer specific questions related to delivery of training to City’s users
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the Education Plan has been successfully followed

G.8.1.2 Process

It is imperative that an Education Plan be put into practice as part of the Tyler Project. The plan should include all of the processes required to ensure that the goals for the project are fully satisfied. The overall plan will include the following:

G.8.1.3 Demonstration, Analysis, and Knowledge Transfer

Tyler employees will perform the following tasks:

- As Is / To Be review
- Product overview demonstration
- Analysis of application options
- Questionnaire review

This phase will involve the functional leaders and City’s project leaders. The goal of this phase is to transfer high level knowledge between parties. The output will be procedures related to the use of Tyler’s applications. The procedures will determine the training agenda to be delivered to the end users. For example, if commodity codes are not going to be utilized within Munis purchasing, then the training outlines for Purchasing should remove the discussion of commodity codes.

G.8.1.4 Prerequisites

Tyler will indicate pre-requisites for training sessions on agendas, delivered at least two weeks in advance so City users can have time to adequately complete the work.

Users who utilize the prerequisites at a faster pace and retain more classroom discussion than their peers whose first exposure to Tyler is their first training day.

G.8.1.5 To-Be Demonstration

This process allows the Functional Leads to see the available options in the system. The intended education is an overall understanding of the basic flow of the applications, a review and understanding of set-up and security options, and workflow touch points.

G.8.1.6 Core User & Functional Lead Application Training

Tyler conducts training in a variety of ways depending on the size of the user community and how City structures the project team. For instance, if the project team is comprised of the applicable functional central core users, training may be performed as part of collaborative work sessions. If the project team is small subset of the central core users, formalized classroom training will likely be conducted for those not on the project team. City may video and audio record the training for use in City training efforts for other users or to train in the future so long as the respective Tyler Consultant is comfortable performing the session and it does not interfere with the session productivity. Tyler staff will not be responsible for providing or operating the recording equipment.

G.8.1.7 City End User Train-the-Trainer Training

Tyler prepares City Trainer for conducting End User process training by engaging the trainer during applicable Core User training sessions when End User processes are being covered.

G.8.1.8 Post Live Reconciliation Training

The process of reconciling data is reviewed during pre-live training. However, hands on training with live data provides a better overall understanding of the tables and how to reconcile daily, weekly, and monthly functions.

G.8.1.9 Post Live Output and Inquiry Training

The output and inquire routines are reviewed during pre-live training. However, hands on training with live data provides a better overall understanding of the options related to extracting needed information.

G.8.1.10 Logistics

Tyler and City will work together to define education logistics. The following points should be used as a starting point for defining logistics. The final logistics table will become part of the Education Plan.

G.8.1.11 Software/Hardware

- How many databases will be utilized?
- Will we establish a Financials Training environment separate from Payroll?
- Who will refresh the training database?

G.8.1.12 Facilities

- How many training rooms will be utilized?
- Where are the training rooms?

-
- How many workstations will be in each training room?
 - How many printers will be in each training room?
 - Other training room requirements (white board, phone, etc.)
 - Who will schedule the training room?

G.8.1.13 Staff

- How many students per teacher?
- How many students per workstation?
- What are the hours of training?
- Who will be trained on each application?
- Who will take attendance?
- What management be present for each session?

G.8.1.14 Schedule

- Who will determine the exact days for training?
- Who will notify staff members?
- How far in advance will the training schedule be built?

G.8.1.15 Quality Control

- How will City determine if attendees have learned required training outcomes?
- How will follow up training be administered?

G.8.2 Education Toolsets

G.8.2.1 Tyler University

Course selections include product-specific, in-depth, training focusing on Tyler solutions you use daily or maybe professional development classes such as Microsoft® training or presentation development. And because of our partnership with Strategic Government Resources (SGR), you can say goodbye to third-party trainers. You now have 24/7 access to courses that may satisfy mandatory compliance training, including Anger and Stress Management, Preventing Sexual Harassment, Embracing Diversity and many other courses in human relations, customer service and professional competency.

G.8.2.1.1 Tyler University Benefits

- 24/7/365 access
- Ability to revisit important topics
- Hundreds of Tyler product courses
- Reduce new employee training costs
- Monitor employee progress and transcripts

G.8.2.2 Munis Process Manuals

At the start of each phase, the Tyler Project Manager will upload Process Manuals for many of the Munis modules being implemented during that phase. These manuals are generic in nature and are delivered in a Microsoft Word format so the City can update, customize, and maintain them as desired. Not all modules or processes have manuals available and any changes to the program since delivered will not be captured. The following is the list of available Process Manuals:

- Accounts Payable
- Accounts Receivable
- Applicant Processing
- Benefits Administration
- Bid Management for Purchasing+
- Bid Management (Standard)
- Budget
- Business Licenses
- Cash Management
- Contract Management
- Employee Expense Reimbursement
- Fixed Assets
- General Billing
- General Ledger
- Property Tax
- Human Resources
- Inventory for Purchasing+
- Inventory (Standard)
- Payroll Processing
- Permits Applications
- Permits Complaints & Violations
- Permits Periodic Inspections
- Permits Property Master
- Personnel Actions
- Personnel Salary & Projections
- Project Accounting & Project Ledger
- Purchasing
- Risk Management
- Student Activity Accounting
- Utility Billing
- Work Orders

G.8.2.3 Munis Knowledge Base

Tyler provides websites that allow users to search and receive training materials such as videos, step by step documentation, how to documentation, etc. Documentation and Release Notes are included with every new release and are distributed with each new release. Additionally, release notes and documentation are updated within the support knowledgebase. Group Training, Internet Training and On-site Training are all options available for updating customers.

G.8.2.4 Tyler Community

Comprised of Tyler clients, product users and staff, Tyler Community is an online mass collaboration and crowdsourcing tool that allows participants to:

- Search forums, discussions and wikis to solve problems before submitting a support ticket
- Connect with peers and Tyler staff in a collaborative, interactive environment
- Share best practices and knowledge about products or services
- Capture and reuse collective knowledge.

G.8.2.4.1 Tyler Community Features

- **Blogs:** A place for informative articles written primarily by Tyler staff around topics like industry news, announcements, tips-and-tricks and best practices.
- **Forums:** The designated place to start discussions and question-and-answer threads, and the primary support feature in the Community.
- **Library:** A library of downloadable media available to any Community member, including user guides, videos, images, documents and more.
- **Wiki:** An interactive research area to create articles around shared knowledge and training resources. Wikis are often a work-in-progress, edited by the Community.

G.9 Training Plan for Users

The Tyler Project Manager will provide a proposed training schedule based on target live dates and availability of resources (Tyler Implementation Consultants, City trainees, training room, etc.).

- City Project Managers/Team will review the proposed schedule and approve it.
- The Project Manager or Implementation Consultant will provide training agendas at least two weeks prior to each session. The agenda will be placed on the SharePoint site and may be printed by City, as needed.
- Training documents used during the sessions will be referenced on the agendas and available on the SharePoint site or linked to our Knowledge Base for easy access by attendees. City will be responsible for printing the necessary documents for the users, as needed.
- City Project Team members should attend all training that may have relevance to his or her functional area. For example, a Purchasing Agent may be the Functional Lead and is not directly responsible for entering Purchase Orders. However, he/she should attend PO entry training so he/she thoroughly understands all of the capabilities of the software. It is also important to have a manager or Functional Leader in every session in order to answer policy related questions and make decisions related to the set up or processing of the Tyler system.
- Assigned City Users are responsible for attending each relevant class. Each class is scheduled to be conducted one time. Rescheduling a class due to absences or interruption may cause overages in the training budget and may affect the overall training schedule.

G.10 Issue Tracking

Upon identification of project issues, risks, and key project decisions both Tyler and City team members are responsible for adding the issue to the Issue Log. For each identified issue, the following information will be captured:

- Issue Number
- Reported by/date
- Status (i.e. new, open, closed, pending)
- Module/Business Process
- Priority
- Issue
- Owner
- Comments
- Findings
- Recommendations
- Resolution Assignment
- Date Tested
- Date Closed

City and Tyler project managers will review the Issues Log on a weekly basis during project team meetings, more frequently if needed. City and Tyler project Managers will collaboratively assign a priority to each issue and identify the individual(s) responsible for facilitating its resolution in a timely manner. During the critical phases of the project, City and Tyler project managers will review the issues log on a daily basis.

Tyler issues identified through the Issues Log will be resolved by the Tyler implementation team who will coordinate as necessary with Tyler's internal resources. City will not be responsible for making direct contact with Tyler support for issues identified on the issues log during implementation unless a critical issue is encountered while Tyler implementation staff is not onsite and the issue prevents City staff from making appropriate progress.

G.11 Issue Resolution

The following issue resolution processes will be used during the Project for all issues identified on the issues log. Ultimately, dispute resolution will be governed by the dispute resolution clause in the contract.

Within three (3) business days following the scheduled status meeting, City Project Managers and Tyler Project Managers will prioritize all new issues, provide an estimated due date for decision, assign the issue to an appropriate team member(s) and enter the detail in the Issues & Actions list on SharePoint.

Step 1: Once the issue has been assigned, the appropriate team member(s) are responsible for completing the assigned follow-up tasks and resolving the issue by the assigned due date. Assigned resources could include both the Tyler or City project team members. The goal timeframes for resolving an issue are outlined in the Goal Issue Resolution Response Matrix below. In the event that

the issue is not resolved by the project team during the time allotted, the issue will be escalated to step 2.

Step 2: If issues are not resolved by the project team and/or City Project Managers and the Tyler Project Managers, the issue will be referred to City Executive Team and/or Tyler Regional Manager for decision at the next scheduled meeting. For critical decisions, the Tyler project managers and City Project Managers can agree to schedule a special Executive Team meeting to discuss the issue. In the event the issue is not resolved by Tyler and City Executive Team, the issue will be referred to Step 3.

Step 3: If issues are not resolved by City Executive Team and/or Tyler Regional Manager, the issue will be referred to City Project Sponsor and/or the Tyler Executive Oversight for the Project. City Project Managers and Tyler Project Managers will request a meeting of City Project Sponsor and/or Tyler Executive Oversight to be held within ten (10) business days. Meetings may need to occur sooner for critical issues. Prior to each meeting, both Tyler and City will prepare a written analysis of the issue with recommendations for discussion. City Project Sponsor and Tyler Executive Oversight will agree on a final resolution to the issue. It is expected that any decision impacting one of the following may also require a scope change approval as described in a later section of this statement of work. It is also expected that one or more of the following will apply:

- Have a significant impact on the Project or the organization
- Have a significant impact on Project scope
- May result in additional cost to Tyler or City
- May cause the Project or the delivery of a Deliverable to become delayed

At any time during the project, if City is not satisfied with the level of response from any of the Tyler Project Management Team or Tyler Regional Manager, or if the Tyler project Management Team or Tyler Regional Manager do not have the ability to make key decisions or resolve potential issues, City will reserve the right to escalate the issue to the Tyler Executive Oversight Team. Tyler's Executive Oversight Team will have responsibility for overall project delivery.

G.12 Goal Issue Resolution Response Matrix

Issue Group – Project	Goal Resolution Response				Notes
	Critical (Priority 1)	High (Priority 2)	Medium (Priority 3)	Low (Priority 4)	
Scope Change Request Response	<=1 day	<=10 days	<=30 days	<=60 days	See below for priority definitions.
Project Implementation Issues Response	<=1 day	<=7 days	<=30 days	<=45 days	See below for priority definitions.
Decision Making Delays Response	<=1 day	<=7 days	<=30 days	<=45 days	See below for priority definitions.
Personnel Issues	<=1 day	<=15 days	<=30 days	<=45 days	See below for priority definitions.
Conversion Issues	<=1 day	<=7 days	<=30 days	<=45 days	See below for priority definitions.
Critical (Priority 1):	Issue is critical to City and has significant impact on live processing or time sensitive training.				
High (Priority 2):	Issue is severe, but there is a work around or intermediary action City can take.				
Medium (Priority 3):	Issue is a non-severe but requires follow up from Tyler.				

Low (Priority 4):	Issue is non-critical for City and they would like to work with applicable Tyler resource as time permits.
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G.13 Scope Change Process

Tyler acknowledges that any scope change proposal that affects the total cost of the project is subject to City's policies and must provide adequate time for City's consideration. City acknowledges that such scope change proposals may affect the implementation costs, schedule, upgrade plan, and go-live dates, which will be changed by mutual agreement. All scope change proposals shall be governed by the terms and conditions of the Master Agreement, including the daily rates for services, unless mutually agreed in writing otherwise.

G.13.1 Implementation Services Change Process

If City requires the performance of services, including any implementation, consulting, training, or conversion services that are not then being performed, or requires a change to the existing services or Live Dates, City's Project Manager shall deliver to the Tyler's Project Managers an implementation services scope change request specifying the proposed work with sufficient detail to enable Tyler to evaluate it. Tyler, within ten (10) business days, or longer as may be mutually agreed between the parties, following the date of receipt of such change request, shall provide City with a written scope change proposal containing the following:

- Detailed description of resources (both Tyler and City) required to perform the change
- Schedule for completion
- Acceptance criteria
- Impact on current milestones and payment schedule
- Impact on project goals and objectives
- Price

G.13.2 Product Enhancement/Change Process

If City requires the post contract modification of the products in scope, including any interface or import/export not in scope, City's Project Manager shall submit the request via the Enhancement Request Process specifying the proposed enhancement with sufficient detail to enable Tyler to evaluate it.

Tyler has two different types of Product Enhancement Requests:

1. Product Suggestions - Suggestions will not be assigned submission numbers, will not be officially tracked and will not receive a response. Throughout the development planning cycle, Tyler's Strategic Review Committees will analyze thousands of suggestions. Tyler will work to identify patterns within the suggestions, which will help us best determine the areas of the product needing to be addressed.
2. Request for Development Quote - Requests are submitted via the Request for Development Quote website, assigned a submission number for tracking purposes and reviewed by our Development Teams. Tyler, within thirty (30) business days, or longer as may be mutually

agreed between the parties, following the date of receipt of such change request. If the request is not generally consistent with the current direction of the respective product Tyler will notify City in writing; otherwise Tyler shall provide City with a written development scope change proposal containing the following:

- Specification
- Schedule for completion
- Minimum version requirements
- Any additional implementation services required or impacted, such as project management, data conversions, forms output and/or training outside of the current project scope
- Impact on current milestones and payment schedule
- Impact on project goals and objectives
- Response Due Date
- Total cost

All Request for Development requests will be approved first by City Project Manager and Tyler Project Manager. Development requests will also be identified on the issues log and elevated to City Executive Team for review at the next Executive Team meeting.

By the Response Due Date City shall notify Tyler in writing if City elects to proceed with the Development request. Tyler's Project Manager will submit the approved Development request to Tyler's Contract team to create a contract amendment. Tyler shall promptly commence performing the work described in the Development change request upon Tyler's receipt of a signed contract amendment. If, by the Response Due, City gives notice to Tyler not to proceed, or fails to give any notice to Tyler, then the scope change proposal shall be deemed withdrawn and Tyler shall take no further action with respect to it.

G.14 Post Go-Live Implementation Support

G.14.1 Overview of Post Go-Live Support

Tyler and City will be responsible to work together on a Post Go-Live support plan in order to complete the conversion to Tyler and the included third party products. These services must be planned utilizing allocated contract days and must be included within the budgeted project plan. Typically this is onsite functional and technical assistance in the following areas, per phase:

- Problem analysis and resolution
- Guidance and mentoring to City staff who provide application support functions and user help desk support (problem resolution)
- Respond to help requests and resolve system defects
- Coaching users on use of the new system
- Support and direct assistance for business owner departments (Finance, Procurement, Benefits, Human Resources, Information Technology, etc.)
- Provide proactive support and special attention to processes and departments for functions that are run for the first time during the post go-live period and any functions that are executed for the first time after the go-live period

G.15 Munis Deliverables

A description of each summary deliverable is provided below. All deliverables will be provided electronically in the format used to prepare the deliverable (example: Microsoft Word, Excel) to allow for updates and revisions. Deliverables will be provided to City free of grammar/spelling/formatting errors.

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
DED01	Project Kick-off PowerPoint Presentation	Formal presentation to key City staff members on the major project activities, expectations and high-level timeline.	Tyler project manager PowerPoint presentation to City project staff and key City staff members.	All project team members and key stakeholders will participate in the project kick-off.	N
DED02	Implementation Management Plans	Customized baseline management plans to reflect City project approach.	Change Management Plan, Resource Plan, Education Plan, Communication Plan, Risk Plan.	All project team members will participate in the development of these plans.	Y
DED03	Project SharePoint Site	City-specific MS Project SharePoint site for centralized collaboration & communications for: project announcements, managing project tasks, posting project documentation and approvals.	City-specific Project SharePoint, hosted by Tyler, accessible by named City users and Tyler staff. SharePoint site is created from a baseline template and then customized with project-specific details.	Tyler will supply SharePoint site navigation and use to a single SharePoint site for all modules and phases, including EnerGov; City will provide users and permissions for account creation.	N
DED04	Project Plan/Schedule	SharePoint site providing tasks and timelines for deliverables throughout the project as well as dependencies.	Task list with owners and due dates, project on-site and training schedule, meeting	All project team members will have access to schedule and update as defined in the	Y

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
			schedule. All will be posted in tasks and viewable in list and/or calendar view by all team members on the project SharePoint site.	communication management plan. Tyler and City Project Managers will update the status of their team's tasks on a weekly basis.	
DED05	COA Workbook Template	Provide analysis and spreadsheet as structured outline for building the new Chart of Accounts.	Examination of the impact of the COA on each module purchased. Emphasis will be placed on City's business requirements in creating a new chart of accounts that will meet the budgeting, reporting and inquiry needs of City.	Participants will have in-depth knowledge of internal and external financial reporting at all levels, i.e., within Local, State and/or Federal.	N
DED06	Analysis Questionnaires	Questionnaires outlining key decisions for the use of Tyler's applications	Provide analysis questionnaire spreadsheet as completed at the end of As-Is, To-Be Analysis sessions	Tyler will review and upload to the SharePoint site within five (5) business days of session	N
DED07	Process Manuals	Generic document outlining key Munis processes	Documents for purchased modules as available	City will make the appropriate documents available to users prior to training session	N

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
DED08	Data Conversion Plan (Schemas, Crosswalks)	Review conversion schemas and data formats for all purchased conversions and provide an explanation of specific data fields necessary to map City's data fields to appropriate Tyler data fields.	Conversions listed in the Investment Summary.	City will provide static files in an acceptable format, with file definitions. Changes to file layouts must be agreed upon in advance. City will be responsible for extracting data from their legacy system, assisting in the mapping their legacy data to Tyler fields, and providing data according to conversion guidelines. City will generate the required reports to be used in validating the data at the time of extraction.	N
DED09	Data Conversion Control & Error Reports	Reports providing details on number of records converted, summary balance information where applicable, duplicate record merge, and data conformity (i.e. phone number masking, zip codes, address parsing, etc.).	Conversions listed in the Investment Summary.	City will thoroughly review the converted data, the error/exception report and provide necessary instructions to conversion programmers regarding	N

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
				issues with the converted data.	
DED10	Data Conversion Files	Custom coded programs to convert data provided by City into a format that can automatically be loaded into the Tyler system according to the mapping instructions provided by City.	Conversions listed in the Investment Summary.	Tyler Conversion will return the converted data with instructions for loading and provide error/exception reports for each conversion. City will thoroughly review the converted data, the error/exception report and provide necessary instructions to conversion programmer regarding issues with the converted data.	Y
DED11	Static Environment Test Plan	Provide an early opportunity to City for testing and validating the business process decisions in the actual application.	Implementation will assist City in the step by step testing of the functionality of Tyler's applications using processes and system parameter set up chosen by City as the Business	Tyler's consultants will address any concerns and /or note any areas of functionality that City determines as not functioning as desired to make	Y

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
			Process Design. This test will enable City to see the way the system functions using their own data. Focus will be on helping City understand the impact of the approved recommendations will have on the way the system functions.	recommended changes to the Final Business Process Design. Data files will be created during this process for submission to Tyler Forms that will be used for testing during the forms design and development efforts.	
DED12	Tyler Forms Kits	Completion of the forms kits will provide pertinent information of clients customized forms requirements and their output requirements.	For Tyler Forms Libraries listed in the Investment Summary.	Kits will need to be submitted to Tyler Forms with original signatures for digitization. Data files to be used for testing during form development must accompany submission of kits. Development work will not commence until both kits and data files are received.	N
DED13	Tyler Forms Proofs	Provide form design proofs based on mock up form provided by client.	For Tyler Forms Libraries listed in the Investment Summary.	Proofs should be thoroughly reviewed by as many users of the form providing ample opportunity to	Y

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
				catch any errors in the proof. During the development and proofing process, information requested by Tyler Forms will be provided in a timely manner.	
DED14	Tyler Forms Library Forms	Provide final localized forms for output.	For Tyler Forms Libraries listed in the Investment Summary.	All testing and changing to proofs has been completed. Formal acceptance and sign off of forms required prior to loading forms to Live.	Y
DED15	Status Reports	Communicate a summary of the current project status based on schedule, tasks, and budget.	Provide effective and timely communication to key staff on the current project status, upcoming events, and project milestones at a detail level.	Provided on a bi-weekly basis and will be posted to Project SharePoint site	N
DED16	Pre-live Checklist	Identify all tasks that will need to be completed for Go-live.	Checklist will provide cutover timelines to cease processing in the legacy system, timeline for final conversions, contingency	City staff will participate in the creation and review of the checklist. The pre-live checklist will be merged and managed	N

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions	Review & Sign-Off Required
			processing plans and instructions for decentralized departments.	centrally with the project plan to prevent redundant task lists.	
DED17	Phase Closure Document	Provide final Status of the Phase	Final Status Report for the phase that documents all outstanding items, issues, and information for Support Transition	Some remaining issues may be open, unless they are related to Tyler-owned tasks, Post Live activities such as Month End or Year End Processes are not expected to be finalized as part of Phase Closure.	Y

G.16 Standard Munis Reports – 2016

Munis REPORTS

Munis Accounts Receivable

Bill Inquiry
Receipt Inquiry
Payments
Reversals
Collector's Report
Aging
Detail Receivables by Date
Detail Receivables Register
Reconciliation
Special Conditions
Deposits (also SSRS)
Schedule of Departmental Payments
Report of Bill Numbers
Summary
Sub AR Billing Web service (SSRS)
Sub AR Cash Statement Web service (SSRS)

Munis Inventory

Inventory List by Location
Inventory List by Commodity
Warehouse Catalog
Inventory List by Category/Model
Inventory master
Inventory Count Worksheets
Perpetual Inventory
Item Reorder
Department Withdrawal
Reconciliation Sheet
Enter Inventory Counts
Inventory Outstanding Receipts
Inventory Reconciliation
Inventory Item by Location (SSRS)

Munis Cash Management

Receipt Inquiry
A/R Bill Inquiry
Daily Treasurers Totals
Interest Allocation
Cash Flow Journal (also SSRS)
AP Cash Requirements

GL to Cash Reconciliation
AP Disbursements
Schedule of Departmental Payments
Payments
Investments Journal
Debt Service Journal
Cash Account Reconciliation
AR Auditor Deposit Summary
City TC36 Proof

Munis Fixed Assets

Asset Inquiry
Asset List by Location/Class
Asset List by GL Account
Asset Insured Value List
Missing/Not in Use List
Activity (History) List
Asset Depreciation List (also SSRS)
Asset List (SSRS)
Due for Replacement List
Asset Worksheet
Asset History by GL Account
Capital Asset Disclosure
Asset Depreciation Schedule
Asset Disclosure Report from GL
Fixed Assets Activity
Fixed Assets Discrepancy
Fixed Asset Depreciation Tracking
Fixed Asset Gain/Loss
Fixed Asset Transfer History
Fixed Asset Activity History (SSRS)

Munis Purchase Orders

Standard PO Reports
Vendor Inquiry
PO by GL Account
PO Inquiry
PO Asset Export
Bid Report
PO Receiving (SSRS)
PO Summary (SSRS)

Munis Accounts Payable

Cash Requirements

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Paid Invoice
Vendor Invoice Lists
Vendor Fiscal Year Summary
Vendor Bid Analysis (SSRS)
Vendor Bid Ranking (SSRS)
Invoice History by GL Account
Invoice Aging
Invoice Open
Retainage
Vendor Certificate
AP Aging (SSRS)
Sub-AP Invoice Details (SSRS)
California Independent Contractors

Munis Site Specific Sales Tax Reports

AZ Sales Tax
SC Sales Tax
SC Sales Tax Report/Export
SC 1099M
NC City Codes
NC Sales Tax Details
NC Sales Tax Summary
NC Initial Sales Tax Conversion
Sales and Use Tax

Three Way Matching Exceptions

Munis Budget Processing

NY Budget
Certification of Resources
Budget Forecast (SSRS)
NY Budget Details (SSRS)
NY Budget Future Years (SSRS)
NY Budget Historical Comparison (SSRS)
NY Budget Projection Comparison (SSRS)

Munis Performance Based Budgeting

Performance Inquiry
Department Inquiry

Munis General Ledger

Chart of Accounts List
Account Inquiry
Accounts Overview
YTD Budget
YTD Available Budget (SSRS)
Last Year Budgetary
Historical Actuals Comparison

Flexible Period
Major Fund
VersaTrans TripTracker Journal
Account Detail History (also SSRS)
Account Trial Balance (also SSRS)
Monthly Trial Balance by Fund
Subsidiary Ledgers
Balance Sheet (also SSRS)
General Ledger Tables Validation
Next year Balance sheet Position (also SSRS)
Year End Trial Balance
MTD Project Budget
YTD Project Budget
YTD Project Budget-Actuals (SSRS)
MTD Project Budget-Actuals (SSRS)
Escrow Deposit Status (SSRS)
Assets by GL Account (SSRS)
Income Statement (SSRS)
Journal Proof (SSRS)
GASB-45 Data Export
National Data Transit

General Ledger Report Templates

Report Templates
Print Report Templates

Report Writing Functions

Group Code Settings
Assign Group Codes
Report Definition – Type 1
Group Code Type 1 Print
Report Definition – Type 2
Group Code Type 2 Print
Report Formatter
Report Formatter Print

Project and Grant Accounting

Report Templates
Print Template Reports
Project Budget
Project Detail History
Project Revenue Allocation
Project Accounting Transaction Exceptions
Project Summary
Project and GL Activity
Default GL Account Exceptions
Project Employee Detail
Grant Funding

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Contracts by Project
Revenue Allocation by Expense/Funding Source (SSRS)
Project Employee Activity (SSRS)
IMB-133 Single Audit Act (SSRS)

State-Specific Reports

Alaska

Segment Translations
AK Quarterly Grant

Arizona

AZ Transparency Export
AZ Maricopa Fund Transfer

California

SACS Settings
SACS Codes
SACS Combination Codes
SACS Extract – Review – Export
SACS Codes Tables Inquiry
SACS Combination Code Table Inquiry

Florida

Secondary Fringe & Overhead Allocation
Fundamentals Export
Project Disbursement-FA399

Georgia

Group Code Export
Annual Financial Audit File (DE46)
GA Nutrition (DE106)
DE0420
Segment Translations
Monthly Income & Expense
GA School Lunch Export

Indiana

GL Segment Transition
IN Form 9
IN Gateway Annual Export

Kentucky

Monthly Financial
AFR/Bal. Sheet
Project Budget
Working Budget

Draft/Tentative Budget
Historical Actuals Comparison
KETS Unmet Need
Verify SR/BS Group Codes

Louisiana

LA Code Translations
Annual Financial
LA Export File Creation

Maine

Segment Translations
ME DOE

Michigan

Segment Translations
MI FID

Missouri

Segment Translations
MO ASBR Report/Export

New York

NYUSA Cross Reference Codes
Group Code Export AUD/AFR
NY ST3 Codes
NY ST3 Export File Creation
Rochester Cash Ledger

North Carolina

NC City Codes

Ohio

Segment Translations
OH AFR Export

Oklahoma

Segment Translations
OK Grant Claims
OCAS Export

Oregon

GL Segment Translations
OR Export

Pennsylvania

GL Segment Translations
PA Export

Rhode Island

Segment Translations
RI Report Export

Tennessee

Segment Translations
TN AFR/Budget Export

Texas

PEIMS Settings
PEIMS Code/Translations
PEIMS Extract

Utah

UT Transparency Export

Virginia

Segment Translations
Grant Code Translations
Grant Reimbursement (Export File Creation)

Wisconsin

Segment Translations
Wisconsin Export
Sage Classroom Expansion Claim

Disability and Unemployment
Quarterly 941
Flexible Period Tax Register
New Hire
Multiple Worksite
Annual 945
Payroll Register
Flexible Period Earnings
Employee Deduction Register
Monthly Earnings
User Defined Payroll Register
Payroll History
Payroll Control Totals
Payroll Budget
Risk Code
Fund Distribution
Bond Purchase and Register
Annual Overtime
Payroll Report by Budget
403(b) Data Export

Payroll Processing

Deductions
Detail Distribution
Accrual Activity
Accrued Expense Detail Distribution

Accrual Processing

Employee Accruals
Accruals by Year

Employee History

Accumulators
Detail Check History
Payroll History

Salary & Benefit Projections

Projection Longevity and Experience

W-2 and 1099-R Processing

W-2 and 1099-R Register
W-2c Report

Timekeeper Interface

SubFinder and SubPay

SSRS Reports

Earn Deduction Proof
Earn Deduction Proof Employee Detail
Employee Turnover
Hours Exceed Scheduled Hours
Pay Change History
Payroll Register
Time Entry Standard

State-Specific

Alabama

AL Retirement
AL New Hire
AL Employment Security

Alaska

AK Retirement
AK Retirement Pay Period Maintenance
AK Quarterly Unemployment
AK New Hire
AK DEED Staff Accounting

Arizona

AZ Retirement Maintenance

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

AZ Public Safety Retirement
AZ Unemployment
AZ New Hire
AZ School City Employee
AZ SDER Maintenance
AZ MMREF Unemployment
AZ Transparency Export
AZ Sales Tax
AZ Voucher Export

California

CA New Hire
CalPERS
CalSTRS
CADE9C

Colorado

CO Unemployment
CO Public Employees' Retirement Assoc.
CO Fire and Police Pension

Connecticut

CT Retirement
CT Unemployment
CT Teacher Retirement/Maintenance
CT New Hire
ED001 (*in progress*)

Delaware

DE Wage Tax Reconciliation Status
DE Wage Tax Delinquent Filers
DE Wage Tax Credits
DE Wage Tax Activity
DE Outstanding Wage Bills

Florida

FL Retirement/Maintenance
FL Local Retirement
FL DOE
FL Unemployment
FL Additional Jobs
Staff Benefits Survey
Staff Demographics
Staff Experience Survey
Staff Fiscal Year Benefits
Staff Fiscal Year Salaries
Staff PR Information
Staff Salary Supplements

Teacher Exit Interview

Georgia

GA CS-1
GA Unemployment
GA TRS
GA TRS Maintenance
GA Employer TRS
GA New Hire
GA Security Extract & Report
Employee's Retirement System (GSEPS & PSERS)
Employee Deduction Import
Certified/Classified Personnel Information
CPI Assignment Maintenance
GA SPA Flex
GA ERGSGA Pension Compliance
GA Eligible Employee Export
Form 9
GA AUF
GA PUF

Idaho

ID Unemployment
ID PERSI

Illinois

IL Employment Security
IL Retirement
IL TRS Retirement
IL Monthly Wage

Indiana

IN Unemployment
IN P-31
IN Non-Certified Personnel
IN Certified Employee Position
IN 100R

Iowa

IA Unemployment
IA PERS
IA MFPRSI Quarterly

Kansas

KS Unemployment

Kentucky

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

KY CERS Monthly
KY CERS Annual
KY CERS START Monthly
KY CERS Retirement Maintenance
KY Teacher Retirement Maintenance
KY CERS Import
KY PSD
KY CSD
KY Workers' Comp
KY Earnings
KY Unemployment
KY New Hire
KY Financial
KY SBAC
KY Medicaid Reimbursement SBAC
KY KTRS
KTRS Pathway
KY Deferred Comp
START EOY
KY Health Insurance Settings
Federal to State Gross Validation
Gross to Withholding Validation
KY Import from ASCII
KY City Coverage Maintenance
KY Remittance Maintenance
KY Contract Maintenance
New Enrollment Maintenance
KY KETS Unmet Needs

Louisiana

LA Police Retirement
LA Employee Retirement
LA Firefighter Retirement
LA School Employee Retirement
LA Quarterly Wage
LA TRS/Maintenance
LA PEP
LA PEP Class Schedule Import (LA Schedules
1, 2, 4, 5)
LA PEP Maintenance
Extended PEP
LA New Hire

Maine

ME Retirement/Maintenance
ME Unemployment
ME New Hire
ME DOE

Maryland

MD Unemployment
MD Retirement
MD New Hire
MD State Retirement Agency Payroll
MD SRA Retirement Maintenance

Massachusetts

MA Retirement/Maintenance
MA Unemployment
MA Teacher Retirement
MA YTD Retirement
MA City Retirement
MA Quarterly Health Insurance
MA New Hire
Multiple Worksites
MA DOE EPIMS
MEPID
Fair Share Contribution (FSC)

Michigan

MI Employment Security
MI Retirement Maintenance
MI ORS Retirement
MI Retirement (MSPERS)
MI MERS
MI New Hire
MI REP
MI REP Employee Maintenance
MI Service Unit Update

Minnesota

MN Unemployment
MN Retirement
MN Retirement Maintenance

Mississippi

MS PERS Retirement
MS PERS Retirement Maintenance
MS Unemployment

Missouri

MO Unemployment
MO Retirement
MO Retirement Monthly Maintenance
MOSIS
MOSIS Educator School

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

MOSIS Educator Core
MO New Hire
MO OASIS Retirement

Montana

MT MPERA Transmittals
MT TRS
MT Unemployment
MT New Hire
MT Workers' Compensation

Nebraska

NE Unemployment

Nevada

NV PERS
NV Quarterly Wage & Contribution

New Hampshire

NH Retirement
NH Unemployment
NH ERS
NH DOE Fall
NH Working Retirees

New Jersey

NJ Quarterly Wage

New Mexico

NM Unemployment
NM New Hire
NM Retirement
NM Retirement Maintenance

New York

NY Teacher Monthly Retirement
NY Teachers Retirement
NY Teachers Retirement Maintenance
NY Employee Retirement RS2402
NY Employee Retirement Maintenance
NY Quarterly Disability
NY NYS-45
NY RS-87
NY Employee Earnings
NY Civil Service
NY New Hire
Civil Service Actions History
Civil Service Annual Report

NY Staff Snapshot
NY Staff Evaluation

North Carolina

NC ORBIT Retirement
NC Employee Retirement Maintenance
NC Employment Security
NC New Hire

Ohio

OH Unemployment Activity
OH Unemployment (ICESA)
OH PERS Retirement
OH STRS Payroll
OH STRS Annual
OH Police and Fire Retirement
OH Police and Fire Retirement Maintenance
OH New Hire
OH HR Claims
OH DOE EMIS
OH SERS

Oklahoma

OK Unemployment
OK New Hire
OK TRS
OK DOE
OK OTRS IRS
OK Compensation Worksheet
OK FBA

Oregon

OR Unemployment
OR New Hire
OR PERS Retirement
OR Retirement Maintenance
OR DOE

Pennsylvania

PA Unemployment (ICESA)
PA SS/Medicare Contribution
PA NPAS Retirement
PA Retirement Maintenance
PA PIMS Educator
PA New Hire
PA Support Personnel (SupPer)
PA Act 32
PSERS

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Rhode Island

RI Unemployment
RI Retirement/Maintenance
RI New Hire

South Carolina

SC PCS
SC New Hire
SC Police & State Retirement
SC Police & State Retirement Maint.
SC Unemployment
W2
941 Form

South Dakota

SD Unemployment

Tennessee

TN Retirement/Contribution
TN Retirement Maintenance
TN Employment Security
TN New Hire
TN Concord Retirement
TN Hybrid Retirement
TCRS Retirement Employer Contrib.
TN Retirement Contribution

Texas

TX New Hire
TX PEIMS/Settings/Code/Extract/
Record Import
TX PEIMS 040, 050, 060 Records
TX PEIMS 090
TX PEIMS Shared Service Arrangements
TX TRAQS
TX TRAQS Retirement Maintenance
TX Unemployment
TX TRS Statutory Minimum
TX TRS Insurance Count
TX TRS Federal Grant
TASB Risk Management
TX Teacher Schedule
TX Teacher Service Records
TX TRS Miscellaneous
TX TRS On-Behalf
TX MRS
TX TRS SB1458
TX Federal Funds Maintenance

TX Position State Grade Crosswalk
TX Workers' Comp
TX MEA Dues Maintenance
TX MEA Employee
TX MEA Non-Employee

Utah

UT Unemployment
UT Retirement
UT Retirement Maintenance

Vermont

VT Unemployment

Virginia

VA Unemployment
VA MSC/IPAL
VA MSC/IPAL Maintenance
VA New Hire
VA Modernization
VA Modernization Maintenance

Washington

WA Retirement
WA Retirement Adjustments
WA Retirement Maintenance
WA Industrial Insurance
WA Unemployment
WA New Hire
WA S275

West Virginia

WV Unemployment

Wisconsin

WI Retirement (Annual)
WI Monthly Retirement Remittance
WI Unemployment
WI New Hire
WI 1202
WI 440
WI Workers' Comp

Wyoming

WY Unemployment
RAIN Retirement

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Guam

GU GUAM Staffing Pattern Report

U.S. Virgin Islands

USVI Employer Wage

USVI Data Export

USVI GERS Deduction Import

Munis Utility Billing CIS

Account Customer Inquiry

Bill Inquiry

Deposits

Account History Inquiry/Report

Account Event History

Budget Balance

Expiration

Aging

Consumption

Consumption Analysis

Consumption Inquiry/Report

Consumption (also SSRS)

Demand

Demand Analysis

Demand History Inquiry/Report

Demand

Assessment

Assessment Revenue Trends

Assessment Early Payoff

Bill Adjustment

Bill Adjustment Audit

Bill Adjustment GL Audit

Adjustment

Lien Processing

Maine Outstanding Liens

Collections

Bill Inquiry

Detail Receivables Register

Detail Receivables by Date

Accounts Receivable Summary

Activity Totals Inquiry/Report

Budget/APP Receivables

Munis Human Resources Management

Position Control & Budgeting

Vacancy

Employee Job/Pay Classification

Salary Analysis

Acting Time

Personnel Actions

Actions History

Applicant Processing

Applicant Reporting

Applicant Complaint Analysis (SSRS)

Leave/Absence Management

Employee Accruals

Perfect Attendance

Accruals by Year

Eligibility

FMLA Eligibility

Accrual Forecast

Benefits Administration

Insurance

Life Insurance

Life Insurance Changes

Eligibility

Total Compensation

Employees without Benefits (SSRS)

Disability and Unemployment

Certifications & Training

Training Forecast

Training Hours Completed

Credentials Tracking for CA City

Accidents & Injuries

OSHA Form 300 and 300A

EEO

EEO-4

EEO-5

Seniority & Tenure

Expanded Seniority Report

Tenure

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Position Transfer Processing

Building Organization

Transfer Request

Vacancy

NCLB Reporting

NCLB Requirements Maintenance

NCLB Tracking

Employee Courses Taught by Year

General SSRS

Employee Birthdays

Notable Anniversaries

Staffing Analysis – Gender

Staffing Analysis – Race

Total Compensation

Munis Tax Billing

General SSRS

Tax Exemptions

Tax Valuation

Alabama

Exemptions

Valuation

Totally Exempt

Tax Rate Review

Personal Property Class Detail

Business Personal Property Trending

Properties Audit

Bill Audit

Top Tax

Summary Receivables

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Payment Arrangements

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Tax Statement

Alaska

Exemptions

Valuation

Tax Rate Review

Personal Property Class Detail

Business Personal Property Trending

Properties Audit

Bill Audit

Top Tax

Summary Receivables

Accounts Receivable Summary

Activity Totals Inquiry/Report

Delinquent Taxpayers

Payment Arrangements

Audit

Arizona

Exemptions

Valuation

Tax Rate Review

Personal Property Class Detail

Business Personal Property Trending

Properties Audit

Bill Audit

Top Tax

Summary Receivables

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Delinquent Taxpayers

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Arkansas

Exemptions

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Totally Exempt

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Top Tax

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California

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Colorado

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Connecticut

Duplicate Motor Vehicle
M-65A New Machinery
Real Estate Selective
Personal Property Audit Request
Personal Property Selective
Personal Property Detail
Certificate History
Customer Audit
Properties Audit
Credit
M-36A Elderly Freeze
M-42B Totally Disabled
M-65A New Machinery
M-46A/B Distressed Municipality
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Florida

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Georgia

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Hawaii

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Idaho

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Illinois

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Iowa

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Kansas

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Kentucky

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Louisiana

Certificate History
Homestead Exemption
Summary Receivables
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Detail Receivables by Date
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Advertising List
Tax Research Certificate
Sale Day Status
Utility Billing Payments
Tax Sale Status
Special Conditions
Tax Sale 1099
Sixty-Day Notice of Tax Sale

Maine

Exemptions
Valuation
Totally Exempt Properties
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
LA-4 Report Verification
Top Tax
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Lien Receivable Register
Short Lien Detail
Long Lien Detail
Hold/Remove
Tax Lien Redemption
Post Office
Special Conditions
Bill Inquiry
Customer Notification List

Maryland

Billing Process Homeowner Credit

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Subsequent Changes
Homeowner Address Change
Tax Rate Review
Billing Process Revenue
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Revenue
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Charge Code
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Credit Distribution
Deferred Bill
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Utility Billing Payment
Tax Sale Status
Special Conditions
Tax Sale 1099
Sixty-Day Notice of Tax Sale
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Revenue

Massachusetts

LA-4 Report Verification
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Delinquent Correspondence
Posted Commitment Book
Posted Abatements
Motor Vehicle New Abatements
Motor Vehicle Posted Abatements
Boat Excise Abatements
Boat Excise New Abatements
Customer Exception

8 of 58
Exempt Vehicles
Delinquent
Duplicate Registrations
Motor Vehicle Tax Receivables Register
Title Receivables Register
Sort Title Detail
Long Title Detail
Tax Title Redemption
Boat Excise Abatements
Boat Excise New Abatements
Site Specific:
Barnstable
Newburyport
Northampton
Cambridge

Michigan

Activity Totals Inquiry/Report
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Minnesota

Exemptions
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Mississippi

Exemptions
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Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Summary Receivables
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Missouri

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Subsequent Billing & Corrections

Posted Abatements

Montana

Exemptions
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Personal Property Class Detail
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Nebraska

Exemptions
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Totally Exempt
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Personal Property Class Detail
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Nevada

Exemptions
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New Hampshire

Exemptions
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Preliminary/Actual
Properties Audit
Exemptions/Credits Summary
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Detail Receivables by Date
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Lien Receivables Register
Short Lien Detail
Long Lien Detail
Hold/Remove

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Tax Lien Redemption
Post Office
Special Conditions
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Customer Notification List

New Jersey

Exemptions
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Totally Exempt
Tax Rate Review
Personal Property Class Detail
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Properties Audit
Bill Audit
Top Tax
Summary Receivables
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Detail Receivables by Date
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New Mexico

Exemptions
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New York

Cities/Towns

Tax Roll Recap
Exemptions
Valuation
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Activity Totals Inquiry/Report

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Long Lien Detail
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Delinquent Tax Roll

Counties

Town Differences
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School Re-levy
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Long Lien Detail
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Foreclosure Processing/Reports
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Audit

Site Specific: Suffolk City

Receivables

North Carolina

Listing Activity
Unlisted Properties
Exemptions
Valuation

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Deferred Values
Prebilling Values
Exemption and Exclusion
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TR-1
Lender Code
Business Personal Property Trending
Properties Audit
Report of Refunds
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Lender Code
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Release/Adjustment
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Discovery/Rollback

DMV

Value Exception
Customer/Situs Exception
Exempt Vehicles
Leased Vehicles
Create License Blocking Export
Antique Vehicles
Annual Renewal
UDR (U-Drive-It)
Adjustment Code
Motor Vehicle Body Code
Sales Price
Motor Vehicle Valuation
Motor Vehicle Tax Summary
First Month Interest

Relief

Relief

North Dakota

Exemptions
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Ohio

Exemptions
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Oklahoma

Exemptions
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Oregon

Exemptions
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Personal Property Class Detail

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Business Personal Property Trending
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Pennsylvania

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Rhode Island

Exemptions
Valuation by Class Code
Class Valuation Summary
Real Estate Value Summary
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Motor Vehicle Location
Business Owned Motor Vehicles
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South Carolina

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South Dakota

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Tennessee

Exemptions
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Prebiling Values
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Personal Property Class Detail
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Lender Code
Business Personal Property Trending

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ERP SYSTEM IMPLEMENTATION

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Texas

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Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Utah

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary Report
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Vermont

Exemptions
Valuation
Totally Exempt
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Tax Statement

Virginia

Mineral Lands
Valuation
Land Use
Exemption
Tax Rate Review
Personal Property Detail
Value Personal Property Detail
Personal Property Class Detail
Personal Property Exception
Business Personal Property Trending
177 Corridor Revenue
Properties Audit
Accounts Receivable Summary
Special Condition
Payment Transaction Activity
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Posted Abatements
Abatement/Adjustment
Supplemental/Rollback
Relief Report

Washington

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending

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ERP SYSTEM IMPLEMENTATION

Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary Report
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

West Virginia

Exemptions
Valuation
Totally Exempt
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit
Tax Statement

Wisconsin

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Subsequent Billing and Corrections

Posted Abatements

Wyoming

Exemptions
Valuation
Tax Rate Review
Personal Property Class Detail
Business Personal Property Trending
Properties Audit
Bill Audit
Top Tax
Summary Receivables
Accounts Receivable Summary Report
Activity Totals Inquiry/Report
Delinquent Taxpayers
Payment Arrangements
Audit

Munis Work Orders, Fleet & Facilities Management

Facilities

Work Order Inquiry
Flexible WO Report
Labor WO Report
Activity
Detail Totals
Parts on Order
Cause
Project
Field Sheet
Equipment Profit & Loss
Equipment WO
Required User Defined Field Report
Action
Scheduled Work Queue
Warranty Expiration
Activity Statistics
Asset Statistics
Employee Statistics
Activity Statistic Report
Activity Report
Employee & Labor Class Code
Fuel Consumption
Room Reservations

Fleet

Work Order Inquiry
Flexible WO Report
Labor WO Report
Activity

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ERP SYSTEM IMPLEMENTATION

Detail Totals
Fleet Report by Unit #
Parts on Order
Cause
Project
In Service/Out of Service
Field Sheet
Equipment Profit & Loss
Equipment WO
Required User Defined Field Report
Action
Scheduled Work Queue
Warranty Expiration
Activity Statistics
Asset Statistics
Employee Statistics
Activity Statistic Report
Asset Statistics Report
Employee & Labor Class Code
Fuel Consumption
Equipment Cost Summary

Public Works and General WOs; Utilities; MIS

Work Order Inquiry
Flexible WO Report
Labor WO Report
Activity
Detail Totals
Parts on Order
Cause
Project
Field Sheet
Equipment Profit & Loss
Equipment WO
Required User Defined Field Report
Action
Scheduled Work Queue
Warranty Expiration
Activity Statistics
Asset Statistics
Employee Statistics
Activity Statistic Report
Asset Statistics Report
Employee & Labor Class Code
Fuel Consumption

SSRS Reports

Work Order Detail

Work Order Field Sheet

ENERGOV REPORTS

Plans Expired by Project
Plans Expired by Work Class
Year Over Year Plans Report by Plan Type
Year Over Year Plans Report

Professional Licenses

Professional License Applied by Classification
Professional License Applied by City
Professional License Applied by Status
Professional License Applied by Type
Professional License Expired by Classification
Professional License Expired by City
Professional License Expired by Status
Professional License Expired by Type
Professional License Issued by Classification
Professional License Issued by City
Professional License Issued by Status
Professional License Issued by Type
Professional License Renewed by Classification
Professional License Renewed by City
Professional License Renewed by Status
Professional License Renewed by Type

Projects

Incomplete Project Listing Report by Expected End Date
Incomplete Project Listing Report by Start Date
Project Listing Report by Complete Date
Project Listing Report by Expected End Date
Project Listing Report by Start Date
Project Listing Report by Status by Complete Date
Project Listing Report by Status by Expected End Date
Project Listing Report by Status by Start Date

Citizen Requests

Citizen Requests by City by Complete Date
Citizen Requests by City by Date Entered
Citizen Requests by City by Deadline Date
Citizen Requests by Emergency by Complete Date
Citizen Requests by Emergency by Date Entered
Citizen Requests by Emergency by Deadline Date
Citizen Requests by Source by Complete Date
Citizen Requests by Source by Date Entered
Citizen Requests by Source by Deadline Date

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ERP SYSTEM IMPLEMENTATION

Citizen Requests by Status by Complete Date
Citizen Requests by Status by Date Entered
Citizen Requests by Status by Deadline Date
Citizen Requests by Type by Complete Date
Citizen Requests by Type by Date Entered
Citizen Requests by Type by Deadline Date
Tax Remit Account with Due Partially Paid
Invoices

G.17 Munis Release Life Cycle

Munis Release	Release Type	Early Adoption (EA)	Limited Availability (LA)	General Availability (GA)	Next Release Planning (NRP)	Last W-2 / 1099 Year End	Product Retired (PR)	Customers Live as of February 1, 2016
* Version 11.3	Final	Feb 2017	NA	Apr 2017	Sep 2019	2020	Apr 2021	Not Available
* Version 11.2.5	Contract	NA	Sep 2016	NA	Sep 2017	2017	Apr 2018	Not Available
Version 11.2	Feature	Feb 2016	NA	Apr 2016	Sep 2018	2018	Apr 2019	Not Available
* Version 11.1.5	Contract	NA	Sep 2015	NA	Sep 2016	2016	Apr 2017	9
Version 11.1	Feature	Feb 2015	NA	May 2015	Sep 2017	2017	Apr 2018	200
Version 10.5	Final	Feb 2014	NA	Apr 2014	Sep 2017	2017	Apr 2018	827
Version 10.4	Feature	Aug 2013	NA	Nov 2013	Sep 2015	2015	Apr 2016	6
Version 10.3	Feature	Feb 2013	NA	Mar 2013	Sep 2015	2015	Apr 2016	159
Version 9.4	Final	Aug 2012	NA	Sep 2012	Sep 2015	2015	Apr 2016	181

Client Acceptance of Project Plan and Phase Schedule

Date:

Client:

Client Project Manager:

Tyler Project Manager:

Project Phase:

This memo indicates acceptance that the project plan (schedule) for this phase of the project has been delivered by the Tyler Project Manager and reviewed by the Client Project Team. Upon receipt of this acceptance, the Tyler Project Manager will consider all dates confirmed.

The Client Project Manager acknowledges that client holidays, vacations and other blocked days have been provided to the Tyler PM for use in developing the project phase schedule. These dates have been reviewed against the schedule provided and there are no known conflicts.

The project plan includes on-site and billable days as well as other project tasks required to complete the project successfully. The client acknowledges that all tasks and scheduled dates on this plan consist of the overall project plan and must be adhered to and managed throughout the project.

Any cancellation of service, regardless of advance notice, has the potential to impact live dates and Tyler resource allocation.

Please return this sign off to <<Tyler PM>>. If we do not receive it within 5 business days, we will consider the sign off complete.

Client Project Manager: _____ Date: _____

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Section H: Munis Project Assumptions

H.1 Estimated Days

The following outlines major assumptions regarding the Contract and the commitment to Live Dates on time and within budget:

- Tyler will provide reasonable availability of resources to support City's efforts to complete the project as scheduled. This is dependent on City's acceptance of proposed dates within five (5) – ten (10) business days, or less, of Tyler notification of proposed dates.
- City will schedule all applicable users to attend scheduled analysis, implementation and training sessions.
- Session topics are scheduled in advance. One session per topic will be covered within the scope of the project. If City chooses to have additional sessions repeated, these are out of scope and require a change order for additional implementation days.
- On-site assistance during Go-Live for phases of the implementation will be determined based on the total budget of days during project planning. Additional implementation assistance beyond the budgeted days will be considered out of scope and may require a change order if requested by City. Tyler will provide post go-live training for month-end processing and year end processing as defined in the project schedule that will be delivered by the Tyler Project Manager.
- It will be City's responsibility to train end users. Tyler will train Functional Leaders, Core Users, and the City Training staff. City is responsible for scheduling the decentralized training, developing customized user documentation, conducting the training, and assessing user understanding and acceptance.
- All project tasks will be assigned owners and due dates which correspond to the overall project schedule. Project Tasks that are not completed by the due date may adversely affect the project schedule and Go-Live Dates.
- Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each analysis and implementation session builds on the decisions made in prior sessions.
- Abbreviated timelines and overlapped phases can result in project delays if there are not sufficient City resources assigned to complete all required work as scheduled.

H.2 Project Planning and Kickoff

The following outlines major assumptions and activities surrounding the Project Initiation and Kickoff phase of the Project:

- City shall assign and authorize a Project Manager (s) prior to the start of this phase.
- City Project Managers, along with the Tyler Project Managers shall participate in the review and final revision of the Project management and planning documents, which include this Implementation Project Scope Agreement, the Project Risk Register, and the Communications Plan.
- The Tyler Project Manager and City Project Manager will develop the Project Plan. Tyler will be responsible for providing the initial project plan and will maintain and update the project plan

throughout all phases of the project. City's Project Manager will approve the initial and all subsequent updates of the project plan at the regularly scheduled project meetings. City will be involved in reviewing and providing necessary feedback and input as requested by the Tyler Project Manager. The City will sign off on both steps.

- City project team will participate with the Tyler Project Manager in the Project Kickoff meeting to discuss the project approach and expectations.

H.3 Facility Requirements

The following outlines major assumptions surrounding the Facility used for the Project:

- City will provide a room to be used as a training lab for Tyler staff to transfer knowledge to City resources as well as a place for City staff to practice what they have learned.
- The room is to be set up in a classroom setting. The number of workstations in the room is to be determined by City. It is Tyler's recommendation that every person attending a scheduled session with a Tyler Implementer have their own workstation; however, Tyler requires that there be no more than two people at a given workstation.
- A workstation is to consist of a computer that has access to the training/test database, the internet, and a printer.
- City is to provide a workstation that connects to the Tyler system for the Tyler trainer conducting the session. The computer must be linked to a projector so everyone attending the session is able to follow the information being communicated.
- In addition to computers and a printer, it is recommended that a phone be available in the room as well as a white board with markers and eraser.
- City is responsible for scheduling the training room for the sessions conducted by Tyler staff. If phases overlap, it will be necessary to make multiple training facilities available. It will not always be possible to adjust phase implementation schedules to avoid conflict with other ongoing Tyler activities.

H.4 Project Tasks

The following outlines major assumptions and activities surrounding the implementation of the Tyler solution:

- Tyler will inform City that training prerequisites that must be completed prior to conducting the session. Tyler will provide notice of any training prerequisites to City Project Managers at least ten business days prior to the scheduled session via a written agenda.
- After each training or implementation session Tyler will inform City project team and document in a centrally tracked action log what tasks that must be completed prior to Tyler personnel returning to the site.
- Tyler will add new tasks to the master project plan a minimum of ten (10) days prior to the due date and notify City Project Manager when any new tasks are added after the project plan is accepted.
- Tasks will also be listed on the Project SharePoint site along with due date and owner
- Typical homework items are as follows:
 - Practice on processes learned
 - Review and complete any prerequisites prior to attending scheduled training session
 - Complete Set up table
 - Validate converted data

-
- Should City not be able to complete communicated prerequisites or tasks, then City Project Managers must bring it to the attention of the Tyler Project Manager immediately so that assistance can be offered or scheduling be revised (if more than two weeks in advance).

Section I: EnerGov Project Scope

I.1 Phase 2 Software and Services

Phase 2	Users/Units
Core Software	
EnerGov Permitting & Land Management Suite (PLM)	100
EnerGov Licensing & Regulatory Suite (LRM)	20
Extensions	
EnerGov My GovPay	1
EnerGov VirtualPay	1
EnerGov Adv Server Extensions Bundle	1
EnerGov Citizen Access Web Portal - Licensing & Reg Mgmt (LRM)	1
EnerGov Citizen Access Web Portal - Permitting & Land Mgmt (PLM)	1
Permitting & Land Management SDK	1
EnerGov e-Reviews	1
EnerGov GIS	1
EnerGov IVR	1
EnerGov IG Workforce Apps	41
EnerGov Report Toolkit	1
EnerGov Professional Services	Hours
EnerGov Fundamentals Training Included in the quote	80
EnerGov Report Development Services Included in the quote	400
EnerGov Professional Implementation Services	2400
EnerGov Onsite Training & Production Support Services	240
EnerGov Data Conversion Services	240
EnerGov Project Management Services ⁶	720

I.1.1 Definition of Included Services

The total professional services hours set forth in the Investment Summary have been allocated to the project as follows:

Billable Hours in Scope

- Project Management Services = [720] resource hours
- Professional Implementation (System Configuration) Services = [2400] resource hours
- System Administration / Fundamentals Training = [80] resource hours

⁶ Referenced in Section B.3.8

- End User Onsite Training & Production Support = [240] resource hours
- Report Development Services = [400] resource hours = up to [50] Reports
- Data Conversion Services = [240] resource hours
- Travel = [25] on-site trips (where a “trip” is defined as onsite travel of up to five business days)

Business Scope (Transactions and Automation)

- Unique Business Transactions in Scope = up to [75] **Transactions**
- Template Business Transactions in Scope = up to [50] **Transactions**
- Geo-Rules within Scope = up to [30] **Geo-Rules**
- Intelligent Objects and IA’s within Scope = up to [30] **IO/IA**
- Custom Reports/Output documents within scope = up to [50] **reports**
- Integrations within scope = [None] **No integrations within Scope**
- Data Conversion Sources within scope = [SunGard HTE]

“Business transaction” is defined by:

- Unique workflow or business process steps & actions (including output actions)
- Unique Automation logic (IO logic etc)
- Unique Fee assessment / configuration definition
- Unique Custom fields/forms definition
- Uniqueness of any of these mentioned parameters regulates the need for a unique business case transaction design document and configuration event

“Template” transaction is defined by:

- A pre-defined and pre-configured EnerGov best management business process.

I.1.2 Estimated Timeline

An estimated timeline for the EnerGov implementation has been provided as an Appendix to this Statement of Work. Project timelines are living, fluid documents subject to change. The estimates provided in the Appendix are for the Customer’s initial planning and resource allocation purposes. Timelines will be updated during the project planning process and adjusted, as necessary, over the course of the project. The estimated timeline is currently projected at [18] months for a single project phase.

Section J: EnerGov Implementation

The following tasks have been arranged for this project, with responsibility definitions for both Tyler and Customer as follows:

- **Own** – Ownership of the task throughout
- **Participate** – Active, ongoing participation in the task throughout

- **Advise** – Advisory role as needed by the other party
- **None** – No planned/required involvement by the designated party

Upon completion of a task, the customer will have an opportunity to review the deliverable, if any, associated with the task. The customer will have a five-ten day business window within which to identify to Tyler a deviation from the warranties provided in the parties' agreement. In the event a deviation is identified and confirmed, Tyler will address the deviation according to the terms of the Support Call Process or the services warranty provision set forth in the Agreement, as applicable. When a corrected deliverable has been resubmitted for review, that process shall repeat. Upon Stage completion, Tyler will provide the customer with a Work Acceptance Form to document that all tasks within the Stage have been successfully delivered. The customer must return the completed Work Acceptance form within five-ten business days of receipt, or the Stage will be deemed "accepted."

Each stage is dependent on the results of the previous stage and therefore, each stage of the methodology cannot begin until the previous stage is completed and approved.

J.1 Implementation Stages

J.1.1 Stage 0 - Software Delivery

Objectives:

- Tyler software is made available to the customer

Tasks:

Software Delivery		
Tasks	Tyler	Customer
Tyler makes the licensed software available on the project SharePoint site for downloading	Own	None

J.1.2 Stage 1 - Initiation and Planning

Objectives:

- Introduction to project and detailed review of Stages, Tasks and Milestones/Deliverables
- Distribution of forms and gathering of high-level organizational and process information
- Establishment of communication channels (Project Manager, SMEs, Permitting Systems Coordinator, etc.)
- Assessment of IT infrastructure and needs
- Planning for staff mobilization & allocation
- Team Training –System Admin /EnerGov Fundamentals
- Create project plan, including baseline project schedule

Tasks:

Initiation & Planning		
Tasks	Tyler	Customer

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ERP SYSTEM IMPLEMENTATION

Conduct Planning/Initiation Introductory Phone Call	Own	Participate
Assign Project Team Members	Advise	Own
Provide/Assign facilities for Tyler on-site activities	Advise	Own
Identify non-working days (i.e. vacations, holidays, etc.)	Own	Participate
Define procurement and configuration plan for necessary hardware, non-EnerGov systems software and networking infrastructure by the customer as specified by SOW Attachment C	Advise	Own
Provide Tyler remote access (when needed) to required server for Tyler software installation and system configuration	Advise	Own
Deliver and review Process and Configuration Collection Templates	Own	Participate
Create SharePoint site to manage project deliverables, documents, and UAT	Own	None
Deliver and review Project Status Report Template	Own	Participate
Deliver and review Sample Signoff Form	Own	Participate
Deliver and review GIS requirements and best practices documentation	Own	Participate
Deliver and review Data Conversion Template Database (DCT-DB), ERDs and usage documentation	Own	Participate
Prepare programs/databases for integration	Advise	Own
Identify and document project risks and resolutions	Own	Participate
Amend project scope/SOW as needed	Own	Participate
Deliver and review Project Plan (including project schedule)	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Team Training	Own	Participate
Deliver Project Planning & Initiation Stage Sign Off to Customer	Own	None
Return Project Planning & Initiation Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Initiation and Planning Stage

J.1.3 Stage 2 - Assess & Define

Objectives:

- Tyler to gain an understanding about how customer conducts business
- Translate business understanding into the “to-be” documented EnerGov configuration definition documentation

Tasks:

Assess & Define		
Tasks	Tyler	Customer
Identify Business Transactions / Case Types (i.e. Permit Types, Plan Types, Inspection Types, etc.)	Advise	Own

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

EnerGov and City will develop mutually agreeable timeframes ensure that all project tasks are coordinated within each business area.	Participate	Participate
Scope and document EnerGov configuration design document per business transaction / process	Own	Participate
Deliver ArcGIS base map service(s) to Tyler	Advise	Own
Develop Project Definition Documents to include comprehensive collection of business processes, configuration and other details identified during this Stage	Own	Participate
Deliver and review Project Definition Documents	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Deliver Assess & Define Stage Sign Off to Customer	Own	None
Return Assess & Define Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Assess & Define Stage

J.1.4 Stage 3A –System Configuration

Objectives:

- Configure the core EnerGov software in accordance with configuration definitions from Assess & Define stage

Tasks:

System Configuration		
Tasks	Tyler	Customer
Deploy Pre-production environment to house the configuration system as defined and reviews by Tyler's Hardware / Infrastructure requirements documentation	Advise	Own
Configure the software based upon the EnerGov configuration definitions established in the previous Assess & Define stage	Own	Participate
Perform ongoing reviews with customer as configuration progresses	Own	Participate
Deliver populated Data Conversion Template Database (DCT-DB)	None	Own
Complete Basic Configuration Reviews	Own	Participate
Deliver System Configuration Stage Sign Off to Customer	Own	None
Return System Configuration Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of System Configuration Stage

J.1.5 Stage 3B – Configuration - Internal Test

Objectives:

- Conduct initial operational test to ensure that Tyler has the information and configurations necessary to complete report development and data conversions
- Confirm basic system configuration to ensure proper operation

Tasks:

Internal Test		
Tasks	Tyler	Customer
Provide users logins for key Customer staff	Own	None
Conduct basic system configuration testing/retesting walkthrough	Own	Participate
Record testing results in SharePoint	None	Own
Resolve any system issues identified	Own	None
Other tasks as identified	Own for respective team	Own for respective team
Deliver Internal Testing Stage Sign Off to Customer	Own	None
Return Internal Testing Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Internal Test Stage

J.1.6 Stage 4A - Build Specifications

Objectives:

- Define custom report requirements and prioritize custom report requirements as estimated
- Define and map data conversion requirements (see section titled *Data Conversion*)
- Define integration specifications, as applicable
- Define and map, based on provided API's, interface requirements, as applicable

Data Conversion within scope		
System Name	Details	Comments
See investment summary		

System Integrations within scope	
System Name	Comments
See investment summary	

Tasks:

Build Specifications		
Tasks	Tyler	Customer
Populate Data Conversion Template Database (DCT-DB)	Advise	Own
Deliver and review list out-of-the-box standard reports, documents, dashboards and search consoles in order to identify any gaps in report coverage that may require custom report development	Own	Participate
Develop Report Specifications	None	Own
Deliver Custom Report Development as estimated and bill as delivered (hours and cost),	Own	Participate
Develop integration specifications	TBD	TBD
Deliver and review integration specifications to Customer	TBD	TBD
Other tasks as identified	Own for respective team	Own for respective team
Deliver Build Specifications Stage Sign Off to Customer	Own	None

Return Build Specifications Stage Sign Off to Tyler	None	Own
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Milestone/Deliverable: Signoff of Build Specifications Stage

J.1.7 Stage 4B - Build

Objectives:

- Develop Custom Reports per defined requirements, if any
- Import data from Data Conversion Template Database (DCT-DB) into master EnerGov database
- Development of scoped and defined integrations, as applicable

Tasks:

Build		
Tasks	Tyler	Customer
Deliver and review populated Data Conversion Template Database (DCT-DB) with EnerGov Data Services team member(s)	Advise	Own
Import data into EnerGov master database from populated Data Conversion Template Database (DCT-DB)	Own	None
Produce, deliver and review internally tested import of legacy data into EnerGov master database	Own	Participate
Produce, deliver and review internally tested custom reports per defined requirements (if necessary)	None	Own
Produce, deliver and review internally tested integrations per defined requirements	NA	NA
Provide and review the documented cut over strategy	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Deliver Build Stage Sign Off to Customer	Own	None
Return Build Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Build Stage

J.1.8 Stage 5A - System Acceptance Planning

Objectives:

- Create test scripts based on pre-determined functionality requirements criteria
- Provide system overview and administrator training for power users (i.e. customer testers, administrators and IT)
- Conduct testing and system validation for promotion to end user training

Tasks:

System Acceptance Planning		
Tasks	Tyler	Customer
Develop and review acceptance schedule and criteria	Own	Participate
Coordinate training logistics and schedule	Own	Participate
Provide facilities suitable to training and testing needs	Advise	Own
Provide, if requested by Customer, Tyler's training lab	Own	Advise

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Recommend test strategies, scenarios and best acceptance practices	Own	Participate
Provide sample test scripts, as requested	Own	Advise
Develop test scripts and testing criteria (based on documented business processes, interfaces, imports, reporting, etc.)	Advise	Own
Provide System Overview and Administrator training for Power Users	Own	Participate
Deliver fully configured database for pre-System Acceptance Testing data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for System Acceptance Testing	None	Own
Conduct pre-System Acceptance Testing import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production testing environment	None	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver System Acceptance Planning Stage Sign Off to Customer	Own	None
Return System Acceptance Planning Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of System Acceptance Planning Stage

J.1.9 Stage 5B – Verification and System Acceptance

Objectives:

- Test and signoff on each delivered business process, suite or component based on criteria and scope
- System ready for production and promoted to a production and/or training environment
 - “Ready for production” means that items that are not features enhancement or bugs that will allow the customer to move forward to User Training (Stage 6) and then go-live are addressed

Tasks:

Verification and System Acceptance		
Tasks	Tyler	Customer
Conduct testing of custom (if necessary) and standard reports	Advise	Own
Conduct testing of main EnerGov forms and end-to-end system functionality	Advise	Own
Conduct testing of produced integrations	Advise	Own
Conduct testing of imported data	Advise	Own
Record testing results in SharePoint	None	Own
Resolve material System Acceptance Testing issues	Own	Participate
Retest until acceptance criteria developed in Stage 5A are met such that go-live can occur	Participate	Own

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ERP SYSTEM IMPLEMENTATION

Parties agree to identify any out-of-scope configuration requests that do not impact System Acceptance and designate each for post go-live change order consideration	Own	Participate
Other tasks as identified	Own for respective team	Own for respective team
Deliver Verification and System Acceptance Stage Sign Off to Customer	Own	None
Return Verification and System Acceptance Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Verification and System Acceptance Stage

J.1.10 Stage 6 - User Training

Objectives:

- Provide requisite hours of classroom and one-on-one training and knowledge transfer

Tasks:

User Training		
Tasks	Tyler	Customer
Coordinate training logistics and schedule	Own	Participate
Provide facilities suitable to training needs	Advise	Own
Provide, if requested by Customer, Tyler's training lab	Own	Advise
Deliver fully configured database for pre-User Training data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for User Training	None	Own
Conduct pre-User Training import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production testing environment	None	Own
Conduct customer training	Own	Participate
If "train the trainer" approach, conduct end-user training	None	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver User Training Stage Sign Off to Customer	Own	None
Return User Training Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of User Training Stage

J.1.11 Stage 7 – Production & Production Support

Objectives:

- Conduct final data import cutover
- Conduct final integration deployment
- Tyler to provide on-site production support prior to cutover to Help Desk

(Maintenance and Support)

Tasks:

Production & Production Support		
Tasks	Tyler	Customer
Deliver fully configured database for Production data import to EnerGov	None	Own
Populate Data Conversion Template Database (DCT-DB) with latest iteration for Production	None	Own
Conduct Production import of data from Data Conversion Template Database (DCT-DB) in master EnerGov database and deliver to Customer	Own	None
Deploy fully configured and imported master EnerGov database into the Production environment	None	Own
Provide onsite pre and post production support	Participate	Own
Define support logistics and schedule	Own	Advise
Assist customer as production issues arise	Participate	Own
Provide technical and functional user support	Participate	Own
Develop and maintain post-production issues list in SharePoint	Participate	Own
Ensure key/critical personnel are present and available to participate	Advise	Own
Other tasks as identified	Own for respective team	Own for respective team
Deliver Production & Production Support Stage Sign Off to Customer	Own	None
Return Production & Production Support Stage Sign Off to Tyler	None	Own

Milestone/Deliverable: Signoff of Production & Production Support Stage

J.2 Data Conversion

Any data that is converted inaccurately, and is identified by the City during the data validation process prior to acceptance and authorization to load to the Live database, will be fixed and addressed by Tyler at no additional charge.

The following criteria are applied to Data Conversion:

J.2.1 Data Format

The customer must provide data to Tyler in the Data Conversion Template Database (DCT-DB) structure, as set forth in the SOW Attachments. Providing data in this format will ensure that data is properly imported into the system. Data not provided in this structure will not be considered for import.

J.2.2 Data scrubbing/cleansing

Any data scrubbing should be done by the customer prior to populating the DCT-DB. Data scrubbing and cleansing is not included in the EnerGov proposal.

J.2.3 Required Fields

There are certain fields in the EnerGov software which are required fields, and we cannot write records to the EnerGov master DB without populating these columns. Sometimes, these required fields will not be available in the legacy source data, so a simple default value can be written to the DCT-DB to fulfill the NOT NULL constraint. Tyler would write the default value as part of the conversion process.

J.2.4 Custom Fields

Most legacy systems will have some attribute fields that are not specified in the corresponding master table within DCT-DB. In the EnerGov software, we will refer to these as custom fields. Within each module, there will be a child table for such custom fields. Since these are specific to the legacy system(s), the customer may add columns to these tables in DCT-DB to accommodate any needed custom fields in the migration.

J.2.5 Parsing data

The data format is defined based on the fields that exist in the EnerGov module (street number and street name, for example). If the customer would like that data to be converted, the customer will have to break out its legacy data so that it matches the EnerGov data fields. EnerGov will provide guidance on how to best resolve any issues that may arise.

Address Data: Tyler does not parse out address information for optimization purposes. Rather the customer is responsible to deliver the address information in the requested (preferred format). Tyler will import the address data delivered (format) and map the fields to the best possible location in the EnerGov system. Tyler is not responsible for cleanup of inconsistent addressing.

Phone Numbers: Phone numbers are imported in the format in which the data is delivered to Tyler. Tyler is not responsible for cleanup of inconsistent numbering or sequencing.

Individuals / Names: Individual names are imported in the format in which the data is delivered to Tyler. Tyler is not responsible for parsing out single name fields into First, Last, Middle, Company, etc.

Contacts Data: If contact data is not keyed in such a way that each instance of a person has one, and only one, contact record (the record with all of their attributes such as name, address, company, phone, etc.) in the data source, then the contacts associated with a record will typically be imported into a general information tab rather than into the EnerGov Enterprise Contacts Manager.

J.2.6 Business-Specific Rules

Business specific rules are handled in the software configuration process and cannot typically be mapped within the data conversion process. This includes but is not limited to EnerGov Intelligent Objects and EnerGov Case Workflows.

J.2.7 Calendars & Scheduling

EnerGov software can import scheduled hearings and meeting details; however any data residing on an actual calendar control is excluded from the scope of the data conversion.

J.3 Key Project Assumptions

- Tyler shall initially implement the most current version of the Tyler software at the time of the contract signing. During the implementation Tyler will provide newer releases of the software that meet or exceed the version available at contract signing. After Go-Live, the customer is responsible for installing newer releases. Release notes are provided for all new versions.
- Customer will maintain primary responsibility for the scheduling of customer employees and facilities in support of project activities.
- Customer will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all purchased Tyler software products in both support/testing and production environments.
- Customer is responsible for proper site preparation, hardware, software and network configuration in accordance with Tyler specifications.
- Customer has, or will provide, access licenses and documentation of existing system to which Tyler will read, write or exchange data.
- Customer has, or will provide, a development/testing environment for import and interface testing as they are developed by Tyler.
- Tyler will provide Customer with a weekly status reports that outline the tasks completed. Tyler will also provide details regarding the upcoming tasks that need to be completed during the coming weeks, the resources needed (from customer) to complete the tasks, a current or updated version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the production dates) as needed.
- Tyler personnel shall attend executive project review committee meetings (internal) as needed.
- Out of scope deliverables will only be provided via a change order that is mutually agreed to.

J.4 Risk / Mitigation Strategy

J.4.1 Project Schedule

Risk: Impact of various factors on baseline project schedule.

Mitigation: Given the fact that project schedules are working documents that change over the course of the project, Tyler will work closely with the customer to update, monitor, agree, and communicate any required changes to the project schedule.

J.4.2 Activity Focus

Risk: Minor activities consume time that should be dedicated to major activities of the project with the end result that time and/or costs overruns budget. Examples include meetings of little substance, or time spent investigating undocumented functionality or other activities not in scope.

Mitigation: Project Managers for both parties must focus squarely on meeting deadlines, services, and configuration requirements of the implementation as planned and documented in the planning, assessment and definition stages.

J.4.3 Incomplete Legacy Interface Documentation

Risk: During the project, certain third party documentation will be required for such tasks as interface development and import of legacy data and others.

Mitigation: Customer should insure that APIs for interfacing to other systems, and/or a customer expert that understands the legacy database, are available to Tyler. If no such documentation or customer expertise exists, the customer will be responsible for coordinating with the third-party vendor to advise Tyler, at a potential additional expense to the customer (although not necessarily from Tyler).

J.4.4 Technology Age

Risk: This risk is highly dependent on the choice of Tyler products and whether the customer is hosting any of those products. If the customer will be hosting the Tyler software, then the technology hosting that software should be robust and durable. Technology that barely meets minimum requirements today will be insufficient as the needs of the system grow.

Mitigation: Tyler will assist the customer in determining optimal technology and plans to guard against pre-mature obsolescence. The customer will also complete a hardware survey, initiated by our deployment team, to confirm that the customer's hardware is sufficient for the upcoming implementation.

J.5 Critical Success Factors

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored.

- Knowledge Transfer - While Tyler cannot guarantee specific expertise for customer staff as a result of participating in the project, Tyler shall make reasonable efforts to transfer knowledge to the customer. Customer personnel must participate in the analysis, configuration and deployment of the Tyler software in order to ensure success and to transfer knowledge across the organization. After completion of the production phase (Stage

7), the customer will be responsible for administering the configuration and introduction of new processes in the Tyler system.

- Dedicated Customer Participation – Tyler understands that customer staff members have daily responsibilities that compete with the amount of time that can be dedicated to the Tyler implementation project. However, it is critical that the customer acknowledges that its staff must be actively involved throughout the entire duration of the project as defined in the Project Plan. Tyler will communicate insufficient participation in Project Status Reports.
- Managing Project Scope - To implement the project on time and within budget, both the customer must acknowledge the scope of the project set forth in the parties' agreement, and, for services, refined over the course of the early project Stages described in this Statement of Work. Change Orders for additional items outside the scope must be submitted in advanced and signed by project stakeholders before work can begin on those items. Likewise, reductions of the defined scope will also require a Change Order.

J.6 Development Tools

Configuration tools (the same ones Tyler will use to implement the system) are built-into the software. The customer has full access to them, and its administrators will be trained on them. EnerGov reports are developed in Crystal Reports, so any changes to customer reports does require a licensed copy of Crystal Reports. The EnerGov system does include a Crystal Report reader, so view-only users do not require a Crystal Reports license.

J.7 Documentation

J.7.1 Tyler-provided documentation

Over the course of the staged implementation lifecycle, the Tyler project team will provide stage-specific documentation in a range of formats (both editable and non-editable). Examples include:

- Data Collection docs (MS Excel) for configuration
- Data Mapping docs (MS Excel) for data conversion
- ERDs & Data Dictionaries for IT (PDF and CHM)
- API Documentation (PDF)
- Training Documentation Templates (MS Word and MS PowerPoint)
- Release Notes for Service Packs (PDF)
- Other documentation as required for the specifics of the project.

J.7.2 Customer-provided documentation

A definitive list of Customer-provide documentation is not possible until all aspects of the implementation are determined, usually in the beginning stages of the project. Tyler does not expect the customer to general documents that do not exist in the regular course of customer's business. Customer's assistance in completing the Tyler-provided forms and requests for configuration information is essential to a successful project.

Documentation originated by the Customer may include (if available or the City can produce to best of their ability):

- API's for any third-party software system to which the Tyler software will interface and exchange data
- Import data documentation and in a format suitable for import into the Tyler software (please see section titled Data Conversion)
- Workflow documentation on the customer's current business processes
- Copies of pertinent ordinances or other controlling authorities
- Fee schedules
- Copies of existing permits, licenses, other documents presented to the public and expected to be derived from the Tyler software

Section K: Technology Architecture

K.1 On-premises Server Requirements

K.1.1 Overview

The following section includes various options for the server infrastructure required for use with the Tyler Munis ERP and EnerGov application suites. The primary metric in sizing server specifications is the number of estimated concurrent users of each system.

Tyler supports several server environment deployment types including high availability configurations, virtualized environments and dedicated testing environments; the following requirements are for a standard deployment. Unless otherwise noted, all specifications include non-production environments (e.g. Train and Test).

Hard disk space specifications include a combination of internal hard drives and SAN storage device for many servers. Storage requirements are included for each server for capacity planning purposes. A fiber controller is strongly recommended for dedicated database servers and virtualized environments connecting to the SAN device for performance and redundancy reasons; iSCSI is sufficient for all other servers. For larger SQL installations, configuring the TEMPDB files on dedicated solid state drives can significantly improve SQL performance. SQL Server Enterprise Edition is required for "at-rest" data encryption using Transparent Data Encryption (TDE).

Operating system, database and application software is included for reference only. Typically, it is the responsibility of our clients to properly license Microsoft software procure required hardware.

K.1.2 High Availability

Tyler supports a variety of high availability (HA) server configurations. Tyler's recommended configuration is a virtualized environment used in conjunction with replication products such as

VMware Site Recovery Manager or Veeam Backup and Replication. For environments requiring multiple dedicated SQL Server servers, SQL Server AlwaysOn Availability Groups is recommended (note, AlwaysOn requires SQL Server Enterprise Edition). A hardware-based network load balance appliance is strongly recommended when using multiple application servers. Clients should contact Tyler Installation Services when considering these advanced configurations.

Tyler will work with every client to help determine the best configuration to meet their infrastructure needs, however it is typically the responsibility of the client (or their hardware vendor) to configure advanced HA environments.

K.1.3 Virtualization

Tyler Technologies supports VMware vSphere and Microsoft Hyper-V for virtualizing Windows servers. It is a requirement that a Storage Area Network (SAN) or RAID 10 direct attached storage must be used when configuring a virtualized solution and the system should be configured such that virtualized guests are given dedicated memory.

Most virtualized installations will require customized hardware configurations. Please contact your sales representative to be directed to the appropriate Tyler technical resource that will be able to assist in hardware selection.

Tyler Technologies currently does not offer any training or installation services for the VMware or Microsoft Hyper-V virtualization products.

K.1.4 Server Infrastructure Requirements

The following outlines server infrastructure required for a Munis and EnerGov software implementation sized between 250 and 500 concurrent Munis users and 50 and 100 concurrent EnerGov users. At this size, Tyler recommends separate infrastructure for non-production environments (e.g. Train, Test).

Sites with more than 500 concurrent Munis users and/or 100 concurrent EnerGov users should contact their Tyler Sales Representative or Tyler's Installations Department for a customized configuration.

K.1.1.4.1 Production Environment

Server Function	Qty.	CPU (P) ^[1]	CPU (V) ^[2]	Memory	Storage	Software
Tyler Databases ^[3]	2	(2) Intel quad core 2.4Ghz+	6 vCPU	56GB	3TB to 4TB ea. pair ^[4]	Windows Server 2012 R2 Standard SQL Server 2012 or 2014 Enterprise
EnerGov Application	1	(2) Intel six core 2.0Ghz+	8 vCPUs	32GB	100GB	Windows Server 2012 R2 Standard
Munis Application ^[4]	2	(2) Intel quad core 2.0Ghz+	4 vCPUs	32GB	300GB ea.	Windows Server 2012 R2 Standard SharePoint 2013 Foundation
Content Management	1	(2) Intel quad core 2.0Ghz+	6 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard
External Web	1	(1) Intel quad core 2.0Ghz+	4 vCPUs	32GB	100GB	Windows Server 2012 R2 Standard

K.1.1.4.1 Non-Production Environment

Server Function	Qty.	CPU (P) ^[1]	CPU (V) ^[2]	Memory	Storage	Software
Tyler Databases ^[3]	1	(1) Intel quad core 2.4Ghz+	4 vCPU	32GB	2TB to 4TB ^[4]	Windows Server 2012 R2 Standard SQL Server 2012 or 2014 Enterprise
EnerGov Application	1	(1) Intel quad core 2.0Ghz+	4 vCPUs	24GB	100GB	Windows Server 2012 R2 Standard
Munis Application ^[5]	1	(1) Intel quad core 2.0Ghz+	2 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard SharePoint 2013 Foundation
Content Management	1	(1) Intel quad core 2.0Ghz+	4 vCPUs	24GB	300GB	Windows Server 2012 R2 Standard
Web	1	(1) Intel quad core 2.0Ghz+	2 vCPUs	16GB	100GB	Windows Server 2012 R2 Standard

[1] CPU configuration for physical configuration.

[2] Minimum virtual CPU allocation for virtual configuration.

[3] SQL Server Enterprise Edition is required for high-availability configurations using AlwaysOn Availability Groups in addition to other advanced RDBMS configurations.

[4] EnerGov eReview requires additional 2TB-4TB storage

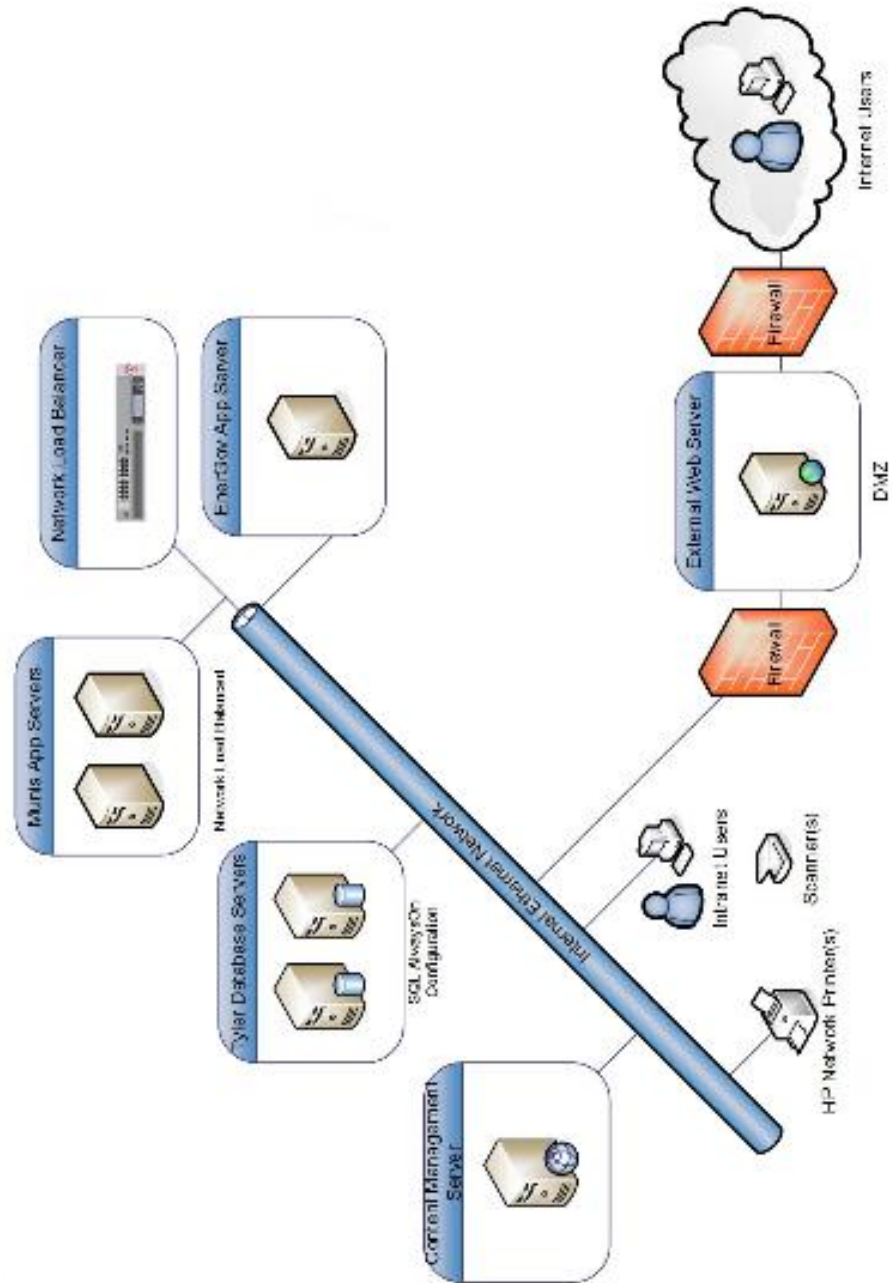
[5] Multiple application servers require a Network Load Balance device.

K.1.5 Infrastructure Diagram for Production Environment

Tyler Technologies Infrastructure Diagram (Production Environment)

Tyler Muni's ERP: Up to 500 concurrent users

Tyler EnerGov: Up to 100 concurrent users



K.1.6 Network Requirements

K.1.6.1 Overview

Tyler applications communicate over TCP/IP and a network infrastructure of 10/100 Mbps between workstation and server and gigabit (1000 Mbps) connections between on-premises servers is highly recommended.

On-premises installations require external web servers reside in a Firewall DMZ. On-premises clients must obtain a 1024-bit (minimum) SSL certificate for all web and application servers to encrypt all traffic over HTTPS between the server and end users.

K.1.6.2 Bandwidth

Bandwidth usage can vary depending on application user type and their daily functions. Based on benchmarks through Tyler's SaaS data center and Test Lab, Tyler recommends the following bandwidth requirements:

Client to Server:

- Minimum: Mobile broadband
- Recommended: 10/100 Mbps
- 20-25 Kbps per concurrent user session

Server to Server (on-premises only):

- 1GBps network connection

Server to Disk Subsystem (on-premises only):

- Environments up to 250 concurrent users: iSCSI
- Environments over 250 concurrent users: Fiber

Tyler highly recommends sites with many anticipated remote users request a bandwidth utilization report for at least 1 month of recent usage from their ISP to ensure they have sufficient bandwidth available to meet these requirements, especially those considering Tyler SaaS Hosting.

Remote access options for on-premises installations such as Remote Desktop Services (RDS), RemoteApp and Citrix are supported and recommended for low bandwidth environments.

K.1.6.3 Microsoft Active Directory (on-premises only)

Microsoft Active Directory is required for authentication with Tyler back office applications. All Tyler servers must be a member of a domain that includes Active Directory user accounts for all back office users. All workstations used to access back office applications must also be a member of the same domain. Active Directory configuration and administration is the sole responsibility of the client and

must be configured prior to installation of Tyler servers. Munis Self Service users do not require Active Directory accounts or access from workstations that are members of the domain.

Please consult Tyler's Installation Department to discuss using Tyler applications in advanced Active Directory environments.

K.1.6.4 Email Server Integration

An SMTP email server is required for sending notifications. While any email server can be used for email notifications, Microsoft Exchange is required for the following advanced functionality:

- Automated scheduling in areas such as Scheduler Central for Munis Permitting, Munis Work Orders and Munis Utility Service Orders, and Munis Work Order Facilities room reservations
- Automated archiving of emails initiated from Munis to Tyler Content Manager
- Appointment creation on records directly from Munis
- Munis Dashboard Web Parts for Outlook Email, Outlook Calendar, Outlook Tasks and Outlook Contacts

K.1.7 End-user Requirements

K.1.7.1 Microsoft Windows Workstations

	Minimum⁷	Recommended
Operating System	Windows 7 (32-bit)	Windows 7 or 8.1 (64-bit)
Memory	2 GB	4+ GB
Disk Space	100 MB	500 MB
Screen Resolution (Munis)	1024 x 768	1280 x 800
Screen Resolution (EnerGov)	1680x1050	1920x1080 2560x1600 (ePlans Review only)

Required PC Software / Components:

- Microsoft .NET Framework v4.5⁸
- Microsoft Silverlight 5.1⁹
- Java Runtime Environment (JRE) 8¹⁰

⁷ Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the 'recommended' hardware configuration.

⁸ Microsoft .NET Framework required for Tyler Cashiering only.

⁹ Microsoft Silverlight required for EnerGov and select Munis functionality only, such as Tyler Content Manager.

¹⁰ JRE required for select Tyler Content Manager advanced functionality only.

Supported Windows Workstation Web Browsers

- 32-bit Microsoft Internet Explorer 11
- 32-bit Microsoft Internet Explorer 9, 10¹¹
- 32-bit Google Chrome version 31 or higher¹²
- 32-bit Mozilla Firefox (latest version)¹³

Supported Microsoft Office for Windows¹⁴

- 32-bit Microsoft Office 2013
- 32-bit Microsoft Office 2010
- 32-bit Microsoft Office 2007¹⁵

K.1.7.2 Apple Mac OS Workstations

	Minimum¹⁶	Recommended
Operating System	Mac OS X 10.9 (64-bit)	Mac OS X 10.10+ (64-bit)
Processor	1.8 Ghz Intel	2.5+ Ghz Intel
Memory	2 GB	4+ GB
Disk Space	50 MB	100 MB
Screen Resolution (Munis)	1024 x 768	1280 x 800
Screen Resolution (EnerGov)	1680x1050	1920x1080 2560x1600 (ePlans Review only)

Required Mac Software / Components:

- Microsoft Silverlight 5.1¹⁷

Supported Mac Workstation Web Browsers¹⁸

- 32-bit Apple Safari 7.1 or higher (with auto-updates enabled)
- 32-bit Mozilla Firefox¹⁹

¹¹ Supported with EnerGov only.

¹² Microsoft Silverlight browser add-in is required for EnerGov and select Munis applications. In September 2015, Google Chrome will remove support for Microsoft Silverlight. Users requiring access to Silverlight applications must use Microsoft Internet Explorer.

¹³ Firefox supported with EnerGov and Munis Self Service only.

¹⁴ Office 365 supported, but requires Office desktop client.

¹⁵ Excel and Word export supported only. Office client add-ins for Munis are not supported.

¹⁶ Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the 'recommended' hardware configuration.

¹⁷ Microsoft Silverlight required for EnerGov and select Munis functionality only, such as Tyler Content Manager.

¹⁸ For optimal user experience, Tyler highly recommends all Mac workstations used for back office access (non Self Service) are members of the same Active Directory domain as Tyler servers.

¹⁹ Firefox supported with EnerGov and Munis Self Service only.

Supported Microsoft Office for Mac

- 32-bit Microsoft Office for Mac 2011

Mac OS Limitations

Munis and EnerGov are fully supported on Mac OS X with the following exceptions. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or “Windows on Mac” virtualization (e.g. Parallels Desktop for Mac, VMware Fusion).

Munis Limitations

- Microsoft Office for Mac does not support connections to SQL OLAP cubes. Due to this Microsoft limitation, Mac users cannot access Munis Cubes.
- Munis Next Year Budget Entry (NYBE) for Excel is a Microsoft Excel add-on is one of several ways users can input and maintain information related to next year budget entry. This add-on is only available for Microsoft Office (2010 and higher) on Windows platforms.
- Tyler Reporting Services / SQL Server Reporting Services reports cannot be created or modified.
- Advanced Tyler Content Manager functionality such as batch document scanning.

EnerGov Limitations

- eReviews is not supported on Mac OS.

K.1.7.3 Mobile Devices

Application	Any Mobile Device ²⁰	Windows 8 Tablet	Windows Phone	Apple iPad	Apple iPhone
Munis Application Suite ²¹	X	X		X	
Employee Time Off Approvals	X	X	X	X	X
Munis Field Inspector		X	X		
Munis Self Service	X	X		X	
Munis Workflow	X	X	X	X	X
Munis Work Orders		X			
EnerGov Inspections		X		X	
EnerGov Enforcement Management				X	

K.2 On-premises Installation Process

The installation of Tyler software will be handled by a dedicated team that is well versed in the installation process and will ensure that the project is completed in timely manner. The installation process consists of four general phases and is outlined below:

²⁰ Not all devices tested regularly.

²¹ HTML5 applications only; requires browser with HTML5 support. Some applications may require remote access configuration by the client.

- Initial Coordination
- Pre-Installation Preparation
- On-Site Installation Visit
- Post-Installation Follow Up & Installation Review

K.2.1 Initial Coordination

The initial coordination phase entails a review of the final Tyler contract, including products purchased and the hardware needs for those products. At this time, the Installation Coordinator will contact you to discuss your timelines and expectations.

A conference call will be scheduled to discuss hardware needs and offer recommendations for the final hardware purchase. The Installation Team will work with you to recommend and review your hardware quotes to ensure they meet our requirements. Once an estimated delivery date is received from your hardware vendor, a date can be scheduled for the On-Site Installation.

K.2.2 Pre-Installation Preparation

Once the installation date is confirmed, an Installation Engineer is assigned to your project and the follow arrangements are made:

- Booking of travel and accommodations
- Travel and On-Site Coordination (This is conducted via email and/or phone call and will serve to confirm dates, travel arrangements, parking arrangements, hours of operation as well as an agenda for the time scheduled on-site. During this communication, the installer is available to answer any questions surrounding the installation, hardware, process, etc.).

The Installation Coordinator will prepare an Electronic Delivery Package of your software. You will receive an e-mail including a Packing List for your software, a Licensing Worksheet and a link to the Tyler Technologies Electronic Delivery System. You are required to download the software packages available to you, and store them in an accessible location for the Installation Engineer.

K.2.3 On-Site Installation Visit

During a typical installation, the Installation Engineer will travel on Monday and will arrive at the client site Tuesday to begin installation related tasks.

A usual Tyler Installation is a combination of on-site and remote work. Typical installations are completed during a week, however additional on-site or remote work may be needed depending on the installation complexities and configured. These installation weeks will be scheduled over the course of a month or two depending on the over-all project plan milestones.

One of the most critical aspects of the installation process is the Installation Review. This training is intended for your technical staff. Please note that this training is not end-user training and will only cover IT related functions for the purpose of setup, configuration and maintenance. During training, we encourage staff to ask plenty of questions to help familiarize them with your new Tyler Infrastructure.

The following items are addressed during the Installation Review:

- File Systems and Installation Locations
- Critical Services and Accounts
- Backup Plans, Restore Options and Client Requirements
- Refreshing Databases
- Security Concerns (Domain, Local and SQL Accounts)
- Printer Setup and Print to PDF Output Options
- User Account Preparation
- Location and Functionality of Special Products (Dashboard, Central, MSS, TCM, CAFR, etc.)
- Using Remote Assistance
- Installing Client Software
- Technical Product Functionality

K.2.4 Post-Installation Follow-Up

After the Installation Engineer has departed from your site, any general questions, comments or concerns, can be directed to your Tyler Technologies Project Manager. He or she will direct your questions as necessary to ensure a high level of customer service. For any installation specific questions, comments, or concerns, please contact the Technology Services Manager or Installation Coordinator.

Any outstanding items from the On-Site Installation will be scheduled for remote completion. If any of the remote installation work requires Server Installation Sign Off Forms to be completed, the Installation Engineer will prepare these forms and e-mail them to you. The Installation Engineer will review the sign off with you in addition to performing Installation Review for the specific product to ensure that everything is complete and fully functional. Similarly, if any product is delivered separately to you in order to complete the remote installation, any packing lists accompanying the electronic delivery will also need to be signed and dated. You will then return the completed copies of all paperwork to the Installation Engineer.

Once your Tyler Installation has been completed, the next phase of your project will involve Implementation and Training. Your Project Manager will be the primary contact for assisting you from this phase forward. For any installation related questions, please contact the Installation Coordinator. All support related questions should be directed to the OS/DBA Department or the specific product support group for the fastest possible resolution.

K.3 Installation Roles & Responsibilities

This section defines technical activities, roles and responsibilities using the key defined below.

- Own: The party is solely responsible for the task
- Lead: The party responsible for the task and may manage other resources
- Assist: The party is actively involved in the completion of the task
- Participate: The party is involved in, but does not lead the task

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

- Share: Both parties are mutually responsible for completing the task. Both parties assume individual responsibility to ensure task is completed
- None: The party is not involved in the task

Installation Activity	Tyler	Client
Discuss installation time frame and customer needs	Lead	Assist
Determine database configuration and specification, i.e. cluster vs. mirror	Lead	Assist
Provide server specifications and consultation	Lead	Participate
Obtain hardware quote from vendor	Assist	Lead
Provide quote for review and approval	Assist	Lead
Order hardware and notify of arrival date		Lead
Arrange and confirm onsite installation	Lead	Assist
Notify Tyler when hardware arrives		Lead
Installation Eng. to arrange conference call to discuss and finalize installation process	Lead	Assist
Confirm hardware is configured and brought pre-determined level. O/S at necessary update level and SAN has appropriate LUNs and RAID arrangement.	Assist	Lead
Arrive onsite and begin installation	Lead	Participate
Review overall installation process with customer	Lead	Assist
Provide necessary resources for installation, includes: Network Admin, Active Directory Admin, Server Admin, and any other personnel as previously discussed	Assist	Lead
Install Tyler applications	Lead	Participate
Install and configure SQL database	Lead	Assist, as needed
Install and configure additional products	Lead	
Installation Activity	Tyler	Client
Conduct installation review of all server configurations	Lead	Assist
Conduct training to install end user software	Lead	Assist
Complete installation sign offs	Lead	Assist
Arrange for items that will completed remotely	Lead	Assist
Provide connectivity assistance for remote items	Assist	Lead
Complete remote installation sign offs	None	Own

K.4 Tyler Forms Output Management Solution Printer Requirements

K.4.1 Check Printers

The following technical specifications must be met for check printing with the Tyler Forms Output Management Solution:

- HP Brand Black/White Laser Jet Networked Printer with Static IP Address
- Automatic Duplexing
- IEEE 1284-B Compliant Parallel Port or High Speed USB 2.0 Port
- HP Jet Direct Fast Ethernet Embedded Print Server
- PCL 5e Drivers Installed
- Minimum Memory - 64MB
- Minimum of 80 Internal TrueType Scalable Fonts (80 HP Font Set)
- Minimum of 2 Full Input Trays (Manual Feed Tray not usable)
- Accommodates Letter and Legal Size Paper Stock
- Printers must have the latest firmware updates installed

PLEASE NOTE: We do not support HP printers that have been modified with TROY brand or any other 3rd party MICR security features for check printing.

K.4.2 Other Tyler Forms Printers

The following technical specifications must be met for all other form (not check) printing with the Tyler Forms Output Management Solution:

- Networked Laser Printer with Static IP Address
- PCL 5e Drivers Installed
- Minimum Memory - 64MB
- Minimum of 2 Full Input Trays (Manual Feed Tray not usable)
- Minimum of 80 Internal TrueType Scalable Fonts
- Accommodates Letter and Legal Size Paper Stock
- Printers must have the latest firmware updates installed

* Please note that for some form designs you may need to have a duplexing unit on the printer. In addition, our solution is designed for and guaranteed to work with approved HP black and white laser jet printers meeting the minimum requirements. For non-check forms we will make every effort to print to other networked printers as long as they meet the technical requirements. While we routinely and successfully print other forms to many brands of laser printers, if we are unable to print to a printer on your site, you will be required to provide an alternate printer.

K.4.3 Non-Tyler Forms Printing Requirements

Networked Printers are required.

K.4.4 Scanner Requirements for Tyler Content Manager

Tyler Content Manager Scanner Compatibility Reference Chart

Tyler has certified the following scanners to be used in production environments with Tyler Content Manager. If you want to be 100% confident in your scanner, and know that it has been through rigorous testing specifically with our application, we suggest you purchase a scanner from this list. While we cannot guarantee other scanners compatibility or fully support ones not on this list, most TWAIN compatible scanners should also work with TCM.

NOTE: Tyler Technologies does not sell scanners. The prices listed below are in no way guaranteed by Tyler, and are listed only to provide a general range of cost as an aide to you as you consider your scanner purchase.

LEGEND

SL	TCM Silverlight Certified (Integrated Viewer and Integrated Capture)
JAVA	TCM JAVA Certified
XP	Windows XP Certified
WIN7	Windows 7 Certified
WIN8	Windows 8 Certified
VISTA	Windows Vista Certified
XP	Windows XP (32/64bit)
s2008	Windows Server 2008 (32/64bit)
s2012	Windows Server 2012
x64	64-bit Certified
VRS	Virtual ReScan
TWAIN	explicit TWAIN
noWIA	not WIA Compliant

Scanners



Brother 9460

Est. Retail Price: \$600

•SL •JAVA •XP •WIN7 •x64
•TWAIN •noWIA



Brother 9560

Est. Retail Price: \$650

•SL •JAVA •XP •WIN7 •x64
•TWAIN •noWIA



Fujitsu 60F

Est. Retail Price: \$270-300

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN



Fuji 5015 C

Retail Price: \$560

•SL •JAVA •XP •WIN7 •x64
•TWAIN



Fujitsu 6110

Est. Retail Price: \$650

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN



Fujitsu 6140 Z

Est. Retail Price: \$900-1000

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN



Fujitsu 6230 Z

Est. Retail Price: \$1250-1400

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN



Fujitsu 6240 Z

Est. Retail Price: \$1850

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN



Fujitsu 6670

Est. Retail Price: \$3800

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN

*No longer in Production,
may be available for purchase*



Fujitsu 6770

Est. Retail Price: \$3400-5500

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN •VRS

*No longer in Production,
may be available for purchase*



Fujitsu 6770 A

Est. Retail Price: \$5200-6400

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN



Fujitsu 6800

Est. Retail Price: \$17200+

•SL •JAVA •XP •WIN7 •VISTA
•x64 •TWAIN



Fujitsu 7180

Est. Retail Price: \$1450+

WIN7 •WIN8 •VISTA •XP
•s2008 •s2012



EFFECTIVE DATE: Sept. 29, 2008

MASTER DEPOSIT ACCOUNT NUMBER: 34953

THREE-PARTY MASTER DEPOSITOR
ESCROW SERVICE AGREEMENT

1. Introduction.

This Three-Party Master Depositor Escrow Service Agreement (the "Agreement") is entered into by and between Tyler Technologies, Inc., ("Depositor"), and by any additional party enrolling as a "Beneficiary" upon execution of the Beneficiary Enrollment Form attached as Exhibit E to this Agreement and by Iron Mountain Intellectual Property Management, Inc. ("Iron Mountain"). Beneficiary, Depositor, and Iron Mountain may be referred to individually as a "Party" or collectively as the "Parties" throughout this Agreement.

(a) The use of the term "services" in this Agreement shall refer to Iron Mountain services that facilitate the creation, management, and enforcement of software or other technology escrow accounts as described in Exhibit A attached hereto ("Services"). A Party shall request Services under this Agreement by submitting a work request for certain Iron Mountain Services ("Work Request") via written instruction or the online portal maintained at the website located at www.ironmountainconnect.com or other websites owned or controlled by Iron Mountain that are linked to that website (collectively the "Iron Mountain Website").

(b) The Beneficiary and Depositor have, or will have, entered into a license agreement or other agreement conveying intellectual property rights to the Beneficiary ("License Agreement"), and the Parties intend this Agreement to be considered as supplementary to the License Agreement, pursuant to Title 11 United States [Bankruptcy] Code, Section 365(n).

2. Depositor Responsibilities and Representations.

- (a) Depositor shall make an initial deposit that is complete and functional of all proprietary technology and other materials covered under this Agreement ("Deposit Material") to Iron Mountain within thirty (30) days of the Effective Date. Depositor may also update Deposit Material from time to time during the Term of this Agreement provided a minimum of one (1) complete and functional copy of Deposit Material is deposited with Iron Mountain at all times. At the time of each deposit or update, Depositor will provide an accurate and complete description of all Deposit Material sent to Iron Mountain via the Iron Mountain Website or using the form attached hereto as Exhibit B.
- (b) Depositor represents that it lawfully possesses all Deposit Material provided to Iron Mountain under this Agreement free of any liens or encumbrances as of the date of their deposit. Any Deposit Material liens or encumbrances made after their deposit will not prohibit, limit, or alter the rights and obligations of Iron Mountain under this Agreement. Depositor warrants that with respect to the Deposit Material, Iron Mountain's proper administration of this Agreement will not violate the rights of any third parties.
- (c) Depositor represents that all Deposit Material is readable and useable in its then current form; if any portion of such Deposit Material is encrypted the necessary decryption tools and keys to read such material are deposited contemporaneously.
- (d) Depositor agrees, upon request by Iron Mountain, in support of Beneficiary's request for verification Services, to promptly complete and return the Escrow Deposit Questionnaire attached hereto as Exhibit Q. Depositor consents to Iron Mountain's performance of any level(s) of verification Services described in Exhibit A attached hereto and Depositor further consents to Iron Mountain's use of a subcontractor to perform verification Services. Any such subcontractor shall be bound by the same confidentiality obligations as Iron Mountain and shall not be a direct competitor to either Depositor or Beneficiary. Iron Mountain shall be responsible for the delivery of Services of any such subcontractor as if Iron Mountain had performed the Services. Depositor represents that all Deposit Material is provided with all rights necessary for Iron Mountain to verify such proprietary technology and materials upon receipt of a Work Request for such Services or agrees to use commercially reasonable efforts to provide Iron Mountain with any necessary use rights or permissions to use materials necessary to perform verification of the Deposit Material. Depositor agrees to reasonably cooperate with Iron Mountain by providing reasonable access to its technical personnel for verification Services whenever reasonably necessary.

3. Beneficiary Responsibilities and Representations.

- (a) Beneficiary acknowledges that, as between Iron Mountain and Beneficiary, Beneficiary assumes all responsibility for the completeness and functionality of all Deposit Material.
- (b) Beneficiary may submit a verification Work Request to Iron Mountain for one or more of the Services defined in Exhibit A attached hereto and further consents to Iron Mountain's use of a subcontractor if needed to provide such

Services. Beneficiary warrants that Iron Mountain's use of any materials supplied by Beneficiary to perform the verification Services described in Exhibit A is lawful and does not violate the rights of any third parties.

4. Iron Mountain Responsibilities and Representations.

- (a) Iron Mountain agrees to use commercially reasonable efforts to provide the Services requested by Authorized Person(s) (as identified in the "Authorized Person(s)/Notices Table" below) representing the Depositor and Beneficiary in a Work Request. Iron Mountain may reject a Work Request (in whole or in part) that does not contain all required information at any time upon notification to the Party originating the Work Request.
- (b) Iron Mountain will conduct a visual inspection upon receipt of any Deposit Material and associated Exhibit B. If Iron Mountain determines that the Deposit Material does not match the description provided by Depositor represented in Exhibit B attached hereto, Iron Mountain will notify Depositor of such discrepancies and notate such discrepancy on the Exhibit B.
- (c) Iron Mountain will provide notice to the Beneficiary of all Deposit Material that is accepted and deposited into the escrow account under this Agreement.
- (d) Iron Mountain will work with a Party who submits any verification Work Request for Deposit Material covered under this Agreement to either fulfill any standard verification Services Work Request or develop a custom Statement of Work ("SOW"). Iron Mountain and the requesting Party will mutually agree in writing to a SOW on the following terms and conditions that include but are not limited to: description of Deposit Material to be tested; description of verification testing; requesting Party responsibilities; Iron Mountain responsibilities; Service Fees; invoice payment instructions; designation of the paying Party; designation of authorized SOW representatives for both the requesting Party and Iron Mountain with name and contact information; and description of any final deliverables, prior to the start of any fulfillment activity. After the start of fulfillment activity, each SOW may only be amended or modified in writing with the mutual agreement of both Parties, in accordance with the change control procedures set forth therein.
- (e) Iron Mountain will hold and protect all Deposit Material in physical or electronic vaults that are either owned or under the control of Iron Mountain, unless otherwise agreed to by the Parties.
- (f) Upon receipt of written instructions by Depositor, Iron Mountain will permit the replacement or removal of previously submitted Deposit Material.
- (g) Iron Mountain will return the Deposit Material to Depositor upon termination of this Agreement. If reasonable attempts to return the Deposit Material to Depositor are unsuccessful, Iron Mountain shall destroy the Deposit Material.

5. Payment.

The Party responsible for payment designated in Exhibit A ("Paying Party") shall pay to Iron Mountain all fees as set forth in the Work Request ("Service Fees"). Except as set forth below, all Service Fees are due to Iron Mountain within forty-five (45) calendar days from the date of invoice in U.S. currency and are non-refundable. Iron Mountain may update Service Fees with a ninety (90) calendar day written notice to the Paying Party during the Term of this Agreement. Iron Mountain shall not increase Service Fees by more than eight percent (8%) per year. The Paying Party is liable for any taxes related to Services purchased under this Agreement or shall present to Iron Mountain an exemption certificate reasonably acceptable to the taxing authorities. Applicable taxes shall be billed as a separate item on the invoice, to the extent possible. Any undisputed Service Fees not collected by Iron Mountain when due shall bear interest until paid at a rate of one percent (1%) per month (12% per annum) or the maximum rate permitted by law, whichever is less. Notwithstanding, the non-performance of any obligations of Depositor to deliver Deposit Material under the License Agreement or this Agreement, Iron Mountain is entitled to be paid all Service Fees that accrue during the Term of this Agreement.

6. Term and Termination.

- (a) The initial "Term" of this Agreement is for a period of one (1) year from the Effective Date ("Initial Term") and will automatically renew for additional one (1) year terms (each a "Renewal Term") and continue in full force and effect until one of the following events occur: (i) Depositor provides Iron Mountain with sixty (60) days' prior written notice of its intent to cancel this Agreement; (ii) Beneficiary provides Iron Mountain and Depositor with sixty (60) days' prior written notice of their intent to terminate this Agreement; (iii) the Agreement terminates under another provision of this Agreement; or (iv) any time after the Initial Term, Iron Mountain provides one hundred eighty (180) days prior written notice to the Depositor and Beneficiary of Iron Mountain's intent to terminate this Agreement. During this notice period, Iron Mountain's Service Fees shall be paid by the Paying Party. If the Effective Date is not specified above, then the last date noted on the signature blocks of this Agreement shall be the Effective Date.
- (b) Unless the express terms of this Agreement provide otherwise, upon termination of this Agreement, Iron Mountain shall return the Deposit Material to the Depositor. If reasonable attempts to return the Deposit Material to Depositor are unsuccessful, Iron Mountain shall destroy the Deposit Material.

- (c) In the event of the nonpayment of undisputed Service Fees owed to Iron Mountain, Iron Mountain shall provide all Parties to this Agreement with written notice of Iron Mountain's intent to terminate this Agreement. Any Party to this Agreement shall have the right to make the payment to Iron Mountain to cure the default. If the past due payment is not received in full by Iron Mountain within forty-five (45) calendar days of the date of such notice, then Iron Mountain shall have the right to terminate this Agreement at any time thereafter by sending written notice to all Parties. Iron Mountain shall have no obligation to take any action under this Agreement (except to those obligations that survive termination of this Agreement) so long as any undisputed Service Fees due Iron Mountain under this Agreement remain unpaid.

7. General Indemnity.

Subject to Section 10 and 11, each Party shall defend, indemnify and hold harmless the others, their corporate affiliates and their respective officers, directors, employees, and agents and their respective successors and assigns from and against any and all claims, losses, liabilities, damages, and expenses (including, without limitation, reasonable attorneys' fees), arising under this Agreement from the negligent or intentional acts or omissions of the indemnifying Party or its subcontractors, or the officers, directors, employees, agents, successors and assigns of any of them.

8. Warranties.

- (a) IRON MOUNTAIN WARRANTS ANY AND ALL SERVICES PROVIDED HEREUNDER SHALL BE PERFORMED IN A WORKMANLIKE MANNER. EXCEPT AS SPECIFIED IN THIS SECTION, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, AGAINST INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW. AN AGGRIEVED PARTY MUST NOTIFY IRON MOUNTAIN PROMPTLY OF ANY CLAIMED BREACH OF ANY WARRANTIES AND SUCH PARTY'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY SHALL BE RETURN OF THE PORTION OF THE FEES PAID TO IRON MOUNTAIN BY PAYING PARTY FOR SUCH NON-CONFORMING SERVICES. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY AND LIMITED REMEDY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE. THE WARRANTY PROVIDED IS SUBJECT TO THE LIMITATION OF LIABILITY SET FORTH IN THIS AGREEMENT.
- (b) Depositor warrants that all Depositor Information provided hereunder is accurate and reliable and undertakes to promptly correct and update such Depositor Information during the Term of this Agreement.
- (c) Beneficiary warrants that all Beneficiary information provided hereunder is accurate and reliable and undertakes to promptly correct and update such Beneficiary Information during the Term of this Agreement.
- (d) Ownership Warranty. Depositor warrants that it is the owner or legal custodian of the Deposit Material and has full authority to store the Deposit Material and direct their disposition in accordance with the terms of this Agreement. Depositor shall reimburse Iron Mountain for any expenses reasonably incurred by Iron Mountain (including reasonable legal fees) by reason of Iron Mountain's compliance with the instructions of Depositor in the event of a dispute concerning the ownership, custody or disposition of Deposit Material stored by Depositor with Iron Mountain.

9. Confidential Information.

Iron Mountain shall have the obligation to reasonably protect the confidentiality of the Deposit Material. Except as provided in this Agreement Iron Mountain shall not use or disclose the Deposit Material. Iron Mountain shall not disclose the terms of this Agreement to any third party. If Iron Mountain receives a subpoena or any other order from a court or other judicial tribunal pertaining to the disclosure or release of the Deposit Material, Iron Mountain will immediately notify the Parties to this Agreement unless prohibited by law. After notifying the Parties, Iron Mountain may comply in good faith with such order. It shall be the responsibility of Depositor or Beneficiary to challenge any such order; provided, however, that Iron Mountain does not waive its rights to present its position with respect to any such order. Iron Mountain will cooperate with the Depositor or Beneficiary, as applicable, to support efforts to quash or limit any subpoena, at such party's expense. Any Party requesting additional assistance shall pay Iron Mountain's standard charges or as quoted upon submission of a detailed request.

10. Limitation of Liability.

NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT, ALL LIABILITY, IF ANY, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, OF ANY PARTY TO THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT EQUAL TO ONE YEAR OF FEES PAID OR OWED TO IRON MOUNTAIN UNDER THIS AGREEMENT. IF CLAIM OR LOSS IS MADE IN RELATION TO A SPECIFIC DEPOSIT OR DEPOSITS, SUCH LIABILITY SHALL BE LIMITED TO THE FEES RELATED SPECIFICALLY TO SUCH DEPOSITS. THIS LIMIT SHALL NOT APPLY TO ANY PARTY FOR: (I) ANY CLAIMS OF

INFRINGEMENT OF ANY PATENT, COPYRIGHT, OR TRADEMARK; (II) LIABILITY FOR DEATH OR BODILY INJURY; (III) PROVEN THEFT; OR (IV) PROVEN GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

11. Consequential Damages Waiver.

IN NO EVENT SHALL ANY PARTY TO THIS AGREEMENT BE LIABLE TO ANOTHER PARTY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST PROFITS OR LOST DATA OR INFORMATION, ANY COSTS OR EXPENSES FOR THE PROCUREMENT OF SUBSTITUTE SERVICES, OR ANY OTHER INDIRECT DAMAGES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE EVEN IF THE POSSIBILITY THEREOF MAY BE KNOWN IN ADVANCE TO ONE OR MORE PARTIES.

12. General.

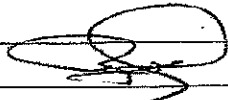
- (a) Incorporation of Work Requests. All valid Depositor and Beneficiary Work Requests are incorporated into this Agreement.
- (b) Purchase Orders. In the event that the Paying Party issues a purchase order or other instrument used to pay Service Fees to Iron Mountain, any terms and conditions set forth in the purchase order which constitute terms and conditions which are in addition to those set forth in this Agreement or which establish conflicting terms and conditions to those set forth in this Agreement are expressly rejected by Iron Mountain.
- (c) Right to Make Copies. Iron Mountain shall have the right to make copies of all Deposit Material as reasonably necessary to perform the Services. Iron Mountain shall copy all copyright, nondisclosure, and other proprietary notices and titles contained on Deposit Material onto any copies made by Iron Mountain. Any copying expenses incurred by Iron Mountain as a result of a Work Request to copy will be borne by the Party requesting the copies. Iron Mountain may request Depositor's reasonable cooperation in promptly copying Deposit Material in order for Iron Mountain to perform Services.
- (d) Choice of Law. The validity, interpretation, and performance of this Agreement shall be controlled by and construed under the laws of the State of Texas, United States of America, as if performed wholly within the state and without giving effect to the principles of conflicts of laws.
- (e) Authorized Person(s). Depositor and Beneficiary must each authorize and designate one person whose actions will legally bind such party ("Authorized Person(s)" who shall be identified in the Authorized Person(s) Notices Table of this Agreement) and who may manage the Iron Mountain escrow account through the Iron Mountain Website or written instruction. The Authorized Person(s) for each the Depositor and Beneficiary will maintain the accuracy of their name and contact information provided to Iron Mountain during the term of this Agreement.
- (f) Right to Rely on Instructions. Iron Mountain may act in reliance upon any instruction, instrument, or signature reasonably believed by Iron Mountain to be genuine and from an Authorized Person(s), officer, or other employee of a Party. Iron Mountain may assume that such representative of a Party to this Agreement who gives any written notice, request, or instruction has the authority to do so. Iron Mountain will not be required to inquire into the truth or evaluate the merit of any statement or representation contained in any notice or document reasonably believed to be from such representative. With respect to Release and Destruction of Deposit Materials, Iron Mountain shall rely on an Authorized Person(s).
- (g) Force Majeure. No Party shall be liable for any delay or failure in performance due to events outside the defaulting Party's reasonable control, including without limitation acts of God, earthquake, labor disputes, shortages of supplies, riots, war, acts of terrorism, fire, epidemics, or delays of common carriers or other circumstances beyond its reasonable control. The obligations and rights of the excused Party shall be extended on a day-to-day basis for the time period equal to the period of the excusable delay.
- (h) Notices. All notices regarding Exhibit C (release) shall be sent by commercial express mail or other commercially appropriate means that provide prompt delivery and require proof of delivery. All other correspondence, including invoices, payments, and other documents and communications, may be sent electronically or via regular mail. The Parties shall have the right to rely on the last known address of the other Parties. Any correctly addressed notice to last known address of the other Parties that is relied on herein that is refused, unclaimed, or undeliverable because of an act or omission of the Party to be notified as provided herein shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by electronic mail, the postal authorities by mail, through messenger or commercial express delivery services.
- (i) No Waiver. No waiver of rights under this Agreement by any Party shall constitute a subsequent waiver of this or any other right under this Agreement.
- (j) Assignment. No assignment of this Agreement by Depositor or Beneficiary or any rights or obligations of Depositor or Beneficiary under this Agreement is permitted without the written consent of Iron Mountain, which shall not be

unreasonably withheld or delayed, provided, however, Depositor may, without the prior written consent of Iron Mountain, assign this Agreement in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of the Depositor's assets. Iron Mountain shall have no obligation in performing this Agreement to recognize any successor or assign of Depositor or Beneficiary unless Iron Mountain receives clear, authoritative and conclusive written evidence of the change of parties. No assignment of this Agreement by Iron Mountain or any rights or obligation of Iron Mountain under this Agreement is permitted without the written consent of Depositor, which shall not be unreasonably withheld or delayed, provided, however, that Depositor's consent shall not be required for any assignment of this Agreement to an Iron Mountain subsidiary or other Iron Mountain entity.

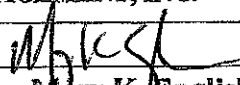
- (k) Severability. In the event any of the terms of this Agreement become or are declared to be illegal or otherwise unenforceable by any court of competent jurisdiction, such term(s) shall be null and void and shall be deemed deleted from this Agreement. All remaining terms of this Agreement shall remain in full force and effect. If this paragraph becomes applicable and, as a result, the value of this Agreement is materially impaired for any Party, as determined by such Party in its sole discretion, then the affected Party may terminate this Agreement by written notice to the others.
- (l) Independent Contractor Relationship. Depositor and Beneficiary understand, acknowledge, and agree that Iron Mountain's relationship with Depositor and Beneficiary will be that of an independent contractor and that nothing in this Agreement is intended to or should be construed to create a partnership, joint venture, or employment relationship.
- (m) Attorneys' Fees. In any suit or proceeding between the Parties relating to this Agreement, the prevailing Party will have the right to recover from the other(s) its costs and reasonable fees and expenses of attorneys, accountants, and other professionals incurred in connection with the suit or proceeding, including costs, fees and expenses upon appeal, separately from and in addition to any other amount included in such judgment. This provision is intended to be severable from the other provisions of this Agreement, and shall survive and not be merged into any such judgment.
- (n) No Agency. No Party has the right or authority to, and shall not, assume or create any obligation of any nature whatsoever on behalf of the other Parties or bind the other Parties in any respect whatsoever.
- (o) Disputes. Any dispute, difference or question relating to or arising among any of the Parties concerning the construction, meaning, effect or implementation of this Agreement or the rights or obligations of any Party hereof will be submitted to, and settled by arbitration by a single arbitrator chosen by the corresponding Regional Office of the American Arbitration Association in accordance with the Commercial Rules of the American Arbitration Association. The Parties in dispute shall submit briefs of no more than ten (10) pages and the arbitration hearing shall be limited to two (2) days maximum. The arbitrator shall apply Texas law. Unless otherwise agreed by the Parties, with agreement by Iron Mountain not to be unreasonably withheld, arbitration will take place in Dallas, Texas, U.S.A. Any court having jurisdiction over the matter may enter judgment on the award of the arbitrator. Service of a petition to confirm the arbitration award may be made by regular mail or by commercial express mail, to the attorney for the Party or, if unrepresented, to the Party at the last known business address. If however, Depositor and/or Beneficiary refuse to submit to arbitration, the matter shall not be submitted to arbitration and Iron Mountain may submit the matter to any court of competent jurisdiction for an interpleader or similar action. Unless adjudged otherwise, any costs of arbitration incurred by Iron Mountain, including reasonable attorney's fees and costs, shall be divided equally and paid by Depositor and Beneficiary.
- (p) Regulations. All Parties are responsible for and warrant, to the extent of their individual actions or omissions, compliance with all applicable laws, rules and regulations, including but not limited to: customs laws; import; export and re-export laws; and government regulations of any country from or to which the Deposit Material may be delivered in accordance with the provisions of this Agreement.
- (q) No Third Party Rights. This Agreement is made solely for the benefits of the Parties to this Agreement and their respective permitted successors and assigns, and no other person or entity shall have or acquire any right by virtue of this Agreement unless otherwise agreed to by all the parties hereto.
- (r) Entire Agreement. The Parties agree that this Agreement, which includes all the Exhibits attached hereto and all valid Work Requests submitted by the Parties, is the complete agreement between the Parties hereto concerning the subject matter of this Agreement and replaces any prior or contemporaneous oral or written communications between the Parties. There are no conditions, understandings, agreements, representations, or warranties, expressed or implied, which are not specified herein. Each of the parties herein represents and warrants that the execution, delivery, and performance of this Agreement has been duly authorized and signed by a person who meets statutory or other binding approval to sign on behalf of its business organization as named in this Agreement. This Agreement may only be modified by mutual written agreement of the Parties.
- (s) Counterparts. This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one instrument.

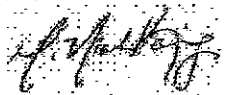
- (t) Survival. Sections 6 (Term and Termination), 7 (General Indemnity), 8 (Warranties), 9 (Confidential Information), 10 (Limitation of Liability), 11 (Consequential Damages Waiver), and 12 (General) of this Agreement shall survive termination of this Agreement or any Exhibit attached hereto.

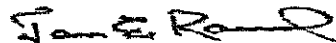
DEPOSITOR: TYLER TECHNOLOGIES, INC.

SIGNATURE:	
PRINT NAME:	Richard E. Peterson, Jr.
TITLE:	President - FMS Division
DATE:	September 25, 2008
EMAIL ADDRESS	

**IRON MOUNTAIN INTELLECTUAL
PROPERTY MANAGEMENT, INC.**

SIGNATURE:	
PRINT NAME:	Mary K. English
TITLE:	Director of Operations
DATE:	9/29/08
EMAIL ADDRESS:	ipmclientservices@ironmountain.com

Approved as to Operational Content: Iron Mountain Operations  I. Nicole King, Contracts Specialist Date: September 19, 2008
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Approved as to Form and Content: Iron Mountain Legal Department  James E. Raymond, Contracts Specialist Date: Sept. 8, 2008

NOTE: AUTHORIZED PERSONS/NOTICES TABLE, BILLING CONTACT INFORMATION TABLE AND EXHIBITS FOLLOW

DEPOSITOR AUTHORIZED PERSON(S)/NOTICES TABLE

Please provide the name(s) and contact information of the Authorized Person(s) under this Agreement. All notices will be sent electronically and/or through regular mail to the appropriate address set forth below.

PRINT NAME:	Stacey M. Gerard
TITLE:	Contracts Manager
EMAIL ADDRESS	stacey.gerard@tylertech.com
STREET ADDRESS	370 US Route 1
PROVINCE/CITY/STATE	Falmouth, ME
POSTAL/ZIP CODE	04105
PHONE NUMBER	800-772-2260
FAX NUMBER	207-781-2459

BILLING CONTACT INFORMATION TABLE

Please provide the name and contact information of the Billing Contact under this Agreement. All invoices will be sent electronically and/or through regular mail to the appropriate address set forth below.

PRINT NAME:	Lisa Carpenter
TITLE:	Senior A/P Specialist
EMAIL ADDRESS	lisa.carpenter@tylertech.com
STREET ADDRESS	370 US Route 1
PROVINCE/CITY/STATE	Falmouth, ME
POSTAL/ZIP CODE	04105
PHONE NUMBER	800-772-2260
FAX NUMBER	207-781-2459

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

All notices should be sent to ipmclientservices@ironmountain.com OR Iron Mountain Intellectual Property Management, Inc., Attn: Client Services, 2100 Norcross Parkway, Suite 150, Norcross, Georgia, 30071, USA.

MUST BE COMPLETED
EXHIBIT A - Escrow Service Work Request - Deposit Account Number:
34953

SERVICE Check box(es) to order service	SERVICE DESCRIPTION-MASTER THREE PARTY ESCROW AGREEMENT - DEPOSITOR All services are listed below. Services in shaded tables are required for every new escrow account set up. Some services may not be available under the Agreement.	ONE- TIME FEES	ANNUAL FEES	PAYING PARTY Check to identify Paying Party
☒ Setup Fee ☒ Deposit Account Fee, including Escrow Management Center Access ☒ Beneficiary Fee including Escrow Management Center Access	Iron Mountain will setup a new escrow deposit account using a standard escrow agreement. Custom contracts are subject to the Custom Contract Fee noted below. Iron Mountain will set up one deposit account to manage and administrate access to Deposit Material that will be secured in a controlled storage environment. Furthermore, Iron Mountain will provide account services that include unlimited deposits, electronic vaulting, access to Iron Mountain Connect™ Escrow Management Center for secure online account management, submission of electronic Work Requests, and communication of status. A Client Manager will be assigned to each deposit account and provide training upon request to facilitate secure Internet access to the account and ensure fulfillment of Work Requests. An oversize fee may apply. Iron Mountain will fulfill a Work Request to add a Beneficiary to any number of escrow deposit accounts under this Agreement and manage access rights associated with the account(s), where possible. Beneficiary will have access to Iron Mountain Connect™ Escrow Management Center for secure online account management, submission of electronic Work Requests, and communication of status. A Client Manager will be assigned to each deposit account and provide training upon request to facilitate secure Internet access to the account and ensure fulfillment of Work Requests.	\$1,912.50	\$1,000 \$700	☐ Depositor - OR - ☐ Beneficiary ☐ Depositor - OR - ☐ Beneficiary ☐ Depositor - OR - ☐ Beneficiary
☐ Add Additional Deposit Account	Iron Mountain will set up one additional deposit account to manage and administrate access to new Deposit Material that will be securely stored in controlled media vaults in accordance with the service description above and the Agreement that governs the Initial Deposit Account.		\$1,000	☐ Depositor - OR - ☐ Beneficiary
☐ Add Additional Beneficiary	Iron Mountain will fulfill a Work Request to add a new Beneficiary to an escrow deposit account in accordance with the service description above and the Agreement.		\$700	☐ Depositor - OR - ☐ Beneficiary
☐ Add Deposit Tracking Notification	At least semi-annually, Iron Mountain will send an update reminder to Depositor. Thereafter, Beneficiary will be notified of last deposit.	N/A	\$375	☐ Depositor - OR - ☐ Beneficiary
☐ Add File List Report	Iron Mountain will fulfill a Work Request to provide a File List Test, which includes a deposit media readability analysis, a file listing, a file classification table, virus scan outputs, and assurance of completed deposit questionnaire. A final report will be sent to the Paying Party regarding the Deposit Material to ensure consistency between Depositor's representations (i.e., Exhibit B and Deposit Questionnaire) and stored Deposit Material. Deposit must be provided on CD, DVD-R, or deposited by sFTP.	\$2,500	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Level 1 - Inventory and Analysis Test	Iron Mountain will perform an Inventory Test on the initial deposit, which includes Analyzing deposit media readability, virus scanning, developing file classification tables, identifying the presence/absence of build instructions, and identifying materials required to recreate the Depositor's software development environment. Output includes a report which will include build instructions, file classification tables and listings. In addition, the report will list required software development materials, including, without limitation, required source code languages and compilers, third-party software, libraries, operating systems, and hardware, as well as Iron Mountain's analysis of the deposit.	\$5,000 or based on SOW if custom work required	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Level 2 - Deposit Compile Test	Iron Mountain will fulfill a Work Request to perform a Deposit Compile Test, which includes the outputs of the File Listing Report and the Level 1 - Inventory Test as described above plus recreating the Depositor's software development environment, compiling source files and modules, linking libraries and recreating executable code, pass/fail determination, creation of comprehensive build instructions with a final report sent to the Paying Party regarding the Deposit Material. The Paying Party and Iron Mountain will agree on a custom Statement of Work ("SOW") prior to the start of fulfillment.	Based on SOW	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Level 3 - Binary Comparison	Iron Mountain will fulfill a Work Request to perform one Deposit Usability Test - Binary Comparison which includes a comparison of the files built from the Deposit Compile Test to the actual licensed technology on the Beneficiary's site to ensure a full match in file size, with a final report sent to the Requesting Party regarding the Deposit Material. The Paying Party and Iron Mountain will agree on a custom Statement of Work ("SOW") prior to the start of fulfillment.	Based on SOW	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Level 4 - Full Usability	Iron Mountain will fulfill a Work Request to perform one Deposit Usability Test - Full Usability which includes a confirmation that the built applications work properly when installed, based on pre-determined test scripts provided by the Parties. A final report will be sent to the Paying Party regarding the Deposit Material. The Paying Party and Iron Mountain will agree on a custom Statement of Work ("SOW") prior to the start of fulfillment.	Based on SOW	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Dual/Remote Vaulting	Iron Mountain will fulfill a Work Request to store and manage the deposit materials in a remote location, designated by the client, outside of Iron Mountain's primary escrow vaulting location or to store and manage a redundant copy of the deposit materials in one (1) additional location. All Deposit Materials (original and copy) must be provided by the Depositor.	N/A	\$500	☐ Depositor - OR - ☐ Beneficiary
☐ Release Deposit Material	Iron Mountain will process a Work Request to release Deposit Material by following the specific procedures defined in Exhibit C "Release of Deposit Materials" the Escrow Service Agreement.	\$500	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Custom Services	Iron Mountain will provide its Escrow Expert consulting based on a custom SOW mutually agreed to by all Parties.	\$175/hour	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Custom Contract Fee	Custom contracts are subject to the Custom Contract Fee, which covers the review and processing of custom or modified contracts.	\$500	N/A	☐ Depositor - OR - ☐ Beneficiary

Note: Parties may submit Work Requests via written instruction or electronically through the online portal.

*15% Setup Fee discount applies to the first year only.

EXHIBIT B
DEPOSIT MATERIAL DESCRIPTION

COMPANY NAME: _____ DEPOSIT ACCOUNT NUMBER: 34953

DEPOSIT NAME _____ AND DEPOSIT VERSION _____

(Deposit Name will appear in account history reports)

DEPOSIT MEDIA (PLEASE LABEL ALL MEDIA WITH THE DEPOSIT NAME PROVIDED ABOVE)

MEDIA TYPE	QUANTITY	MEDIA TYPE	QUANTITY
☐ CD-ROM / DVD		☐ 3.5" Floppy Disk	
☐ DLT Tape		☐ Documentation	
☐ DAT Tape		☐ Hard Drive / CPU	
		☐ Circuit Board	

	TOTAL SIZE OF TRANSMISSION (SPECIFY IN BYTES)	# OF FILES	# OF FOLDERS
☐ Internet File Transfer			
☐ Other (please describe below): _____			

DEPOSIT ENCRYPTION (Please check either "Yes" or "No" below and complete as appropriate)

Is the media or are any of the files encrypted? ☐ Yes or ☐ No

If yes, please include any passwords and decryption tools description below. Please also deposit all necessary encryption software with this deposit.

Encryption tool name _____ Version _____

Hardware required _____

Software required _____

Other required information _____

DEPOSIT CERTIFICATION (Please check the box below to Certify and Provide your Contact Information)

☐ I certify for Depositor that the above described Deposit Material has been transmitted electronically or sent via commercial express mail carrier to Iron Mountain at the address below.	☐ Iron Mountain has inspected and accepted the above described Deposit Material either electronically or physically. Iron Mountain will notify Depositor of any discrepancies.
NAME:	NAME:
DATE:	DATE:
EMAIL ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	

Note: If Depositor is physically sending Deposit Material to Iron Mountain, please label all media and mail all Deposit Material with the appropriate Exhibit B via commercial express carrier to the following address:

Iron Mountain Intellectual Property Management, Inc.

Attn: Vault Administration

2100 Norcross Parkway, Suite 150

Norcross, GA 30071

Telephone: 800-875-5669

Facsimile: 770-239-9201

FOR IRON MOUNTAIN USE ONLY (NOTED DISCREPANCIES ONLY VISUAL INSPECTION)	

EXHIBIT C

RELEASE OF DEPOSIT MATERIAL

Deposit Account Number: 34953

Iron Mountain will use the following procedures to process any Beneficiary Work Request to release Deposit Material. All notices under this Exhibit C shall be sent pursuant to the terms of Section 12(h) Notices.

1. **Release Conditions.** Depositor and Beneficiary agree that a Work Request for the release of the Deposit Material shall be based solely on one or more of the following conditions (defined as "Release Conditions"):
 - (i) Depositor's failure to cure a material breach of the License Agreement or other agreement between the Depositor and Beneficiary regulating the use of the Deposit Material covered under this Agreement; or
 - (ii) Joint written instructions from Depositor and Beneficiary; or
 - (iii) Depositor is subject to voluntary or involuntary bankruptcy.
2. **Release Work Request.** A Beneficiary may submit a Work Request to Iron Mountain to release the Deposit Material covered under this Agreement. Iron Mountain will send a written notice of this Beneficiary Work Request within five (5) business days to the Depositor's Authorized Person.
3. **Contrary Instructions.** From the date Iron Mountain mails written notice of the Beneficiary Work Request to release Deposit Material covered under this Agreement, Depositor representative(s) shall have ten (10) business days to deliver to Iron Mountain contrary instructions. Contrary Instructions shall mean the written representation by Depositor that a Release Condition has not occurred or has been cured ("Contrary Instructions"). Contrary Instructions shall be on company letterhead and signed by an authorized Depositor representative. Upon receipt of Contrary Instructions, Iron Mountain shall promptly send a copy to Beneficiary's Authorized Person(s). Additionally, Iron Mountain shall notify both Depositor and Beneficiary Authorized Person(s) that there is a dispute to be resolved pursuant to the disputes provisions of this Agreement. Iron Mountain will continue to store Deposit Material without release pending (i) joint instructions from Depositor and Beneficiary with instructions to release the Deposit Material; or (ii) dispute resolution pursuant to the disputes provisions of this Agreement; or (iii) receipt of an order from a court of competent jurisdiction.
4. **Release of Deposit Material.** If Iron Mountain does not receive Contrary Instructions from an authorized Depositor representative, Iron Mountain is authorized to release Deposit Material to the Beneficiary or, if more than one Beneficiary is registered to the deposit, to release a copy of Deposit Material to that particular Beneficiary only. Iron Mountain is entitled to receive any undisputed, unpaid Service Fees due Iron Mountain from the Parties before fulfilling the Work Request to release Deposit Material covered under this Agreement. Any Party may cure a default of payment of Service Fees.
5. **Termination of Agreement.** This Agreement will terminate upon the release of Deposit Material held by Iron Mountain with regards to that particular Beneficiary only.
6. **Right to Use Following Release.** Beneficiary has the right under this Agreement to use the Deposit Material for the sole purpose of continuing the benefits afforded to Beneficiary by the License Agreement. Notwithstanding, the Beneficiary shall not have access to the Deposit Material unless there is a release of the Deposit Material in accordance with this Agreement. Beneficiary shall be obligated to maintain the confidentiality of the released Deposit Material.

EXHIBIT D

AUXILIARY DEPOSIT ACCOUNT TO ESCROW AGREEMENT

Deposit Account Number: 34953

Auxiliary Account Number _____

_____, ("Depositor"), and Iron Mountain Intellectual Property Management, Inc. ("Iron Mountain") have entered into the above referenced Escrow Agreement ("Agreement"). Pursuant to that Agreement Depositor may create additional deposit accounts ("Auxiliary Deposit Account") for the purpose of holding additional Deposit Material in a separate account which Iron Mountain will maintain separately from other deposit accounts under this Agreement. The new account will be referenced by the following name: _____ ("Deposit Account Name").

Pursuant to the Agreement, Depositor may submit material to be held in this Auxiliary Deposit Account by submitting a properly filled out Exhibit B with the Deposit Material to Iron Mountain. For avoidance of doubt, Beneficiary's rights and obligations relative to the Deposit Material held in any deposit account under this Agreement are governed by the express terms of the Agreement; this form does not provide any additional rights in the Deposit Material.

The undersigned hereby agrees that all terms and conditions of the above referenced Escrow Agreement will govern this Auxiliary Deposit Account. The termination or expiration of any other deposit account will not affect this account.

DEPOSITOR

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS	

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS:	ipmclientservices@ironmountain.com

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

All notices should be sent to ipmclientservices@ironmountain.com OR Iron Mountain Intellectual Property Management, Inc., Attn: Client Services, 2100 Norcross Parkway, Suite 150, Norcross, Georgia, 30071, USA.

EXHIBIT E

ACCEPTANCE FORM

Depositor and Iron Mountain Intellectual Property Management, Inc. ("Iron Mountain"), hereby acknowledge that

BENEFICIARY COMPANY NAME: _____ is the **Beneficiary** referred to in the Escrow Agreement that supports
Deposit Account Number: _____ with Iron Mountain as the escrow agent. **Beneficiary** hereby agrees to be bound by all provisions of such Agreement.

SERVICE Check box(es) to order service	SERVICE DESCRIPTION-MASTER THREE PARTY ESCROW AGREEMENT - DEPOSITOR All services are listed below. Services in shaded tables are required for every new escrow account set up. Some services may not be available under the Agreement.	ONE-TIME FEES	ANNUAL FEES	PAYING PARTY Check box to identify the Paying Party
☒ Add Additional Beneficiary	Iron Mountain will fulfill a Work Request to add a new Beneficiary to an escrow deposit account in accordance with the service description above and the Agreement		\$700	☐ Depositor - OR - ☐ Beneficiary
☐ Add Additional Deposit Account	Iron Mountain will set up one additional deposit account to manage and administrate access to new Deposit Material that will be securely stored in controlled media vaults in accordance with the service description above and the Agreement that governs the Initial Deposit Account.		\$1,000	☐ Depositor - OR - ☐ Beneficiary
☐ File List Test	Iron Mountain will fulfill a Work Request to perform a File List Test, which includes analyzing deposit media readability, file listing, creation of file classification table, virus scan, and assurance of completed deposit questionnaire. A final report will be sent to the Paying Party regarding the Deposit Material to ensure consistency between Depositor's representations (i.e., Exhibit B and Supplementary Questionnaire) and stored Deposit Material. Deposit must be provided on CD, DVD-R, or deposited by FTP.	\$2,500	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Level 1 - Inventory and Analysis Test	Iron Mountain will perform an Inventory Test on the initial deposit, which includes Analyzing deposit media readability, virus scanning, developing file classification tables, identifying the presence/absence of build instructions, and identifying materials required to recreate the Depositor's software development environment. Output includes a report which will include build instructions, file classification tables and listings. In addition, the report will list required software development materials, including, without limitation, required source code languages and compilers, third-party software, libraries, operating systems, and hardware, as well as Iron Mountain's analysis of the deposit.	\$5,000 or based on SOW if custom work required	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Deposit Tracking Notification	At least semi-annually, Iron Mountain will send an update reminder to Depositor. Thereafter, Beneficiary will be notified of last deposit.	N/A	\$375	☐ Depositor - OR - ☐ Beneficiary

BENEFICIARY AUTHORIZED PERSON(S)/NOTICES TABLE

Please provide the name(s) and contact information of the Authorized Person(s) under this Agreement. All Notices will be sent electronically or through regular mail to the appropriate address set forth below. Please complete all information as applicable. Incomplete information may result in a delay of processing.

PRINT NAME:	
TITLE:	
EMAIL ADDRESS	
STREET ADDRESS	
PROVINCE/CITY/STATE	
POSTAL/ZIP CODE	
PHONE NUMBER	
FAX NUMBER	

PAYING PARTY COMPANY NAME: _____

BILLING CONTACT INFORMATION TABLE

Please provide the name and contact information of the Billing Contact under this Agreement. All Invoices will be sent to this individual at the address set forth below.

PRINT NAME:	
TITLE:	
EMAIL ADDRESS	
STREET ADDRESS	
PROVINCE/CITY/STATE	
POSTAL/ZIP CODE	
PHONE NUMBER	
FAX NUMBER	
PURCHASE ORDER #	

DEPOSITOR

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS	

BENEFICIARY

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS:	

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS:	<u>ipmclientservices@ironmountain.com</u>

All notices to **Iron Mountain Intellectual Property Management, Inc.** should be sent to ipmclientservices@ironmountain.com OR Iron Mountain Intellectual Property Management, Inc., Attn: Client Services, 2100 Norcross Parkway, Suite 150, Norcross, Georgia, 30071, USA.

EXHIBIT Q
ESCROW DEPOSIT QUESTIONNAIRE

Introduction

From time to time, Beneficiaries may exercise their right to perform verification Services. This is a Service that Iron Mountain provides for the purpose of validating relevance, completeness, currency, accuracy and functionality of Deposit Materials.

Purpose of Questionnaire

In order for Iron Mountain to determine the Deposit Material requirements and to quote Fees associated with verification Services, a completed deposit questionnaire is requested. It is the responsibility of the Depositor to complete the questionnaire.

Instructions

Please complete the questionnaire in its entirety by answering every question with accurate data. Upon completion, please return the completed questionnaire to the Beneficiary asking for its completion, or e-mail it to Iron Mountain to the attention of verification@ironmountain.com

Escrow Deposit Questionnaire

General Description

1. What is the general function of the software to be placed into escrow?
2. On what media will the source code be delivered?
3. What is the size of the deposit in megabytes?

Requirements for the Execution of the Software Protected by the Deposit

1. What are the system hardware requirements to successfully execute the software? (memory, disk space, etc.)
2. How many machines are required to completely set up the software?
3. What are the software and system software requirements, to execute the software and verify correct operation?

Requirements for the Assembly of the Deposit

1. Describe the nature of the source code in the deposit. (Does the deposit include interpreted code, compiled source, or a mixture? How do the different parts of the deposit relate to each other?)
2. How many build processes are there?
3. How many unique build environments are required to assemble the material in the escrow deposit into the deliverables?
4. What hardware is required for each build environment to compile the software? (including memory, disk space, etc.)
5. What operating systems (including versions) are used during compilation? Is the software executed on any other operating systems/version?
6. How many separate deliverable components (executables, share libraries, etc.) are built?
7. What compilers/linkers/other tools (brand and version) are necessary to build the application?
8. What, if any, third-party libraries are used to build the software?
9. How long does a complete build of the software take? How much of that time requires some form of human interaction and how much is automated?
10. Do you have a formal build document describing the necessary steps for system configuration and compilation?
11. Do you have an internal QA process? If so, please give a brief description of the testing process.
12. Please list the appropriate technical person(s) Iron Mountain may contact regarding this set of escrow deposit materials.

Please provide your technical verification contact information below:

COMPANY:	
SIGNATURE:	
PRINT NAME:	
ADDRESS 1:	
ADDRESS 2:	
CITY, STATE, ZIP	
TELEPHONE:	
EMAIL ADDRESS:	

For additional information about Iron Mountain Technical Verification Services, please contact Manager of Verification Services at 978-667-3601 ext. 100 or by e-mail at <mailto:verification@ironmountain.com>

PREFERRED BENEFICIARY ACCEPTANCE FORM

Depositor, Preferred Beneficiary and Iron Mountain Intellectual Property Management, Inc. ("IMIPM"), hereby acknowledge that _____ is the Preferred Beneficiary referred to in the Master Preferred Escrow Agreement effective _____, 20____ with IMIPM as the escrow agent and _____ as the Depositor. Preferred Beneficiary hereby agrees to be bound by all provisions of such Agreement.

SERVICE Check box(es) to order service	SERVICE DESCRIPTION-MASTER THREE PARTY ESCROW AGREEMENT - DEPOSITOR All services are listed below. Services in shaded tables are required for every new escrow account set up. Some services may not be available under the Agreement.	ONE- TIME FEES	ANNUAL FEES	PAYING PARTY Check box to identify the Paying Party
☒ Add Additional Beneficiary	Iron Mountain will fulfill a Work Request to add a new Beneficiary to an escrow deposit account in accordance with the service description above and the Agreement		\$800	☐ Depositor - OR - ☐ Beneficiary
☐ Add Additional Deposit Account	Iron Mountain will set up one additional deposit account to manage and administrate access to new Deposit Material that will be securely stored in controlled media vaults in accordance with the service description above and the Agreement that governs the Initial Deposit Account.		\$1,000	☐ Depositor - OR - ☐ Beneficiary
☐ File List Test	Iron Mountain will fulfill a Work Request to perform a File List Test, which includes analyzing deposit media readability, file listing, creation of file classification table, virus scan, and assurance of completed deposit questionnaire. A final report will be sent to the Paying Party regarding the Deposit Material to ensure consistency between Depositor's representations (i.e., Exhibit B and Supplementary Questionnaire) and stored Deposit Material. Deposit must be provided on CD, DVD-R, or deposited by FTP.	\$2,500	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Level 1 - Inventory and Analysis Test	Iron Mountain will perform an Inventory Test on the initial deposit, which includes Analyzing deposit media readability, virus scanning, developing file classification tables, identifying the presence/absence of build instructions, and identifying materials required to recreate the Depositor's software development environment. Output includes a report which will include build instructions, file classification tables and listings. In addition, the report will list required software development materials, including, without limitation, required source code languages and compilers, third- party software, libraries, operating systems, and hardware, as well as Iron Mountain's analysis of the deposit.	\$5,000 or based on SOW if custom work required	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Deposit Tracking Notification	At least semi-annually, Iron Mountain will send an update reminder to Depositor. Thereafter, Beneficiary will be notified of last deposit.	N/A	\$375	☐ Depositor - OR - ☐ Beneficiary
☐ Custom Contract Fee	Custom contracts are subject to the Custom Contract Fee, which covers the review and processing of custom or modified contracts.	\$750	N/A	☐ Depositor ☐ Beneficiary

Depositor hereby enrolls Preferred Beneficiary to the following account(s):

Account Name

Deposit Account Number

Notices and communications to Preferred
Beneficiary should be addressed to:

Invoices should be addressed to:

Company Name: _____

Address: _____

Designated Contact: _____

Telephone: _____

Contact: _____

Facsimile:_____

E-mail: _____

P.O.#, if required:_____

Preferred Beneficiary

Depositor

By:_____

Name:_____

Title:_____

Date:_____

By:_____

Name:_____

Title:_____

Date:_____

IMIPM

By: _____

Name:_____

Title: _____

Date: _____