



SOFTWARE AS A SERVICE AGREEMENT

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

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

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

SECTION A – DEFINITIONS

- **"Agreement"** means this Software as a Service Agreement.
- **"Business Travel Policy"** means our business travel policy. Our current Business Travel Policy is attached hereto as Exhibit B Schedule 1.
- **"Client"** means the party indicated on the signature block or, in the absence of a signature block, the Investment Summary.
- **"Data"** means your data necessary to use the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data, if any, identified in the Investment Summary.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you (or the Documentation in the absence of a written proposal), or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **"Defined Users"** means the number of users, if any, that are identified in the Investment Summary. If Exhibit A contains Enterprise Permitting & Licensing labeled software, defined users mean the maximum number of named users that are authorized to use the Enterprise Permitting & Licensing labeled modules as indicated in the Investment Summary.
- **"Developer"** means a third party who owns the intellectual property rights to a Third-Party Product.
- **"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 by which both your and our authorized representatives have signed the Agreement. Notwithstanding the foregoing, if these terms are linked from an Order Form, the Effective Date is the date your authorized representative signed the Order Form.
- **"Force Majeure"** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.

- **“Investment Summary”** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **“Order Form”** means an ordering document that includes a quote or investment summary and specifies the items to be provided by Tyler to Client, including any addenda and supplements thereto.
- **“Professional Services”** means those services provided by Tyler or a third party related to the scope of this Agreement and identified in the Investment Summary.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting, or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto 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 E.
- **“Support Call Process”** means the support call process applicable to all our customers who have a right to use the Tyler Software. Our current Support Call Process is attached hereto as Exhibit C Schedule 1.
- **“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 SaaS Services”** means software as a service provided by a third party, if any, identified in the Investment Summary.
- **“Third-Party Services”** means the third-party services, if any, identified in the Investment Summary.
- **“Third-Party Software”** means the third-party software, if any, identified in the Investment Summary or included with the Tyler Software.
- **“Third-Party Terms”** means the end user license agreement(s) or other terms, if any, for the Third-Party Products or other parties’ products or services, as applicable, and attached or indicated at Exhibit D.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we,” “us,” “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your governmental purposes, subject to any limits for Defined Users or Data

Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in this Agreement. In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s). You acknowledge that we have no obligation to ship copies of the Tyler Software as part of the SaaS Services. Your right to use the SaaS Services applies to releases provided as part of our Maintenance and Support Services as further detailed in this Agreement.

2. Ownership.

- 2.1. We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
- 2.2. The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.

3. Data.

- 3.1. You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to fulfill our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.
- 3.2. You expressly grant to us a limited, non-exclusive license to access, copy, transmit, download, display, and reproduce your Data to provide services pursuant to this Agreement. Additionally, you agree that Tyler may use deidentified Data for Client or third-party demonstrative or training purposes.
- 3.3. Our access to and use of your Data necessary to use the Tyler Software or SaaS Services will comply with applicable provisions of our Privacy Statement (available at <https://www.tylertech.com/privacy>.) a current version of which, as of the Effective Date, is attached hereto as Exhibit C Schedule 2) and applicable law. The Privacy Statement at the foregoing link may be amended from time to time and shall prevail over Exhibit C Schedule 2.
- 3.4. Data Breach Notification. Tyler will provide notice of a breach of Client Data in accordance with applicable state and federal data breach notification laws.
- 3.5. Reimbursement. To the extent Tyler negligently or willfully breaches its security obligations under this Agreement, Tyler will reimburse Client for reasonable direct costs that Client is legally required to incur under applicable data breach notification laws provided such costs directly result from a confirmed breach of Client Data. Client must provide Tyler with reasonable documentation of such costs and legal requirements prior to reimbursement.
- 3.6. Tyler will make backups of Client Data sufficient to meet its RPO and RTO commitments. Upon your written request, we will make available to you a copy of your database for Tyler Software within scope as of the Effective Date on a monthly basis via secure means.

4. Restrictions.

- 4.1. You may not:
 - 4.1.1. make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations;
 - 4.1.2. modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services;
 - 4.1.3. access or use the SaaS Services to build or support, and/or assist a third party in building

- or supporting, products or services competitive to us; or
- 4.1.4. license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.
 - 4.1.5. Notwithstanding anything to the contrary in this Section 4.1, you may disclose, with our written consent, not to be unreasonably withheld, the Tyler Software, SaaS Services, or Documentation to a third party you consult with regarding the implementation or use of the Tyler Software and SaaS Services. You must ensure that any such third-party's use is subject to the terms of this Agreement, and you acknowledge and agree that you are liable for any breach of the terms of this Agreement by such third party.
5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with our then-current Support Call Process.
 6. SaaS Services.
 - 6.1. *Audit & Compliance.* Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 21. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or their equivalent, for so long as you are timely paying for SaaS Services. The foregoing notwithstanding, you acknowledge that the scope of audit coverage varies depending on the specific Tyler Software solution. We will provide you with a summary of our current compliance report(s) or its equivalent, upon your request. For the avoidance of doubt, if our SaaS Services are provided using a third-party data center, the compliance report may be for that third-party provider and be subject to confidential treatment in accordance with applicable law. If you want us to provide our compliance reports to a third-party auditor or similar entity, we reserve the right to require execution of an NDA by that third party.
 - 6.2. *Service Levels.* The Tyler Software will be made available to you according to the terms of the SLA. Tyler SaaS Services will be provided via a third-party data center. Your Data will be inaccessible to our other customers.
 - 6.3. *Business Continuity.* Data centers used to deliver SaaS Services for this Agreement have redundant telecommunications access, electrical power, and the required hardware to provide access to the SaaS Services in the event of a disaster or component failure. We test our disaster recovery plan on an annual basis. The plan is not client specific and is detailed in Tyler's System & Organization Control reports or their equivalent. In the event of a data center failure, we reserve the right to employ our disaster recovery plan for resumption of the SaaS Services. In that event, we commit to a Recovery Point Objective ("RPO") of 24 hours and a Recovery Time Objective ("RTO") of 24 hours. RPO represents the maximum duration of time between the most recent recoverable copy of your hosted Data and subsequent data center failure. RTO represents the maximum duration of time following data center failure within which your access to the Tyler Software must be restored. If we employ our disaster recovery plan, we will be responsible for restoring your Data and ensuring that the SaaS Services are online, and you will be responsible for validating your Data and confirming the functioning of the SaaS Services, including any integrations.
 - 6.4. *Security Measures.* We provide secure Data transmission paths between your devices and the

data center used to provide SaaS Services to you. Data centers used to provide SaaS Services are accessible only by authorized personnel with a unique key entry or comparable security. We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords, or other confidential information, and vulnerability and penetration test scanning of our network and systems (hosted or otherwise) are prohibited. Where applicable with respect to our applications that take or process card payment data, we comply with applicable requirements of PCI DSS. We agree to supply the then-current status of our PCI DSS compliance program in the form of an official Attestation of Compliance and, in the event of any change in our status, we will comply with applicable notice requirements.

6.5. *Password Security*. You are responsible for:

- 6.5.1. keeping your and your representatives' passwords secure and confidential;
- 6.5.2. any account activity or access that occurs pursuant to you and your representatives' passwords, its account or IdPs; and
- 6.5.3. notifying us of any unauthorized access to your account.

SECTION C – PROFESSIONAL SERVICES

1. Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and if applicable, described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are based on the scope of the project as of the Effective Date and are payable in accordance with our Invoicing and Payment Policy. We will bill you the actual fees incurred based on the in-scope services provided to you, up to the maximum amounts set forth in the Investment Summary. This not to exceed commitment is contingent on your timely meeting of your obligations under this Agreement. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.
3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. If you cancel services less than four (4) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (i) daily fees associated with cancelled professional services if we are unable to reassign our personnel and (ii) any non-refundable travel expenses already incurred by us on your behalf. We will make all reasonable efforts to reassign personnel in the event you cancel within four (4) weeks of scheduled commitments.
5. Services Warranty. We will perform services in a professional, workmanlike manner, consistent with

industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.

6. Site Access and Requirements. At no cost to us, you agree to provide us with reasonable access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Background Checks. All of our employees undergo criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies.
8. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You certify that you will use reasonable efforts to cooperate with us and make your resources available for the performance of the Agreement in accordance with its terms and the mutually agreed project schedule. Additionally, you agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to support the efficient execution of the activities required for this Agreement. Accordingly, you will provide notice of any known inability to timely meet a project commitment so that appropriate project adjustments can be made. We will not be liable for failure to meet any project deadlines or milestones when such failure is due to Force Majeure or to the failure by you to comply with the requirements of this paragraph.
9. Maintenance and Support Services.
 - 9.1. For the duration of this Agreement, consistent with the terms set forth in our then-current Support Call Process, we will:
 - 9.1.1. perform our maintenance and support obligations in a professional and workmanlike manner, consistent with industry standards, to provide support and resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);
 - 9.1.2. provide telephone support during our established support hours as indicated in our then-current Support Call Process;
 - 9.1.3. maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third-Party Software, if any, in order to provide maintenance and support services;
 - 9.1.4. provide releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers with a current SaaS Agreement.
 - 9.2. Your use of Tyler Software or SaaS Services requires that you remain current with supported releases of Tyler Software as indicated in any applicable release lifecycle policy. Our warranty and support commitments are contingent upon you using a supported version of the Tyler Software. Tyler may require you to update to a current version of the Tyler Software to address a critical issue (for example, to address an identified security vulnerability in the Tyler Software or a third-party component). Tyler will use commercially reasonable efforts to (i) minimize the number of such instances and (ii) provide as much advance notice as possible.
 - 9.3. We will use all reasonable efforts to perform support services remotely. We reserve the right to use secure third-party connectivity tools to deliver maintenance and support services. We also reserve the right to collect Tyler Software or SaaS Services telemetry for product evaluation,

quality assurance, and security monitoring and enhancement purposes. You agree to reasonably cooperate with us in providing access to your environments and Data for the purposes of providing maintenance and support services and acknowledge that our warranty, support, and service level obligations under this Agreement are contingent upon receiving reasonable access to your Data and systems.

- 9.4. For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support; (b) application design; (c) other consulting services; or (d) telephone support outside our normal business hours as listed in our then-current Support Call Process.

9.5. Temporary Suspension of Services.

9.5.1. **Suspension Right.** Client may, upon at least 30 days' prior written notice to Tyler, direct a temporary suspension of all or part of the implementation services to be performed under this Agreement, provided such direction does not materially alter the scope of the Agreement. Tyler is not responsible for any impact on project timelines or other delay resulting from a suspension under this section, and such impact or delay shall not entitle Client to withhold payment.

9.5.2. **Scope Limitation.** Any suspension under this Section shall apply only to implementation services and shall not apply to SaaS services.

9.5.3. **Duration.** Any suspension shall not exceed 14 consecutive days or 14 days in the aggregate. If a suspension exceeds such period, Tyler may, upon written notice to Client, (i) resume performance, (ii) terminate the affected services, or (iii) equitably adjust the project schedule and any applicable milestones.

9.5.4. **Equitable Adjustment.** For any suspension not exceeding the duration listed above, the parties shall equitably adjust the project schedule and any milestones resulting from any temporary suspension.

9.5.5. **Personnel and Resource Allocation.** Tyler shall have the right to reassign personnel during any suspension period. Upon resumption, Tyler does not guarantee the availability of the same individuals.

9.5.6. **No Waiver of SaaS Fees.** Any suspension of services shall not relieve Client of its obligation to pay applicable SaaS subscription fees during the term of this Agreement.

SECTION D – THIRD-PARTY PRODUCTS

1. **Third-Party Hardware.** We will sell and deliver any Third-Party Hardware set forth in the Investment Summary for the price indicated therein. Unless otherwise indicated, installation of Third-Party Hardware will be performed by Tyler or identified third party installers.
2. **Third-Party Software.** Your rights under this Agreement may include rights to certain Third-Party Software. We certify that we have acquired the right to provide the Third-Party Software to you. Your rights to the Third-Party Software will be governed by the Third-Party Terms and, in the absence of such terms, this Agreement.
3. **Third Party Products Warranties.**
 - 3.1 We are authorized by each Developer or its authorized reseller to sell or grant access, as applicable, to the Third-Party Products.
 - 3.2 Unless otherwise expressly indicated, Third-Party Hardware will be new and unused. You will

receive free and clear title to the Third-Party Hardware you purchase upon your payment in full of the purchase price.

3.3 You acknowledge that we are not the manufacturer of 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. Third-Party Services. If you have purchased Third-Party Services, those services will be provided independently of Tyler by such third party at the rates set forth in the Investment Summary and in accordance with Exhibit B.

SECTION E – TERM AND TERMINATION

1. Term. The initial term of this Agreement is equal to one (1) year. The initial term commences on the first day of the first month following the Effective Date. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.

2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section G(2).

2.1. *Failure to Pay Fees*. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of fees. We may terminate this Agreement if you do not cure a failure to pay within sixty (60) days of our notice to you that you have overdue payments.

2.2. *For Cause*. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section G(2). You may terminate this Agreement for cause after following the procedures set forth in Section G(2).

2.3. *Force Majeure*. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.

2.4. *Lack of Appropriations*. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

2.5. *For convenience*. You may terminate this Agreement for convenience upon sixty (60) days' advance written notice. You will pay for services rendered up through the effective date of termination. You will not be entitled to a refund of any prepaid fees.

2.6. *Return of Data*. In the event of termination of the Agreement, and upon reasonable advance notice, Tyler shall promptly make all Data available to you in the format of the database or other such format as may be mutually agreed upon, provided through Tyler's FTP server or such other secure method reasonably selected by Tyler. Such Data will be provided at no additional cost.

SECTION F – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

- 1.1. We will defend you against any third-party claim(s) that the Tyler Software or Documentation infringes that third-party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
- 1.2. Our obligations under this Section F(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties.
- 1.3. If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either:
 - 1.3.1. procure the right to continue its use;
 - 1.3.2. modify it to make it non-infringing; or
 - 1.3.3. replace it with a functional equivalent.We may elect to employ these remedies in advance of litigation if we receive information concerning an infringement or misappropriation claim.
- 1.4. This section provides your exclusive remedy for third-party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

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

3. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CLIENT UNDERSTANDS AND AGREES THAT TYLER DISCLAIMS ANY LIABILITY FOR ERRORS THAT RELATE TO USER ERROR.**

4. **LIMITATION OF LIABILITY.** NOTWITHSTANDING ANYTHING TO THE CONTRARY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (i) DURING THE INITIAL TERM, AS SET FORTH IN SECTION E(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (ii) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS F(1) AND F(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: (i) Commercial General Liability of at least \$1,000,000 per occurrence and \$2,000,000 aggregate; (ii) Automobile Liability of \$1,000,000 combined single limit; (iii) Professional Liability (inclusive of cyber protection) of \$1,000,000 per claim and in the aggregate; (iv) Workers Compensation complying with applicable statutory requirements; and (v) Excess/Umbrella Liability of \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION G – GENERAL TERMS AND CONDITIONS

1. **Additional Products and Services.** You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current pricing, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. **Performance Issues and Dispute Resolution.**
 - 2.1. ***Notice.*** You agree to provide us with written notice within thirty (30) days of receipt of an invoice (for invoice disputes) or, in the case of performance, becoming aware of an issue related to our performance under this Agreement.
 - 2.2. ***Invoice Issues.***
 - 2.2.1. If the issue relates to an invoice, your notice must include the following: (i) the issue(s) with the invoice; (ii) the specific fee(s) at issue; and (iii) the corrective action(s) you are requesting of Tyler.

- 2.2.2. We will provide a response to your notice that (i) supports the validity of the invoice as issued by us; (ii) adjusts the invoice; or (iii) describes our plan to address the issues identified in your notice.
- 2.2.3. You agree to pay all undisputed fees by the due date. You acknowledge that you forfeit your right to dispute **any** fees under this Agreement when you fail to pay undisputed fees within sixty (60) days of our notice that the fees are overdue.
- 2.2.4. In addition to any other remedies available to us under this Agreement or law for non-payment, we reserve the right to recover from you our reasonable costs of collection associated with your failure to timely pay amounts due under this Agreement.
- 2.2.5. WE RESERVE THE RIGHT TO SUSPEND PERFORMANCE OF ANY SERVICE, INCLUDING ACCESS TO SAAS SERVICES, FOR FAILURE TO TIMELY PAY UNDISPUTED FEES FIFTEEN (15) DAYS FOLLOWING OUR NOTICE OF INTENT TO DO SO.
- 2.3. *Dispute Resolution.* You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then 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.
- 3. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities, and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
- 4. Nondiscrimination. We will not discriminate against any employee or applicant in our employment practices or the performance of our duties, responsibilities, and obligations under this Agreement because of race, color, religion, gender, age, disability, religious beliefs, national, or ethnic origin. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
- 5. E-Verify. We use the U.S. Department of Homeland Security's E-Verify system to confirm the eligibility of all current employees and persons hired during the contract term to perform services within the United States under this Agreement.
- 6. Subcontractors. We will not subcontract any Professional Services specifically for this Agreement without your prior written consent, not to be unreasonably withheld.
- 7. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not

required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.

8. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
9. No Intended Third-Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third-Party Terms.
10. 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, or implied. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified in writing, signed by an authorized representative of the party against whom enforcement is sought.
11. 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.
12. 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.
13. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
14. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (i) actual receipt by the receiving party; or (ii) five (5) days following deposit with registered or certified mail with proper postage affixed and addressed to the other party at the address set forth in this Agreement 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.
15. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
16. 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:

- i. 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;
- ii. a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
- iii. a party receives from a third party who has a right to disclose it to the receiving party; or
- iv. 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.

17. 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.
18. Governing Law. The law of the State of Georgia shall govern the Agreement between Client and Tyler with regard to its interpretation and performance, and any other claims related to this Agreement. All claims, disputes and other matters in question between Client and Tyler arising out of or relating to the Agreement, or the breach thereof, shall be decided in the Superior Court of Richmond County, Georgia, or the Southern District of Georgia, Augusta Division.
19. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
20. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. In such cases, we reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
21. Data & Insights Solution Terms. Your use of certain Tyler solutions includes Tyler's Data & Insights data platform. Your rights, and the rights of any of your end users, to use Tyler's Data & Insights data platform is subject to the Data & Insights SaaS Services Terms of Service. The current version of such terms is attached hereto as Exhibit C Schedule 3. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any of the Tyler solutions listed at the linked terms, you

certify that you have reviewed, understand, and agree to said terms.

22. Tyler acknowledges that this Agreement and any changes to it by amendment, modification, change order or other similar document may have required or may require the legislative authorization of the Board of Commissioners and approval of the Mayor. Under Georgia law, Tyler is deemed to possess knowledge concerning Augusta, Georgia's ability to assume contractual obligations and the consequences of Tyler's provision of goods or services to Augusta, Georgia under an unauthorized contract, amendment, modification, change order or other similar document, including the possibility that Tyler may be precluded from recovering payment for such unauthorized goods or services. Accordingly, Augusta, Georgia may withhold payment for goods or services provided by Tyler to the extent such goods or services exceed any contractually authorized goods or services or were not authorized in accordance with applicable law, including as required by Augusta, Georgia's Charter and Code. Notwithstanding the foregoing, nothing in this section is intended to waive any rights or remedies available to Tyler that cannot be waived under applicable law. The parties agree to cooperate in good faith to address any authorization deficiencies identified during performance, including, where appropriate, seeking ratification or other corrective action consistent with Client's Charter and Code.
23. Conflict of Interest. Tyler warrants that no person or selling agency has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by Tyler for the purpose of securing business and that Tyler has not received any non-Client fee related to this Agreement without the prior written consent of the Client. For breach or violation of this warranty, the Client shall have the right to annul this Agreement without liability or at its discretion to deduct from the Agreement Price of consideration the full amount of such commission, percentage, brokerage or contingent fee.
24. Contract Documents. This Agreement includes the following exhibits:
- | | |
|------------------|--|
| Exhibit A | Investment Summary |
| Exhibit B | Invoicing and Payment Terms |
| | Schedule 1: Business Travel Policy |
| Exhibit C | Service Level Agreement |
| | Schedule 1: Support Call Process |
| | Schedule 2: Privacy Statement |
| | Schedule 3: Data & Insights SaaS Services Terms of Service |
| Exhibit D | Third-Party Terms- Reserved |
| Exhibit E | Statement of Work |
| Exhibit F | Tyler's Proposal, dated May 8, 2025. |

23.1 In the event of a conflict in the contract documents listed above, the conflicting language will be interpreted and resolved according to the following order of precedence:

- a. This Agreement except Exhibit F – Tyler Proposal;
- b. Exhibit F – Tyler Proposal

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.

Augusta-Richmond County

By: Erik Graney

By: _____

Name: Erik Graney

Name: _____

Title: Senior Corporate Attorney

Title: _____

Date: 06/25/26

Date: _____

Address for Notices:

Tyler Technologies, Inc.
7701 College Boulevard
Overland Park, KS 66210
Attention: Chief Legal Officer

Address for Notices:

Augusta-Richmond County
535 Telfair Street, Ste. 100
Augusta, GA 30901-2372
Attention: _____



Exhibit A

Investment Summary

The Investment Summary details the products and services to be delivered by us, or a third party, as applicable, to you under the Agreement. This Investment Summary is effective as of the Effective Date regardless of any expiration date in the Investment Summary. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

[Sales quotation inserted on the following pages.]

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK



Sales Quotation For:

AUGUSTA-RICHMOND COUNTY, GA
535 TELFAIR ST STE 100
AUGUSTA GA 30901-2372

Quoted By: Garth Magness
Quote Expiration: Enterprise Permitting & Licensing
Quote Name: Full Suite

Tyler SaaS

Description	Term	Monthly Fee	Users/Units	Annual Fee
Enterprise Permitting & Licensing Core Software				
Enterprise Permitting & Licensing User		\$ 201	95	\$ 229,615
Enterprise Permitting & Licensing Foundation		\$ 2,014	1	\$ 24,169
Business Management Suite		\$ 1,664	1	\$ 19,966
Community Development Suite		\$ 1,664	1	\$ 19,966
Enterprise Permitting & Licensing Extensions				
Enterprise Service Requests		\$ 3,125	1	\$ 37,499
eReviews		\$ 2,540	1	\$ 30,474
Decision Engine		\$ 1,314	1	\$ 15,763
Enterprise Permitting & Licensing - Read Only User		\$ 31	5	\$ 1,830
2025-534371-D2M1W0				

SSRS Reporting Access - Per User

	\$ 131	1	\$ 1,576
Sub-Total:			\$ 380,858
<u>Less Discount</u>			<u>\$ 93,072</u>
TOTAL	1.00		\$ 287,786

Professional Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Professional Services				
Configuration Training	40	\$ 225	\$ 9,000	\$ 0
Custom Forms/Letters	5	\$ 3,000	\$ 15,000	\$ 0
Custom Reports/Outputs	5	\$ 5,000	\$ 25,000	\$ 0
Data Conversion Services	160	\$ 250	\$ 40,000	\$ 0
End User Training	120	\$ 225	\$ 27,000	\$ 0
Integration Services for API/SDK Support	40	\$ 250	\$ 10,000	\$ 0
NTE Implementation Services - Contingency Hours	400	\$ 225	\$ 90,000	\$ 0
Production Support	120	\$ 225	\$ 27,000	\$ 0
Professional Implementation Services	1812	\$ 225	\$ 407,700	\$ 0
Project Manager Services	450	\$ 225	\$ 101,250	\$ 0
Sub-Total:			\$ 751,950	
<u>Less Discount:</u>			<u>\$ 40,000</u>	
TOTAL:			\$ 711,950	\$ 0

Payments

	List Price	Service %	Min	Basis Points	Rate	Cap	POS	Online	IVR
Payments - Payer Card Cost - Service Fees									

Enterprise Permitting & Licensing Payments				
Business Management (Business License)	3.95%	\$ 2.50	X	X
Business Management (Code Enforcement)	3.95%	\$ 2.50	X	X
Business Management (Professional License)	3.95%	\$ 2.50	X	X
Business Management (Tax Remittance)	3.95%	\$ 2.50	X	X
Community Development (Code Enforcement)	3.95%	\$ 2.50	X	X
Community Development (Permitting)	3.95%	\$ 2.50	X	X
Community Development (Planning)	3.95%	\$ 2.50	X	X
Community Development (Projects)	3.95%	\$ 2.50	X	X
Environmental Health (Code Enforcement)	3.95%	\$ 2.50	X	X
Environmental Health (Environmental Health)	3.95%	\$ 2.50	X	X
Payments - Other Fees				
Payer eCheck Cost	\$ 1.95			
Credit Card Chargebacks	\$ 15.00			
eCheck Rejects	\$ 5.00			

Payer Card Cost
Payer eCheck Cost
eCheck Rejects
Credit Card Chargebacks

Per card transaction with Visa, MasterCard, Discover, and American Express.
Per electronic check transaction.
When an eCheck Transaction comes back as declined (e.g bounced check)
If a card payer disputes a transaction at the card issuing bank (e.g. stolen card)

Payments

Your use of Payments and any related items included on this order is subject to the terms found at:
<https://www.tylertech.com/terms/payment-card-processing-agreement>. By signing this order or the agreement in which it is included, you agree you have read, understand, and agree to such terms. Please see attached Payments fee schedule.

Third-Party Hardware, Software and Services

Description	Qty	Unit Price	Unit Discount	Total Price	Unit Maint /SaaS	Maint/SaaS Discount	Unit	Total Maint / SaaS
Third Party								
Payments PCI Service Fee (Per Device)	5	\$ 0	\$ 0	\$ 0	\$ 900	\$ 0	\$ 0	\$ 900
Hardware								
Payments EMV Terminal Purchase	5	\$ 529	\$ 0	\$ 2,645	\$ 0	\$ 0	\$ 0	\$ 0
TOTAL				\$ 2,645				\$ 900

Summary

Total SaaS	One Time Fees	Recurring Fees
Total Services	\$ 711,950	\$ 287,786
Total Third-Party Hardware, Software, Services	\$ 2,645	\$ 0
Summary Total	\$ 714,595	\$ 900
Contract Total	\$ 1,003,281	\$ 288,686
Estimated Travel Expenses	\$ 40,000	

Optional Third-Party Hardware, Software and Services

Description	Qty	Unit Price	Unit Discount	Total Price	Unit Maint / SaaS	Maint/SaaS Discount	Unit	Total Maint / SaaS
-------------	-----	------------	---------------	-------------	-------------------	---------------------	------	--------------------

Third Party						
3rd Party DigEplan						
	45	\$ 0	\$ 0	\$ 0	\$ 99,000	\$ 99,000
TOTAL						\$ 99,000

Comments

SaaS Monthly Fees are rounded to the nearest dollar. The Annual Fee value represents the cost to the customer.

Fees for year one of hardware maintenance will be invoiced as of the first day of the calendar month following the date the hardware is delivered and may be prorated to end coterminous with the Annual Support Maintenance term. Subsequent annual hardware maintenance fees shall be invoiced together with the Annual Support Maintenance term in accordance with the terms of the Agreement.

Custom reports are ground up module level custom report based on client specification. A custom report returns data from multiple records based on selection criteria.

Custom Forms/Letters are ground up single record custom report based on client specifications. A form/letter returns data from a single record in EnerGov (permit, code case, etc).

Enterprise Permitting & Licensing Foundation includes GIS for EPL Users, Core Foundation Bundle, Advanced Automation Bundle, Data & Reporting Access, Report Toolkit, EPL API Toolkit and 1 TB of Storage

Business Management Suite includes Civic Access for Business Management and Business Management Executive Insights

Enterprise Permitting & Licensing User includes back-office and Workforce Mobile access

eReviews enables the electronic review and markup process of submitted plans and other documentation within the regulatory process. eReviews also requires third party software either from Avolve's DigEplan (which is sold by Tyler) or Bluebeam (sold separately through Bluebeam resellers) to be purchased.

Enterprise Service Requests is an application for citizens to report code complaints. Tyler resources will configure, train client personnel, and support go-live for 311 functionality utilized by Enterprise Permitting & Licensing.

DigEplan Pro. Your use of DigEplan Pro is subject to the LCT Software LLC Subscription Terms & Conditions found here: <https://www.tylertech.com/client-terms/lct-software-llc-an-avolve-company-subscription-terms-conditions>. By signing a Tyler Agreement or Order Form including DigEplan Pro, or accessing, installing, or using DigEplan Pro, you agree that you have read, understood, and agree to such terms.

Community Development Suite includes Civic Access for Community Development and Community Development Executive Insights

In the event Client cancels services less than four (4) 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 cancelled services if Tyler is unable to re-assign its personnel.

Implementation Hours are scheduled and delivered in four (4) or eight (8) hour increments. 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.

As a new Tyler client, you are entitled to a 14-day or a 30-day trial of the Managed Detection and Response cybersecurity service. Please reference <https://www.tylertech.com/services/tyler-detect> for more information on the service and contact CybersecuritySales@tylertech.com to initiate the trial.

Tyler currently supports the following identity providers (IdP's) for use with Tyler back-office solutions: Microsoft Active Directory through Azure AD, ADFS or Okta AD agent, Google Cloud Identity, Okta, and Identity Automation Rapid Identity. Any requirement by you to use an IdP not supported by Tyler will require additional costs, available upon request.

Business Management: Tyler leads and owns the "Assess and Define" and "Configuration" of 11 unique business transactions, 11 template business transactions, 5 geo-rules and 5 automation events. Configuration elements beyond this will be owned by the client. Community Development: Tyler leads and owns the "Assess and Define" and "Configuration" 20 unique business transactions, 20 template business transactions, 10 geo-rules and 10 automation events. Configuration elements beyond this will be owned by the client.

Business Management Suite includes Civic Access for Business Management and Business Management Executive Insights

Community Development Suite includes Civic Access for Community Development and Community Development Executive Insights

Enterprise Permitting & Licensing Foundation includes GIS for EPL Users, Core Foundation Bundle, Advanced Automation Bundle, Data & Reporting Access, Report Toolkit, EPL API Toolkit and 1 TB of Storage

Enterprise Permitting & Licensing User includes back-office and EP&L Mobile access

Standard Project Management responsibilities include project plan creation, initial stakeholder presentation, bi-weekly status calls, updating of project plan task statuses, and go-live planning activities.



Exhibit B

Invoicing and Payment Terms

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

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

1. Tyler Annual Services.

1.1. *SaaS Services.*

1.1.1. SaaS Fees shall be invoiced as follows:

- On a quarterly basis in advance, beginning six (6) months from the commencement of the initial term as set forth in Section E(1) of this Agreement, for the two (2) year period from the commencement of the initial term as set forth in Section E(1) of this Agreement (SaaS fees for the first six (6) months of the initial term are waived.)
- Thereafter, on an annual basis in advance

1.1.2. Your annual SaaS fees for the initial term are set forth in the Investment Summary. SaaS Fees shall remain the same for the first three years and shall not increase more than 4% over the previous years' fees on an annualized basis, for years 4-5 and no more than 5% over the previous years' fees on an annualized basis for years 6-10. Thereafter, SaaS Fees will be at Tyler's then-current rates. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates.

1.2. *Other Annual Services.* Fees for annual services other than SaaS Services are invoiced on an annual basis, beginning with the availability of the service. Your annual fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

2. Tyler Services.

2.1. *Professional Services Generally:* Unless otherwise indicated below, fees for Tyler services are invoiced as delivered. The foregoing notwithstanding, Tyler agrees to withhold fifteen percent (15%) of the implementation fees associated with a project phase, (the "Retention"), with such Retention to be payable upon the live date of the applicable phase. Tyler reserves the right to invoice for the Retention in the event the Client delays a live date by more than ninety (90) days (whether consecutive or cumulative) and such delay is not caused by Tyler's failure to perform.

3. Hardware & Third-Party Products.

3.1. *Hardware:* Hardware costs, if any, are invoiced upon delivery.

3.2. *Hardware Maintenance:* The first year maintenance fee for hardware is invoiced upon delivery of the hardware. Subsequent annual maintenance fees for hardware are invoiced annually, in

advance, at then-current rates, upon each anniversary thereof.

- 3.3. *Third-Party Services*: Fees for Third-Party Services, if any, are invoiced as delivered, along with applicable expenses, at the rates set forth in the Investment Summary.
 - 3.4. *Third Party Software*. License Fees for Third Party Software, in any, are invoiced when the applicable Third Party Software is made available to you for download.
 - 3.5. *Third Party Software Maintenance*: The first year maintenance fee for the Third Party Software is invoiced when it is made available to you for downloading. Subsequent annual maintenance fees for Third Party Software are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.
 - 3.6. *Third-Party SaaS Services*. Third-Party SaaS Services fees, if any, are invoiced on an annual basis, commencing with availability of the respective Third-Party SaaS Services. Pricing for the first year of Third-Party SaaS Services is indicated in the Investment Summary. Unless expressly stated otherwise, pricing for subsequent years will be at then-current rates.
4. Transaction Fees. Unless paid directly by an end user at the time of transaction, per transaction (call, message, etc.) fees are invoiced on a monthly basis. Fees are indicated in the Investment Summary and may be increased by Tyler upon notice of no less than thirty (30) days.
 5. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is available by contacting AR@tylertech.com.



Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

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

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

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

B. Baggage Fees

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

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

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

"No shows" or cancellation fees are not reimbursable if the employee does not comply with the hotel's cancellation policy.

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

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

4. Meals and Incidental Expenses

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

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

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

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

5. Internet Access – Hotels and Airports

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

6. International Travel

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

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

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

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

7. **Maximum Reimbursable Amount**

The total reimbursable travel expenses under this Agreement shall not exceed the travel expenses set forth in the Investment Summary. This not to exceed commitment is contingent on the scope of work as of the Effective Date, (which assumes 17 onsite visits), on your timely meeting of your obligations under this Agreement and is subject to section C4 of the Agreement. Tyler reserves the right to seek approval and an amendment to the Agreement for any additional travel that may be necessary.



Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels related to the availability of the Tyler SaaS Services that you have requested us to provide. All other support services are documented in the Support Call Process. This SLA does not apply to any Third-Party SaaS Services.

II. Definitions. Except as defined below, all defined terms have the meaning set forth in the Agreement.

Actual Attainment: The percentage of time the Tyler Software is available during a calendar month, calculated as follows: $(\text{Service Availability} - \text{Downtime}) \div \text{Service Availability}$.

Client Error Incident: Any service unavailability resulting from your applications, content or equipment, or the acts or omissions of any of your service users or third-party providers over whom we exercise no control.

Downtime: Those minutes during Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

Emergency Maintenance Window: (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

Planned Downtime: Downtime that occurs during a Standard or Emergency Maintenance window.

Service Availability: The total number of minutes in a calendar month that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure. Service Availability only applies to Tyler Software being used in the production environment.

Standard Maintenance: Routine maintenance to the Tyler Software and infrastructure. Standard Maintenance is limited to five (5) hours per week.

III. **Service Availability**

a. Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support case number.

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work

with you to identify the cause of the Downtime (including whether it may be the result of Planned Downtime, a Client Error Incident, denial of service attack or Force Majeure). We will also work with you to resume normal operations.

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS Fees paid for the calendar month.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen (15) days of the end of the applicable month. We will respond to your relief request within thirty (30) days of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Credits are only payable when Actual Attainment results in eligibility for credits in consecutive months and only for such consecutive months.

Client Relief Schedule	
Actual Attainment	Client Relief
99.99% - 99.70%	Remedial action will be taken
99.69% - 98.50%	2% of SaaS Fees paid for applicable month
98.49% - 97.50%	4% of SaaS Fees paid for applicable month
97.49% - 96.50%	6% of SaaS Fees paid for applicable month
96.49% - 95.50%	8% of SaaS Fees paid for applicable month
Below 95.50%	10% of SaaS Fees paid for applicable month

* Notwithstanding language in the Agreement to the contrary, Recovery Point Objective is one (1) hour.

IV. Maintenance Notifications

We perform Standard Maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable, that the Tyler Software will be unavailable during the maintenance window.



Exhibit C

Schedule 1

Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users*:

- (1) On-line submission (portal) – for less urgent and functionality-based questions, users may create support incidents through the Tyler Customer Portal available at the Tyler Technologies website. A built-in Answer Panel provides users with resolutions to most “how-to” and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit the support case.
- (2) Email – for less urgent situations, users may submit emails directly to the software support group.
- (3) Telephone – for urgent or complex questions, users receive toll-free, telephone software support.

** Channel availability may be limited for certain applications.*

Support Resources

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

- (1) Tyler Website – www.tylertech.com – for accessing client tools, documentation, and other information including support contact information.
- (2) Tyler Search -a knowledge based search engine that lets you search multiple sources simultaneously to find the answers you need, 24x7.
- (3) Tyler Community –provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (4) Tyler University – online training courses on Tyler products.

Support Availability

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

New Year’s Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

For support teams that provide after-hours service, we will provide you with procedures for contacting support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of

such a Defect notification, we will use commercially reasonable efforts to meet the resolution targets set forth below.

We will also make commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to assist your IT staff with applying patches and release upgrades, as well as consulting with them on server maintenance and configuration of the Tyler Software environment.

Incident Handling

Incident Tracking

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

Incident Priority

Each incident is assigned a priority level, which corresponds to the Client’s needs. Tyler and the Client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain “characteristics” may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the Client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a “confirmed support incident” mean that Tyler and the Client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets*
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.

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

**Response and Resolution Targets may differ by product or business need*

Incident Escalation

If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to the appropriate resource, as outlined by each product support team. The corresponding resource will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect.

Remote Support Tool

Some support calls may require further analysis of the Client's database, processes or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the Client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



Exhibit C

Schedule 2

Privacy Statement

Introduction and Scope

Tyler Technologies, Inc. and [its subsidiaries](#), along with their respective business units and business lines ("Tyler", "we," "us" or "our") are committed to protecting your privacy.

This Tyler Privacy Statement explains our privacy practices when we collect, use, or transfer personal data. This Privacy Statement applies when you interact with Tyler through any of our online applications and features, digital services, communication channels, websites and mobile applications (collectively the "Tyler Platform"). It also applies to information Tyler collects through other means, including information collected offline.

For purposes of this Privacy Statement, "personal data" generally means information that on its own or combined with other information, can directly or indirectly identify an individual. "Process" or "processing" generally means the collection, use, storage, disclosure, analysis, deletion or modification of personal data.

We may revise this Privacy Statement periodically and will post any changes to the Tyler Platform. Changes to the Tyler Privacy Statement are effective at the time they are posted and your continued use of the Tyler Platform, or provision of information to us through other means after posting will constitute acceptance of, and agreement to be bound by, those changes. Please review this Privacy Statement from time to time to ensure you are aware of changes to it. If you do not agree with the Tyler Privacy Statement, please do not use the Tyler Platform.

How this Privacy Statement and our privacy practices apply to you depends on your relationship with Tyler or use of the Tyler Platform. The following are just a few examples of situations where Tyler, as a company providing software solutions and services to our public sector clients and their end users, may process your personal data when you apply for a dog license, pay a property tax bill, or are a party in a court case. In those types of situations, the Tyler as a Data Processor section explains our role in the processing of your personal data. When Tyler processes personal data for its own business purposes, such as when you apply for a job at Tyler, the Tyler as a Data Controller section describes our privacy practices.

We strongly encourage you to read the following section that is applicable to your relationship with Tyler in its entirety.

Tyler as a Data Processor

This Tyler as a Data Processor section applies generally to the personal data we process as part of the application solutions and services we provide pursuant to a contract between Tyler and a client or a customer (a “Client”). In other words, Tyler as a Data Processor applies to Client directed processing activities.

Many of Tyler’s Clients are municipal or state government agencies or political subdivisions, including public administration, courts and public safety, and health and human services agencies, as well as K-12 educational entities. Our Clients use our products to provide services to their customers, constituents, employees, or students. Our Clients decide what personal data is collected, used, or shared in the Tyler Platform, and why. In these circumstances, our Clients are typically the data “controllers” and Tyler generally acts as a data “processor” because our Clients tell us what to do with the personal data, what to collect and the purpose for which it was collected. Our Clients own the data, not Tyler.

For information related to the privacy practices of a Tyler Client who uses Tyler products or services, please contact the respective Client directly. Tyler does not manage and is not responsible for the privacy practices of Tyler Clients, which may differ from the privacy practices described in the Tyler Privacy Statement.

Why We Disclose Personal Data as a Processor

We do not sell, share, or otherwise transfer personal data we process on behalf of Clients to third parties for cross-context behavioral advertising or in exchange for monetary or other valuable considerations.

We may, however, disclose personal data with sub-processors or service providers solely to help us provide products and services to Tyler Clients. Any such disclosure is limited to what is necessary to meet our contractual obligations and is carried out strictly in accordance with the Tyler Client’s instructions.

Tyler Client Responsibilities & Your Rights

As a data processor, Tyler acts at the direction and on behalf of our Clients, which means your main point of contact for privacy questions or requests is the Tyler Client with which you interact.

In addition to contacting the Tyler Client you interact with, you may control the information collected and use in the following ways:

- Geolocation Information. You can disable location-based services on your mobile device or web browser by adjusting the settings on your device or browser. This will prevent the Tyler Platform from accessing your Geolocation Information. Note that some Tyler services may not be available if you disable location-based services.
- Cookies and Similar Technologies. You can refuse to accept third-party cookies by following your browser or device's instructions. If you do not accept cookies, you may experience some inconvenience in your use of the Tyler Platform.
- User Requests. You should direct any request related to your personal data processed by us on behalf of a Tyler Client to the applicable Tyler Client. If we receive a request from you directly, we will take reasonable measures to facilitate your request, including contacting the applicable Tyler Client for which we are acting as a data processor with respect to your personal data if you have. We may be reached using our toll-free number: 1-800-772-2260 Option 7 or by completing the web form [here](#).

Tyler as a Controller

Tyler as a Controller applies where we collect, use, and transfer your personal data on our own behalf. It does not apply to the extent Tyler processes personal data in the role of a processor or service provider on behalf of our Clients. Depending on your interactions, more than one role may apply to your relationship with Tyler and the Tyler Platform.

The Tyler Platform may contain links to websites operated by third parties ("Third-Party Sites"). The Tyler Privacy Statement does not apply to those Third-Party Sites, or to any social media platforms where Tyler maintains its social media pages or which you may use to login to the Tyler Platform.

What Personal Data We Collect as a Controller

The personal data we collect depends on how you interact with Tyler and the Tyler Platform. For a description of the personal data Tyler collects as a Controller and the purposes for which we collect it as a Controller, please refer to the list below.

- **Biometric Information**, for example, fingerprint scans.
- **Identifiers**, for example, real name, postal address, email address, and IP address.
- **Sensitive Personal Data**, for example, social security number, account log-in, and credit card.
- **Education Information**, for example, student's and their parents' real name and postal address.
- **Audio, Electronic, Visual, Thermal, Olfactory, or Similar Information**, for example, records of conversations with customer support representatives and camera and microphone data.
- **Professional or Employment-related Information**, for example, educational background and employment history.

- **Geolocation Data**, for example, approximate and precise location of an individual.
- **Commercial Information**, for example, information about purchases of Tyler products and services and information necessary to complete payments or facilitate transactions.
- **Internet or Other Electronic Network Activity Information**, for example, information about your interactions with the Tyler Platform and aggregate information about traffic across the Tyler Platform.
- **Inferences**, for example, preferences, characteristics, predispositions, and behavior.
- **Characteristics of Protected Classifications**, for example, gender, race, and ethnicity.

Why We Transfer Your Personal Data as a Controller

We may sell, share, or otherwise disclose your personal data to third parties for cross-context behavioral advertising, targeted advertising, or in exchange for monetary or other valuable consideration.

We do disclose personal data in the normal course of operating the Tyler Platform. This means we may disclose your personal data with sub-processors or service providers to facilitate the provision of services we provide to our Clients. We may also disclose your personal data if we believe it's necessary to comply with applicable laws or protect Tyler, our Clients, our users or employees. Each disclosure is limited to the purpose described below:

- Tyler Clients and their end users, as necessary to provide the services or products they have purchased.
- Service providers that assist with the operation of the Tyler Platform and allow us to provide services to Tyler Clients. Information shared with these service providers, as well as information that they collect on our behalf, is limited to what is necessary for providing their services and is safeguarded under contractual obligations that protect the information and limit its use to purposes that we allow.
- Tyler affiliates and subsidiaries that support Tyler Platform operations, development, customer support, and internal administration.
- Tyler, our service providers or Tyler Clients may disclose specific individual information if we or they reasonably believe it is necessary to: (i) comply with applicable law; (ii) protect or defend the rights, property and interests of Tyler, our employees, or the interests of our third party service providers and partners; or (iii) under exigent circumstances, to protect the personal safety of our users and customers, or the public.
- Independent third parties may also collect and process your information, such as the payment providers you use when you facilitate a payment using a Tyler product or service, social media platforms you use to login to the Tyler Platform via a social media account, or business sponsors or attendees when you register for or attend a webinar, event, or conference. These third parties will process your information independently in accordance with their own privacy notices.

- Tyler engages marketing service providers to assist with the advertising and marketing of our business and performing business analytics.

Your Privacy Rights

We want you to feel comfortable with how we collect, use, and share your personal data. You have privacy rights under your states laws if you are a resident of one of the following states: California, Colorado, Connecticut, Delaware, Indiana, Iowa, Kentucky, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, Virginia. Depending on which of the previously mentioned states you are a resident, your state laws may entitle you to some or all of the following privacy rights: (i) erase or delete all or some of your personal data; (ii) change, update, or correct your personal data; (iii) restrict how we use all or some of your personal data, for example, opting out of targeted advertising, profiling, or automated decision making; (iv) access your personal data and, where applicable and feasible, request to receive that personal data in a commonly used electronic format (or ask for this information to be provided in that format to a third party); (v) disclose what personal data we collect, use, or share, and to whom; (vi) request that we stop sharing your personal data with third parties for certain purposes; (vii) appeal a refusal of your privacy request and, if unresolved, lodge a complaint with the relevant privacy or data-protection authority; or (viii) not be retaliated against for exercising any of these rights.

Country Specific Information

Certain countries where Tyler operates or where individuals live with whom Tyler interacts through the Tyler Platform for Tyler's own business purposes have enacted legislation that provides their residents with certain rights with respect to businesses' collection, use, and disclosure of residents' personal data. For more information about a particular jurisdiction, please see our country-specific notices below.

[Notice to Residents of Australia](#)

[Notice to Residents of the Bahamas](#)

[Notice to Residents of Bermuda](#)

[Notice to Residents of Brazil](#)

[Notice to Residents of Canada](#)

[Notice to EU, EEA, and UK Residents](#)

[Notice to Residents of India](#)

[Notice to Residents of Mexico](#)

[Notice to Residents of the Philippines](#)

[Data Retention](#)

We will retain your personal information for the length of time needed to fulfill the purposes outlined above, or for as long as the Tyler Client for which we are providing services directs us to retain it, unless you request that we delete your personal data and we honor such request, or a longer retention period is required or permitted by law, for the establishment, exercise and defense of a legal claim.

Children

Except in limited circumstances as part of a specific educational opportunity programs Tyler operates, including but not limited to the Maine App Challenge, the Tyler Platform is not directed to persons under the age of eighteen (18), and we do not knowingly collect, request, or use personal data of children without parental permission. Aside from the aforementioned instances, we do not have actual knowledge that we sell to or share with third parties, the personal data of individuals under 18 years of age. If we become aware that a child under 18 has provided us with personal data without parental consent, we will take steps to delete the information as soon as possible. If you believe that your child under the age of 18 has submitted personal data to Tyler, please complete the available [web form](#).

Contact Us

If you have any questions regarding our Privacy Statement or the use of your personal data, please feel free to contact our Privacy Team:

Web Form: [Submit a Data Subject Request \(DSR\)](#)

Phone: 1-800-257-7254, Option 4

Mail: Tyler Technologies, 5101 Tennyson Pkwy, Plano, TX 75024

This Privacy Statement is effective July 1, 2025.

To view our archived Privacy Statement, click [here](#).



Exhibit C
Schedule 3
Data & Insights SaaS Services Terms of Service

Updated 04/21/2022

This Data & Insights SaaS Services Terms of Services governs your use of the following solutions:

Property & Recording

- Assessment Connect
- Open Assessment

Enterprise Permitting & Licensing

- Enterprise Permitting & Licensing Business Management Feeds
- Enterprise Permitting & Licensing Community Development Feeds
- Community Development Executive Insights
- Enterprise Permitting & Licensing Advanced Automation with Executive Insights
- Enterprise Analytics and Reporting with Executive Insights
- Business Management Executive Insights
- Enterprise ERP Revenue Insights
- Citizen Connect
- Economic Intelligence

Enterprise ERP

- Enterprise ERP Analytics & Reporting w Executive Insights
- Enterprise ERP Financial Insights - Bundled
- Enterprise ERP Payroll & HR Insights
- Capital Project Explorer
- Citizen Connect
- Data & Insights Open Data
- Open Finance
- Economic Intelligence
- Executive Insights, ERP

Courts & Justice

- Court Analytics
- eFile Analytics
- Probation Analytics/Supervision Analytics
- Pre-trial Analytics

Public Safety

- Public Safety Analytics
- Law Enforcement Explorer
- Citizen Connect
- Law Enforcement Analytics
- Performance Dashboards

WHEREAS, Tyler has designed, developed, purchased or configured certain computer software systems which Tyler has designated as Data & Insights SaaS Services and has used such software in support of commercial and government programs; and

WHEREAS, Client desires to acquire from Tyler and Tyler wishes to grant to Client a non-exclusive license to use the Data & Insights SaaS Services as further defined, permitted, conditioned, and restricted below.

NOW, THEREFORE, in consideration of the foregoing and other good and valuable consideration, the receipt and sufficiency of which is acknowledged, and in consideration of covenants and obligations hereinafter set forth, the Parties agree to be bound by the terms and conditions as follows:

These Data & Insights SaaS Services Terms of Service govern the use and license rights associated with the Data & Insights SaaS Services. The parties are referred to herein individually as Party or collectively as Parties. Capitalized terms used in these Data & Insights SaaS Services Terms of Service but not defined herein are defined in the Base Agreement or other agreement with us governing your use of the Tyler software and services.

Section A — Definitions

- **“Base Agreement”** means the agreement executed by you and Tyler to which you are adding Data & Insights SaaS Services through signature upon an Order Form. For the avoidance of doubt, a Base Agreement is not an agreement signed by an entity Tyler acquired.
- **“API”** means application-programming interface.
- **“Client Data”** means data, datasets, files, information, content and links uploaded or provided by Client through the use of the Data & Insights SaaS Services but excluding Third-Party Services.
- **“Confidential Information”** means 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.
- **“Data & Insights Agreement”** means this Data & Insights SaaS Services Terms of Service and any special conditions agreed to by the Parties and included in the Order Form.

- **“Data & Insights SaaS Services”** means the Data & Insights off the shelf, cloud-based software service and related services, including support services, as specified under this Data & Insights SaaS Services Terms of Service. Data & Insights SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting, or other professional services.
- **“Data Storage”** means the contracted amount of storage capacity for your Client Data.
- **“Dataset”** means physical collection of information, typically modeled as a table of rows and columns of data.
- **“Effective Date”** means the date subscription start date identified in the Order Form or Purchase Order.
- **“External API Calls”** means any request made by a user that is not logged in against a SaaS Service.
- **“Monthly Active Users”** or **“Users”** used interchangeably, means a user that is logged in and accesses the Data & Insights SaaS Services.
- **“Order Form”** or **“Purchase Order”** means an ordering document, referencing or including a Quote or Investment Summary, specifying the Data & Insights SaaS Services and any Professional Services to be provided hereunder that is entered into between Client and Tyler, including any addenda and supplements thereto.
- **“Quote”** or **“Investment Summary”** means an estimate provided by Tyler for the SaaS Services or Professional Services.
- **“Third-Party Data”** means an aggregated dataset solution by a third-party data provider and shall be treated as Confidential Information.
- **“Third-Party Data Purpose”** means to use the Third-Party Data alone or in conjunction with other intelligence, data, or logic for internal modeling, targeting, measurement, and internal reporting solely for the benefit of the Client.
- **“Third-Party Services”** means if any, third-party web-based services, content, or platforms, including but not limited to third party stock photos and third-party map location services, which are available at no additional charge to you through the Data & Insights SaaS Services.
- **“Updates”** means any enhancements, additions, new releases, bug fixes, patches, modifications or other error corrections of or to the SaaS Software or Third-Party Data licensed to Client that Tyler generally makes available free of charge to licensees of the solutions.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

Section B — Data & Insights SaaS Services

1. **Rights Granted.** As of the Effective Date, Tyler grants to Client the non-exclusive, non-assignable limited right to use the SaaS Services on a subscription basis according to the terms of the Base Agreement and this Data & Insights Agreement. The SaaS Services will be made available to Client according to the terms of the applicable Service Level Agreement. Client may use the SaaS Services to access Updates and enhancements to the SaaS Services, as described in herein. Unless otherwise terminated, Client’s right to access or use

the SaaS Services will terminate at the end of the subscription period defined in the Order Form or Base Agreement, as applicable.

2. SaaS Fees and Usage Limits. Client agrees to pay the fees identified in the Order Form in accordance with Tyler's Invoicing and Payment Policy. Client acknowledges that continued access to the Data & Insights SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue your access to the Data & Insights SaaS Services. We may also terminate this Data & Insights Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate. During the subscription period, Tyler reserves the right to exercise the usage limits set forth in the Order Form. If Client exceeds the contractual usage limits, Tyler may work with Client to seek to reduce Client's usage so that it conforms to that limit. If Client is unable or unwilling to abide by a contractual usage limit, or if Client wishes to increase usage limits, it will require a written contract amendment, modification, or Client will execute an Order Form for increased usage limits.
3. Ownership and Reservation of Rights.
 - a. This Data & Insights Agreement does not provide Client with title or ownership of the Data & Insights SaaS Services, or Third-Party Data, but only a right of limited use as further delineated herein. The SaaS Services, other services, workflow processes, user interface, designs, and other technologies provided by Tyler pursuant to this Data & Insights Agreement are the proprietary property of Tyler and its licensors. All right, title and interest in and to such items, including all associated intellectual property rights, remain only with Tyler. Tyler reserves all rights unless otherwise expressly granted in this Data & Insights Agreement. Client may not remove or modify any proprietary marking or restrictive legends from items or services provided under this Agreement. Third-Party Data vendors also retain ownership, title and all rights and interest, including, without limitation, Intellectual Property Rights in and to their own respective software, data, and documentation.
 - b. When Client uploads or provides Client Data through the use of the Data & Insights SaaS Services, Client grants to Tyler a non-exclusive, worldwide, royalty-free, sub-licensable, and transferable license during the subscription period to use, reproduce, publicly display, distribute, modify, create derivative works of, index, and translate the Client Data as needed in response to, and as directed by, a User's use of the Data & Insights SaaS Services and as needed for the compliance of this Data & Insights Agreement and for the purpose of providing analytics to a User.
 - c. Tyler may access and develop derivative data assets and insights based on combined, aggregated, anonymized views of Client Data, that Client has not made publicly available, for the purposes of providing new features and functionality, and performing aggregated statistical analysis by providing benchmarks and models.

- d. Client retains all ownership and intellectual property rights to the Client Data. Client expressly recognizes that except to the extent necessary to carry out our obligations contained in this Data & Insights Agreement, Tyler does not create or endorse any data used in connection with the Data & Insights SaaS Services.
- e. If Client provides feedback, information, and/or suggestions about the Data & Insights SaaS Services, or any other services provided hereunder, then Tyler (and those it allows to use its technology) may use such feedback, information, and/or suggestions under a royalty-free, paid-up, and irrevocable license without obligation to Client.

4. Restrictions.

- a. You may not: (a) except as explicitly provided for herein, make the Data & Insights SaaS Services or Documentation resulting from the Data & Insights SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the Data & Insights SaaS Services; (c) access or use the Data & Insights SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the Data & Insights SaaS Services or Documentation available to any third party other than as expressly permitted by this Data & Insights Agreement; (e) use the Data & Insights SaaS Services to store or transmit infringing, unsolicited marketing emails, libelous, or otherwise objectionable, unlawful or tortious material, or to store or transmit material in violation of third party rights; (f) interfere with or disrupt the integrity or performance of the Data & Insights SaaS Services (including without limitation, vulnerability scanning, penetration testing or other manual or automated simulations of adversarial actions, without Tyler's prior written consent); or (g) attempt to gain unauthorized access to the Data & Insights SaaS Services or its related systems or networks.
- b. Client acknowledges and understands that the Data & Insights SaaS Services are not designed to serve as the system of record and shall not be used in a manner where the interruption of the Data & Insights SaaS Services could cause personal injury (including death) or property damage. The Data & Insights SaaS Services are not designed to process or store data protected under the Family Education Rights and Privacy Act ("FERPA"), data from Criminal Justice Information Services ("CJIS"), or other sensitive data, and by using the Data & Insights SaaS Services, Client acknowledges and agrees that Client is using the Data & Insights SaaS Services at Client's own risk and that Client is solely responsible for use of data with the Data & Insights SaaS Services in any manner that is contrary

to the uses for which the Data & Insights SaaS Services are designed and offered for use in this Agreement. If Client intends to use the Data & Insights SaaS Services to store or transmit Protected Health Information (PHI), then the Parties will scope the additional usage and it will require a written contract amendment and will include a mutually agreeable Business Associate Agreement.

- c. Although we have no obligation to screen, edit or monitor the Client Data or Public User content posted on Data & Insights SaaS Services, if, in our reasonable judgment, we discover your use of the Data & Insights SaaS Services threatens the security, integrity, stability, or availability of the Data & Insights SaaS Services, or is otherwise in violation of this Data & Insights Agreement, we may temporarily suspend the Data & Insights SaaS Services, or User access thereto. Unless Client has conducted penetration testing or unscheduled performance testing, Tyler will use commercially reasonable efforts to provide Client with notice and an opportunity to remedy such violation or threat prior to such suspension. Any penetration testing or unscheduled performance testing conducted by Client will result in immediate suspension of the Data & Insights SaaS Services.
5. Access and Usage by Internal Client Users and Contractors. You may allow your internal users and third party contractors to access the Data & Insights SaaS Services and any technical or policy controls, in compliance with the terms of this Data & Insights Agreement, which access must be for your sole benefit. You are responsible for the compliance with this Data & Insights Agreement by your internal users and contractors.
6. Your Responsibilities. Client (a) must keep its passwords secure and confidential; (b) is solely responsible for all activity occurring under its account; (c) must use commercially reasonable efforts to prevent unauthorized access to its account and notify Tyler promptly of any such unauthorized access; (d) may use the Data & Insights SaaS Services only in accordance with the Documentation; and (e) shall comply with all federal, state and local laws, regulations and policies of Client, as to its use of the Data & Insights SaaS Services, Client Data, and instructions to Tyler regarding the same.
7. Client Data Backup. The data on the Data & Insights Platform is a copy of Client Data. Any laws and regulations governing Client for retention of Client Data remains Client's responsibility. CLIENT IS SOLELY RESPONSIBLE FOR BACKING UP CLIENT DATA unless otherwise specially agreed in writing between Tyler and Client in the Tyler hosting Agreement.
8. Return of Client Data. Upon request, Tyler will make the Data & Insights SaaS Services available to Client to export Client Data for a period of sixty (60) days following the termination of this Data & Insights Agreement. After such sixty (60) day period has expired, we have no obligation to maintain Client Data and may destroy the Client Data.
9. Data Security Measures. In order to protect your Confidential Information, we will: (a) implement and maintain all reasonable security measures appropriate to the

nature of the Confidential Information including without limitation, technical, physical, administrative and organizational controls, and will maintain the confidentiality, security and integrity of such Confidential Information; (b) implement and maintain industry standard systems and procedures for detecting, mitigating, and responding to attacks, intrusions, or other systems failures and regularly test or otherwise monitor the effectiveness of the safeguards' key controls, systems, and procedures; (c) designate an employee or employees to coordinate implementation and maintenance of its Security Measures (as defined below); and (d) identify reasonably foreseeable internal and external risks to the security, availability, confidentiality, and integrity of Confidential Information that could result in the unauthorized disclosure, misuse, alteration, destruction or other compromise of such information, and assess the sufficiency of any safeguards in place to control these risks (collectively, Security Measures). Client acknowledges and agrees that Tyler's obligations with respect to Security Measures is subject to Client Restrictions herein.

10. Notice of Data Breach. If Tyler knows that Confidential Information has been accessed, disclosed, or acquired without proper authorization and contrary to the terms of this Data & Insights Agreement, we will alert Client of any such data breach in accordance with applicable law, and take such actions as may be necessary to preserve forensic evidence and return the Data & Insights SaaS Services to standard operability. If so required, Tyler will provide notice in accordance with applicable federal or State data breach notification laws.
11. Confidentiality. In the absence of a corresponding provision in the Base Agreement, the following provision shall apply:

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 Data & Insights 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 Data & Insights 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 Data & Insights 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.

Section C — Warranty

1. SaaS Services Warranty. Tyler warrants to Client that the functionality or features of the Data & Insights SaaS Services will substantially perform as communicated to Client in writing, or their functional equivalent, but Tyler has the right to update functionality. The support policies may change but will not materially degrade during the term. Tyler may deprecate features upon at least 30 days' notice to Client, but Tyler will use commercially reasonable efforts to support the previous features for at least 6 months following the deprecation notice. The deprecation notice will be posted at <https://support.socrata.com>.

Section D — Third-Party Services

1. Third -Party Services. Client may be provided with access and usage of Third-Party Services through use of the Data & Insights SaaS Services. Client may use the Third-Party Services at Client's election, but Client must agree to such Third-Party Service contracts if Client chooses to use those Third-Party Services. Third-Party Services will be solely governed by such Third-Party Service contracts and use may include separate fees and charges. Client will have access to the following Third-party Services for use within the software, however, the availability of any of these services is subject to change:
 - Getty Images: Within the platform's perspective story tool, customers have access to a library of images available for use in their story pages, terms and conditions located at <http://www.gettyimages.com/connectterms>.
 - Mapbox: Within the platform's visualization suite, the current mapping visualizations are powered by Mapbox, terms and conditions located at <https://www.mapbox.com/legal/tos>.
 - Mapquest: Geocoding provider that matches user-provided addresses with geographic coordinates for display on map visualizations terms and conditions located at <http://hello.mapquest.com/terms-of-use/>.
2. Disclaimer. You acknowledge that we are not the provider of any Third-Party Services. We do not warrant or guarantee the performance of the Third-Party Services.

Section E — Term

1. Term. Unless the Data & Insights SaaS Services are acquired through a Base Agreement with a defined term for SaaS Services (in which case that term shall apply), the initial term of the Data & Insights Agreement is forth in the Order Form. Unless expressly indicated otherwise in the Order Form, this Data & Insights Agreement and the subscription to the Data & Insights SaaS Services will renew automatically for additional one (1) year renewal terms unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Data & Insights SaaS Services or Third-Party Data will terminate at the end of this Data & Insights Agreement.

Section F — Limitation of Liability

1. DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS DATA & INSIGHTS 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, TITLE OR FITNESS FOR A PARTICULAR PURPOSE. WHILE TYLER TAKES REASONABLE PHYSICAL, TECHNICAL AND ADMINISTRATIVE MEASURES TO SECURE THE DATA & INSIGHTS SAAS SERVICES, TYLER DOES NOT GUARANTEE THAT THE DATA & INSIGHTS SAAS SERVICES CANNOT BE COMPROMISED. YOU UNDERSTAND THAT THE DATA & INSIGHTS SAAS SERVICES MAY NOT BE ERROR FREE, AND USE MAY BE INTERRUPTED.

2. LIMITATION OF LIABILITY. Unless the Data & Insights SaaS Services are acquired through a Base Agreement with a Limitation of Liability clause (in which case that term shall apply), OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS DATA & INSIGHTS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE THEN-CURRENT ANNUAL DATA & INSIGHTS SAAS FEES PAYABLE BY YOU. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS DATA & INSIGHTS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO THE INDEMNIFICATION OBLIGATIONS UNDER THE AGREEMENT.
3. 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.

Section G — Additional Terms and Conditions for Data & Insights SaaS Services With Open Data Functionality

1. Tyler may make certain other Tyler Applications available to Client. The use of Open Assessment, Data & Insights Citizen Connect, Data & Insights Capital Project Explorer, Data & Insights Citizen Connect, Data & Insights Open Data, Data & Insights Open Finance, Open Finance, and/or X-Connect Applications, either alone or in connection with the Data & Insights SaaS Services, is governed by this Data & Insights Agreement and the Agreement. Client must also comply with the following terms and conditions when using the above named Applications.
2. The Data & Insights SaaS Services may provide you with functionality to make all or part of Client Data available to the general public through one or more public facing websites. If the functionality is provided, then Client determines which Client Data is shared publicly, and Client is solely responsible for determining the online terms of use and licenses relative to the use by public users ("Public User") of Client Data, and the enforcement thereof. Client is responsible to ensure all Users comply with the terms and conditions of this Amendment. Once

an internal user makes Client Data publicly available using the Data & Insights SaaS Services, Tyler has no control over a Public User's use, distribution, or misuse of Client Data. Tyler has no liability or obligation to indemnify for such usage. If the Data & Insights SaaS Services provide you with this functionality, then Users have the ability within the Data & Insights SaaS Services to remove the public permissions applied to Client Data.

3. Tyler reserves the right to develop derivative data assets based on Client Data that exists in the public domain. Tyler may use, index, disclose, commercialize, and transfer the derivative data assets for any lawful purpose, including but not limited to: aggregating and summarizing data; normalizing, standardizing and concatenating data to create new regional or national data assets; and developing key performance indicators and benchmarks.
4. APIs. The Data & Insights SaaS Services may provide access to the applicable application-programming interface ("API") as part of the Data & Insights SaaS Services under the terms of this Data & Insights Agreement. Subject to the other terms of this Data & Insights Agreement and if the Data & Insights SaaS Services provides access to the APIs, Tyler grants Client a non-exclusive, nontransferable, terminable license to interact only with the SaaS Services as allowed by the current APIs.
 - a. Client may not use the APIs in a manner--as reasonably determined by Tyler--that exceeds the purposes defined in the Amendment Investment Summary, constitutes excessive or abusive usage, or fails to comply with any part of the APIs. If any of these occur, Tyler can suspend or terminate Client's access to the APIs on a temporary or permanent basis.
 - b. Tyler may change or remove existing endpoints or fields in API results upon at least 30 days' notice to Client, but Tyler will use commercially reasonable efforts to support the previous version of the APIs for at least 6 months from deprecation notice. Tyler may add new endpoints or fields in API results without prior notice to Client.
 - c. The APIs may be used to connect the SaaS Services to certain hosted or on premise software applications not provided by Tyler ("Non-Tyler Applications"). Client is solely responsible for development, license, access to and support of Non-Tyler Applications, and Client's obligations under this Data & Insights Agreement are not contingent on access to or availability of any Non-Tyler Application.
 - d. Any open source code provided is provided as a convenience to you. Such open source code is provided AS IS and is governed by the applicable open source license that applies to such code; provided, however, that any such open source licenses will not materially interfere or prohibit Client's limited right to use the SaaS Services for its internal business purposes.

Section H — Additional Terms and Conditions for Third-Party Data Vendor Solutions/Applications

1. Tyler may make certain Third-Party Data Vendor Applications available to Client. The use of Tyler Recovery Insights, Economic Intelligence, Small Business Revenue Metrics, Mobility Metrics, Consumer Spending Metrics, and/or Small Business Revenue Metrics either alone or in connection with the Data & Insights SaaS Services is governed by this Data & Insights Agreement and the Agreement. Client must also comply with the following terms and conditions when using the above mentioned Applications.
2. License Grant for Third-Party Data. Any use of Third-Party Data shall be limited to the Third-Party Data Purpose. Third-Party Data vendors also retain ownership, title and all rights and interest, including, without limitation, Intellectual Property Rights in and to their own respective software, data, and documentation.
3. Restrictions for Third-Party Data.
 - a. Client shall not at any time, directly or indirectly: (i) copy, modify, or create derivative works of the Third-Party Data, in whole or in part; (ii) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer, or otherwise make available the Third-Party Data; (iii) re-identify, reverse engineer, disassemble, decompile, decode, adapt, or otherwise attempt to derive or gain access to the source code of the Third-Party Data, in whole or in part; (iv) remove any proprietary notices from the Third-Party Data; (v) use the Third-Party Data in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of any person, or that violates any applicable Law; or (vi) make Third-Party Data available to for use or access to anyone other than Client.
 - b. Client shall not publicly publish the dashboards that contain the Third-Party Data, but Client may publicly publish visualizations from the aggregate summary data.
 - c. Client shall not remove any copyright or other proprietary notice or legend contained or included in Third-Party Data.
 - d. Client expressly permits Tyler to share with the Third-Party Data providers Client's name, subscription term dates, applicable costs and fees for the Third-Party Data SKU(s) that Client subscribes to.
 - e. Upon termination of the Agreement, or of a subscription that contains Third-Party Data, Client shall remove and destroy all copies of Third-Party Data.
 - f. If any Third-Party Data is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing the Agreement; Client will give Tyler prompt notice and otherwise perform the functions required by applicable law.
 - g. Client shall not use the Third-Party Data to attempt to identify behavior of a known individual for any reason.
 - h. Client acknowledges and agrees that if the Third-Party Data includes SafeGraph data, up to .05% of the data will be salted data or seeds used to fingerprint the data provided to Client.

4. Updates. Tyler may in its sole discretion provide Updates to the Third-Party Data or replace with functionally equivalent.
5. Third-Party Data Warranty. TYLER DOES NOT WARRANT THE CORRECTNESS, COMPLETENESS, OR CURRENTNESS OF THE THIRD-PARTY DATA OR THAT THE FUNCTIONS PERFORMED BY THE THIRD-PARTY DATA WILL MEET CLIENT'S REQUIREMENTS, THAT THE THIRD-PARTY DATA WILL BE ERROR FREE, OR THAT ALL THIRD-PARTY DATA DEFECTS ARE CORRECTABLE. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, THE THIRD-PARTY DATA IS PROVIDED "AS IS".



Exhibit D
Third-Party Terms- RESERVED



Exhibit E
Statement of Work

[Statement of Work inserted on the following pages.]

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Augusta-Richmond County Consolidated Government (ACCG)

SOW from Tyler Technologies, Inc.

RFP#25-167

6/23/26

Presented to:

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Part 1: Executive Summary

1. Project Overview

1.1 Introduction

Tyler Technologies (“Tyler”) is the largest provider of integrated software and technology services focused solely on the public sector in the United States. Tyler’s end-to-end solutions empower public sector entities — including local, state, provincial, and federal governments — to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler’s solutions transform how clients generate actionable insights to solve problems in their communities.

1.2 Project Goals

This Statement of Work (“SOW”) documents the methodology, implementation stages, activities, roles and responsibilities, and project scope delineated in the Investment Summary of the Agreement between Tyler and Augusta-Richmond County Consolidated Government (ACCG), collectively referenced hereafter as the “Project”.

The overall goals of the Project include:

- Providing a single, comprehensive, and integrated solution to manage ACCG business functions
- Streamline business processes through automation, integration, and workflows
- Provide a user-friendly user interface to promote system use and productivity to both ACCG staff and constituents
- Increase operational efficiencies and empower ACCG staff to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Successfully implement the contracted scope on time and on budget

1.3 Methodology

Both Tyler and ACCG will work to achieve these goals through a collaborative partnership that leverages Tyler’s depth of public-sector implementation experience. While each project is unique, all follow Tyler’s proven six-stage implementation methodology. The methodology comprises six stages, each containing multiple work packages. Every work package includes a narrative description, objectives, tasks, inputs, outputs and deliverables, assumptions, and a responsibility matrix.

Tailored specifically for public sector clients, Tyler’s project methodology incorporates Stage Acceptance Control Points within each phase to ensure adherence to scope, budget, schedule, communication, and quality standards. The methodology is clearly defined and applied consistently across all phases, while remaining scalable to meet ACCG’s complexity and organizational needs.

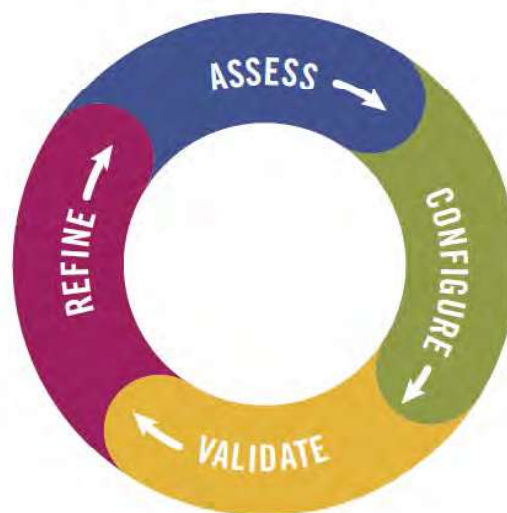


Tyler's Six Stage Project Methodology



To achieve Project success, it is imperative that both ACCG and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the ACCG and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where ACCG's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

Iterative Project Model



Tyler's delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.



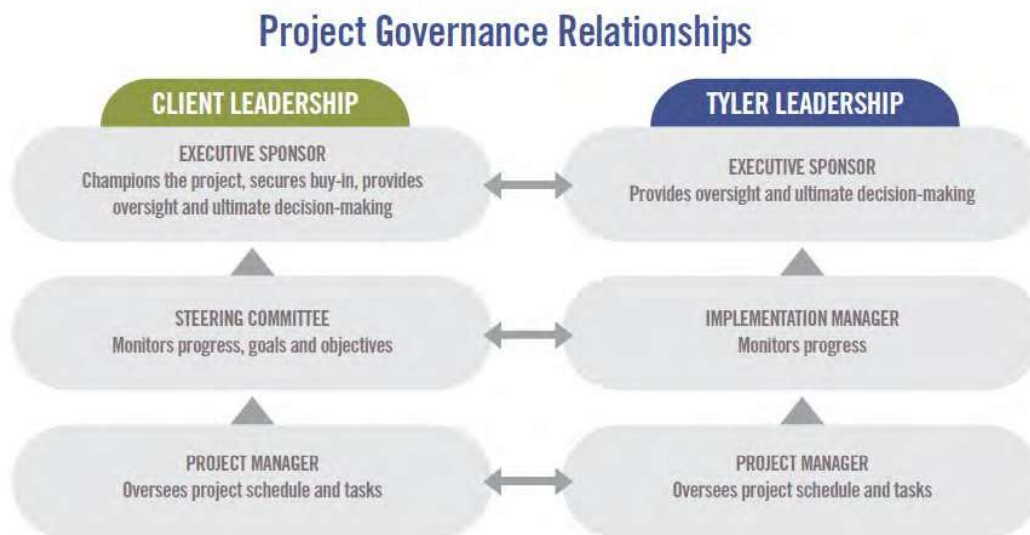
Part 2: Project Foundation

2. Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

This section outlines the resources required to meet the business needs, objectives, and priorities for the Project, communicate the goals to other Project participants, and provide support and guidance to accomplish these goals. Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Throughout the Statement of Work Tyler has provided RACI Matrices for activities to be completed throughout the implementation which will further outline responsibilities of different roles in each stage. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The chart below illustrates an overall team relationship where Tyler and ACCG collaborate to resolve Project challenges according to defined escalation paths. If the respective project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the ACCG Steering Committee become the escalation points to triage responses prior to escalation to ACCG and Tyler executive sponsors. As part of the escalation process, each Project Governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. ACCG and Tyler executive sponsors serve as the final escalation point.



3. Project Scope Control

3.1 Managing Scope and Project Change

Project Management governance principles contend that there are three connected constraints on a Project: budget, timeline, and scope. These constraints, known as the “triple constraints” or project management triangle, define budget in terms of financial cost, labor costs, and other resource costs. Scope is defined as the work performed to deliver a product, service or result with the specified features and functions, while time is simply defined as the schedule. The Triple Constraint theory states that if you change one side of the triangle, the other two sides must be correspondingly adjusted. For example, if the scope of the Project is increased, cost and time to complete will also need to increase. The Project and executive teams will need to remain cognizant of these constraints when making impactful decisions to the Project. A simple illustration of this triangle is included here, showing the connection of each item and their relational impact to the overall Scope.



A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Scope and changes within the project will be managed using the change control process outlined in the following section.

3.2 Change Control

It may become necessary to change the scope of this Project due to unforeseeable circumstances (e.g., new constraints or opportunities are discovered). This Project is being undertaken with the understanding that Project scope, schedule, and/or cost may need to change to produce optimal results for stakeholders. Changes to contractual requirements will follow the change control process specified in the final contract, and as described below.

3.3 Change Request Management

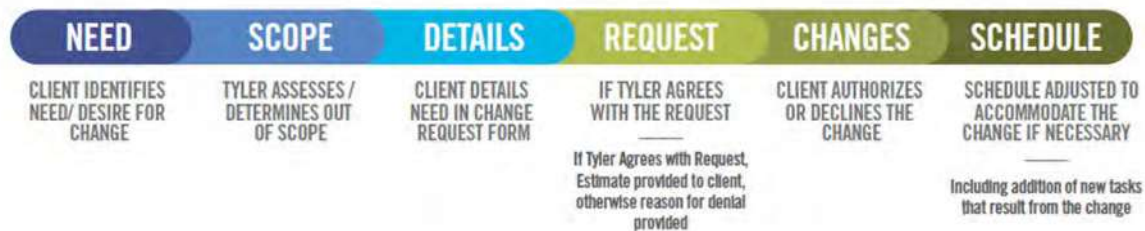
Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the impact of the change will occur. While such changes may result in additional costs and delays relative to the schedule, some changes may result in less cost to ACCG; for example, ACCG may decide it no longer needs a deliverable originally defined in the Project. The Change Request will include the following information:



- The nature of the change.
- A good faith estimate of the additional cost or associated savings to ACCG, if any.
- The timetable for implementing the change.
- The effect on and/or risk to the schedule, resource needs or resource responsibilities.

ACCG will use its good faith efforts to either approve or disapprove any Change Request within ten (10) Business Days (or other period as mutually agreeable between Tyler and ACCG). Any changes to the Project scope, budget, or timeline must be documented and approved in writing using a Change Request form. These changes constitute a formal amendment to the Statement of Work and will supersede any conflicting term in the Statement of Work.

Change Request Process



4. Acceptance Process

The implementation of a Project involves many decisions to be made throughout its lifecycle. Decisions will vary from higher level strategy decisions to smaller, detailed Project level decisions. It is critical to the success of the Project that each ACCG office or department designates specific individuals for making decisions on behalf of their offices or departments.

Both Tyler and ACCG will identify representative project managers. These individuals will represent the interests of all stakeholders and serve as the primary contacts between the two organizations.

The coordination of gaining ACCG feedback and approval on Project deliverables will be critical to the success of the Project. The ACCG project manager will strive to gain deliverable and decision approvals from all authorized ACCG representatives. Given that the designated decision-maker for each department may not always be available, there must be a designated proxy for each decision point in the Project. Assignment of each proxy will be the responsibility of the leadership from each ACCG department. The proxies will be named individuals that have the authorization to make decisions on behalf of their department.

The following process will be used for accepting Deliverables and Control Points:

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

5. Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for ACCG and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at ACCG, but are roles defined within the Project. It is common for individual resources on both the Tyler and ACCG project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

5.1 Tyler Roles & Responsibilities

Tyler assigns a project manager prior to the start of each Phase of the Project (some Projects may only be one Phase in duration). Additional Tyler resources are assigned as the schedule develops and as needs arise.



5.1.1 Tyler Executive Manager

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the Project team and collaborates with other Tyler department managers as needed to escalate and facilitate implementation Project tasks and decisions.

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying ACCG's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to ACCG's executive sponsor.

5.1.2 Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with ACCG management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

5.1.3 Tyler Project Manager

- The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by ACCG, the Tyler Project Manager provides regular updates to the ACCG Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

5.1.3.1 Contract Management

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

5.1.3.2 Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.
- Collaborates with the ACCG project manager(s) to plan and schedule Project timelines to achieve on-time implementation.



5.1.3.3 Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between ACCG and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to ACCG any items that may impact the outcomes of the Project.
- Collaborates with the ACCG 's project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the project.
- Collaborates with the ACCG 's project manager(s) to set a routine communication plan that will aide all Project team members, of both ACCG and Tyler, in understanding the goals, objectives, status, and health of the Project.

5.1.3.4 Resource Management

- Acts as liaison between Project team and Tyler manager(s).
- Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to Project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Go-Live Checklist.
- Assesses team performance and adjusts as necessary.
- Consulted on in Scope 3rd party providers to align activities with ongoing Project tasks.

5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides ACCG through software validation process following configuration.
- Assists during Go-Live process and provides support until ACCG transitions to Client Services.
- Facilitates training sessions and discussions with ACCG and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- May provide conversion review and error resolution assistance.

5.1.5 Tyler Sales

- Supports Sales to Implementation knowledge transfer during Initiate & Plan.
- Provides historical information, as needed, throughout implementation.
- Participates in pricing activities if additional licensing and/or services are needed.

5.1.6 Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).
- Provides first installation of licensed software with initial database on servers.
- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.



- Provides technical training.
- Conducts GIS Planning.
- Reviews GIS data and provides feedback to ACCG.
- Loads ACCG provided GIS data into the system.

5.1.7 Tyler Data Experts

- Validates that customer data files are in proper format.
- Develops customized conversion programs, as necessary, to convert Legacy System data into the Tyler database for production use according to defined mapping.
- Provides error Reports on unsupported data conditions and the merging or normalization of data fields.
- Assists ACCG with understanding and interpreting error Reports.
- Performs changes and corrections to customized conversion programs as ACCG completes the data review.
- Provides conversion consulting and mapping assistance.

5.1.8 Tyler API Services

- Provides training in the use of the API Toolkit.
- Provides consulting services in the use of the API Toolkit to ACCG

5.2 ACCG Roles & Responsibilities

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

5.2.1 ACCG Executive Sponsor

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

- Champions the project at the executive level to secure buy-in.
- Authorizes required project resources.
- Actively participates in organizational change communications.

5.2.2 ACCG Steering Committee

The ACCG steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation for the Project's value throughout the organization. The steering committee oversees the ACCG project manager and Project through participation in regular internal meetings. The ACCG steering committee remains updated on all Project progress, Project decisions, and achievement of Project milestones. The ACCG steering committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.



- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Ensures the project staffed appropriately and that staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
 - Cost
 - Scope
 - Schedule
 - Project Goals
 - ACCG Policies
 - Needs of other client projects

5.2.3 ACCG Project Manager

ACCG shall assign project manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment. The ACCG Project Manager should communicate decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the ACCG project manager(s) do not have the knowledge or authority to make decisions, he or she engages the necessary resources to participate in discussions and make decisions in a timely fashion to avoid Project delays. The ACCG project manager(s) are responsible for reporting to the ACCG steering committee and determining appropriate escalation points.

5.2.3.1 Contract Management

- Validates contract compliance throughout the project.
- Ensures that invoicing and Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions. Collaborates on and approves Change Requests, if needed, to ensure proper scope and budgetary compliance.

5.2.3.2 Planning

- Reviews and accepts project planning documents.
- Defines project tasks and resource requirements for the ACCG project team.
- Collaborates in the development and approval of the project schedule.
- Collaborates with Tyler project manager(s) to plan and schedule project timelines to achieve on-time implementation.

5.2.3.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure that scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the project schedule as a whole and is also in balance with scope and budget.
- Collaborates with Tyler project manager(s) to establish risk and issue tracking and reporting process between ACCG and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to Tyler any items that may impact the outcomes of the project.



- Collaborates with Tyler project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
- Routinely communicates with both ACCG staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensure timely and quality business requirements are being provided to Tyler.

5.2.3.4 Resource Management

- Acts as liaison between project team and stakeholders.
- Identifies and coordinates all ACCG resources across all modules, phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.
- Provides direction and support to project team.
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward.
- Manages the appropriate assignment and timely completion of tasks as defined.
- Assesses team performance and takes corrective action, if needed.
- Provides guidance to ACCG technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-Scope 3rd party providers and aligns activities with ongoing project tasks.
- Ensures that users have appropriate access to Tyler project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

5.2.4 ACCG Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Contributes business process expertise for Current & Future State Analysis.
- Identifies and includes additional subject matter experts to participate in Current & Future State Analysis.
- Validates that necessary skills have been retained by end users.
- Provides End Users with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provide business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to the ACCG project manager.
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
 - Task completion
 - Stakeholder Meeting
 - Project Management Plan development
 - Schedule development
 - Maintenance and monitoring of risk register
 - Escalation of issues
 - Communication with Tyler project team
 - Coordination of ACCG resources



- Attendance at scheduled sessions
- Change management activities
- Modification specification, demonstrations, testing and approval assistance
- Data analysis assistance
- Decentralized end user training
- Process testing
- Solution Validation

5.2.5 ACCG Power Users

- Participate in project activities as required by the project team and project manager(s).
- Provide subject matter expertise on ACCG business processes and requirements.
- Act as subject matter experts and attend Current & Future State Analysis sessions as needed.
- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout project.
- Test application configuration to ensure it satisfies business process requirements.
- Become application experts.
- Participate in Solution Validation.
- Adopt and support changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Demonstrate competency with Tyler products processing prior to Go-live.
- Provide knowledge transfer to ACCG staff during and after implementation.
- Participate in conversion review and validation.

5.2.6 ACCG End Users

- Attend all scheduled training sessions.
- Become proficient in application functions related to job duties.
- Adopt and utilize changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Utilize software to perform job functions at and beyond Go-live.

5.2.7 ACCG Technical Lead

- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Coordinates and adds new users, printers and other peripherals as needed.
- Validates that all users understand log-on process and have necessary permission for all training sessions.
- Coordinates interface development for ACCG third party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system meets specifications provided by Tyler.
- Assists with software installation as needed.
- Extracts and transmits conversion data and control reports from ACCG's legacy system per the conversion schedule set forth in the project schedule.

5.2.7.1 ACCG GIS

- Participates in GIS planning activities.



- Responsible for management and maintenance of ACCG GIS infrastructure and data.
- Ensures GIS data/service endpoints are in alignment with Tyler software requirements.
- Provides Tyler implementation team with GIS data/service access information.

5.2.7.2 ACCG Upgrade Coordination

- Becomes familiar with the software upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler resources to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the ACCG's software upgrade process.
- Assists with the software upgrade process during implementation.
- Manages software upgrade plan activities.
- Coordinates software upgrade plan activities with ACCG and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder acceptance to upgrade production environment.

5.2.8 ACCG Change Management Lead

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



Part 3: Project Plan

6. Project Stages

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called “Stages” and the second level components are called “Work Packages”. The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a “Control Point”, confirming the work performed during that stage of the Project has been accepted by ACCG.

Work Breakdown Structure (WBS)

1. Initiate & Plan	2. Assess & Define	3. Prepare Solution	4. Production Readiness	5. Production	6. Close
1.1 Initial Coordination	2.1 Solution Orientation	3.1 Initial System Deployment	4.1 Solution Validation	5.1 Go Live	6.1 Phase Close Out
1.2 Project/Phase Planning	2.2 Current & Future State Analysis	3.2 Configuration	4.2 Go Live Readiness	5.2 Transition to Client Services	6.2 Project Close Out
1.3 Infrastructure Planning	2.3 Modification Analysis	3.3 Process Refinement	4.3 End User Training	5.3 Post Go Live Activities	
1.4 Stakeholder Meeting	2.4 Conversion Assessment	3.4 Conversion Delivery			
1.5 GIS Planning*	2.5 Data Assessment	3.5 Data Delivery			
		3.6 Modifications*			

**Items noted with an asterisk in the graphic above relate to specific products and services. If those products and services are not included in the scope of the contract, these specific work packages will be noted as “This work package is not applicable” in Section 6 of the Statement of Work.*



6.1 Initiate and Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

6.1.1 Initial Coordination

Prior to Project commencement, Tyler management assigns project manager(s). Additional Project resources will be assigned later in the Project as a Project schedule is developed. Tyler provides ACCG with initial Project documents used to gather names of key personnel, their functional role as it pertains to the Project, as well as any blackout dates to consider for future planning. ACCG gathers the information requested by the provided deadline ensuring preliminary planning and scheduling can be conducted moving the Project forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with ACCG's team. During this step, Tyler will work with ACCG to establish the date(s) for the Project and Phase Planning session.

Objectives:

- Formally launch the project within 60 days
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify ACCG project team.

STAGE 1	Initial Coordination																
	Tyler								ACCG								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Tyler project team is assigned	A	R	C	I	I	I	I		I		I						
ACCG project team is assigned									A	I	R	I	I	I			
Provide initial project documents to ACCG		A	R	C			C		I		I						
Gather preliminary information requested			I						A		R	C		C		C	C
Sales to implementation knowledge transfer		A	R	I	I	I	I				I						
Create Project Portal to store project artifacts and facilitate communication		A	R								I						



Inputs	Contract documents
	Statement of Work

Outputs/Deliverables	Working initial project documents
	Project portal

Work package assumptions:

- Project activities begin after the agreement has been fully executed.

6.1.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify applications to implement in each Phase (if applicable), and discuss implementation timeframes.

During this work package Tyler will work with ACCG to coordinate and plan a formal Project planning meeting(s). This meeting signifies the start of the Project and should be attended by all ACCG Project team members and the Tyler Project Manager. The meeting provides an opportunity for Tyler to introduce its implementation methodology, terminology, and Project management best practices to the ACCG's Project Team. This will also present an opportunity for project managers and Project sponsors to begin to discuss Project communication, metrics, status reporting and tools to be used to measure Project progress and manage change.

Tyler will work with the ACCG Project Team to prepare and deliver the Project Management Plan as an output of the planning meeting. This plan will continue to evolve and grow as the Project progresses and will describe how the project will be executed, monitored, and controlled.

During project planning, Tyler will introduce the tools that will be used throughout the implementation. Tyler will familiarize ACCG with these tools during project planning and make them available for review and maintenance as applicable throughout the project. Some examples are Solution validation plan, issue log, and go-live checklist.

STAGE 1	Project/Phase Planning																
	Tyler								ACCG								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
		A	R						I		C	C	I				
Schedule and conduct planning session(s)																	



Develop Project Management Plan		A	R						I		C	C	I				
Develop initial project schedule		A	R	I	I	I	I		I	I	C	C	I	I	C		I

Inputs	Contract documents
	Statement of Work
	Guide to Starting Your Project

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Project Management Plan	Delivery of document
	Project Operational Plan	Delivery of document
	Initial Project Schedule	ACCG provides acceptance of schedule based on resource availability, project budget, and goals.

Work package assumptions:

- ACCG has reviewed and completed the Guide to Starting Your Project document.

6.1.3 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. . ACCG is responsible for the installation, setup and maintenance of all peripheral devices.

Objectives:

- Ensure ACCG's infrastructure meets Tyler's application requirements.
- Ensure ACCG's infrastructure is scheduled to be in place and available for use on time.

STAGE 1	Infrastructure Planning																
	Tyler							ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Initial Infrastructure Communication		A	R		C		C				C						C
Schedule Environment Availability		A	R				C				I						



Inputs	Initial Infrastructure Requirements	
Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements

6.1.4 Stakeholder Meeting

Communication of the Project planning outcomes to the ACCG Project team, executives and other key stakeholders is vital to Project success. The Stakeholder meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the ACCG team. During the meeting, the goals and objectives of the Project will be reviewed along with detail on Project scope, implementation methodology, roles and responsibilities, Project timeline and schedule, and keys to Project success.

Objectives:

- Formally present and communicate the project activities and timeline.
- Communicate project expectations.

STAGE 1	Stakeholder Meeting																	
	Tyler								ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power		Department Heads	End Users	Technical Leads
Create Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C		I					
Review Stakeholder Meeting Presentation		I	C						A		R		C					
Perform Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C	I	I	I	I	I	I	I

Inputs	Agreement	
	SOW	
	Project Management Plan	
Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Stakeholder Meeting Presentation	

Work package assumptions:



- None

6.1.5 GIS Planning

GIS data is a core part of many Tyler applications. Other ACCG offices/products may also use this data and have different GIS requirements. A key focus of this preparation will be the process for developing the GIS data for use with Tyler applications. This can be an iterative process, so it is important to begin preparation early.

Objectives:

- Identify all ACCG GIS data sources and formats.
- Tyler to understand ACCG's GIS needs and practices.
- Ensure ACCG's GIS data meets Tyler product requirements.

STAGE 1	GIS Preparation																	
	Tyler							ACCG										
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power		Department Heads	End Users	Technical Leads
Initial GIS Planning Meeting		A	R				C				C							C
Determine all GIS Data Sources			I				I		A		R							C
Provide Source GIS Data			I				I		A		R							C
Review GIS Data and Provide Feedback		A	R				C				I							C

Inputs	GIS Requirements Document
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Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Production Ready Map Data	Meets Tyler GIS Requirements.

Work package assumptions:

- GIS data provided to Tyler is accurate and complete.
- GIS data provided to Tyler is current.
- ACCG is responsible for maintaining the GIS data.

6.1.6 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this stage includes completion of all criteria listed below.



Note: Advancement to the Assess & Define stage is not dependent upon Tyler's receipt of this stage acceptance.

Initiate & Plan Stage Deliverables:

- Project Management Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to ACCG
- Stakeholder meeting complete
- GIS Data Production Ready
- Completed Infrastructure Requirements and Design Document
- System Passes Infrastructure Audit (as applicable)

6.2 Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current ACCG business processes. This information will be used to identify and define business processes utilized with Tyler software. ACCG collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

6.2.1 Solution Orientation

The Solution Orientation provides the Project stakeholders a high-level understanding of the solution functionality prior to beginning the current and future state analysis. The primary goal is to establish a foundation for upcoming conversations regarding the design and configuration of the solution.

Tyler utilizes a variety of tools for the Solution Orientation, focusing on ACCG team knowledge transfer such as: eLearning, documentation, or walkthroughs. The ACCG team will gain a better understanding of the major processes and focus on data flow, the connection between configuration options and outcome, integration, and terminology that may be unique to Tyler's solution.

Objectives:

- Provide a basic understanding of system functionality.
- Prepare ACCG for current and future state analysis.

STAGE 2	Solution Orientation	
	Tyler	ACCG



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Provide pre-requisites			A	R							I	I		I	I		I
Complete pre-requisites											A	R		C			C
Conduct orientation			A	R							I	I		I	I		I

Inputs	Solution orientation materials
	Training Plan

6.2.2 Current & Future State Analysis

The Current & Future State Analysis provides the Project stakeholders and Tyler an understanding of process changes that will be achieved with the new system.

ACCG and Tyler will evaluate current state processes, options within the new software, pros and cons of each based on current or desired state and make decisions about the future state configuration and processing. This may occur before or within the same timeframe as the configuration work package. The options within the new software will be limited to the scope of this implementation and will make use of standard Tyler functionality.

The ACCG will adopt the existing Tyler solution wherever possible to avoid project schedule and quality risk from over customization of Tyler products. It is ACCG's responsibility to verify that in-scope requirements are being met throughout the implementation if functional requirements are defined as part of the contract. The following guidelines will be followed when evaluating if a modification to the product is required:

- A reasonable business process change is available.
- Functionality exists which satisfies the requirement.
- Configuration of the application satisfies the requirement.
- An in-scope modification satisfies the requirement.

Requirements that are not met will follow the agreed upon change control process and can have impacts on the project schedule, scope, budget, and resource availability.

STAGE 2	Current & Future State Analysis	
	Tyler	ACCG



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Current State process review			A	R	I	I	I				C	C	C	C			C
Discuss future-state options			A	R	C	C	C				C	C	C	C			C
Make future-state decisions (non-COTS)			C	C	C	C	C				A	R	I	C			C
Document anticipated configuration options required to support future state			A	R	C	C	C				I	I	I	I			I

Inputs	ACCG current state documentation
	Solution Orientation completion

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Documentation that describes future-state decisions and configuration options to support future-state decisions.	Delivery of document

Work package assumptions:

- ACCG attendees possess sufficient knowledge and authority to make future state decisions.
- ACCG is responsible for any documentation of current state business processes.
- ACCG can effectively communicate current state processes.

6.2.3 Conversion Assessment

Data Conversions are a major effort in any software implementation. Tyler's conversion tools facilitate the predictable, repeatable conversion process that is necessary to support a successful transition to the Tyler system. The first step in this process is to perform an assessment of the existing ("legacy") system(s), to better understand the source data, risks, and options available. Once the data has been analyzed, the plan for data conversion is completed and communicated to the appropriate stakeholders.

Objectives:

- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.



STAGE 2	Data Conversion Assessment																
	Tyler								ACCG								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Extract Data from Source Systems			I		C						A						R
Review and Scrub Source Data			I	I	I						A	R		C			I
Build/Update Data Conversion Plan			R	C	C						C	I	I	I			I

Inputs	ACCG Source data
	ACCG Source data Documentation (if available)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data Conversion Plan built/updated	ACCG Acceptance of Data Conversion Plan, if Applicable

Work package assumptions:

- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with ACCG representatives to identify business rules before writing the conversion.
- ACCG subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.

6.2.4 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Note: Advancement to the Prepare Solution Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.

Assess & Define Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.



- Solution Orientation is delivered.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

6.3 Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by ACCG against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

6.3.1 Initial System Deployment

The timely availability of the Tyler Solution is important to a successful Project implementation. The success and timeliness of subsequent work packages are contingent upon the initial system deployment of Tyler Licensed Software on an approved network and infrastructure. Delays in executing this work package can affect the project schedule.

Objectives:

- All applicable software is made available and operational.
- ACCG can access the software.

STAGE 3	Initial System Deployment (Hosted/SaaS)*																
	Tyler							ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Prepare hosted environment			A				R				I						C
Install Licensed Software for Included Environments			A				R				I						C
Install Licensed Software on ACCG Devices (if applicable)			I				C				A						R
Tyler System Administration Training (if applicable)			A				R				I						C



Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Licensed Software is Installed on the Server(s)	Software is accessible
	Licensed Software is Installed on ACCG Devices (if applicable)	Software is accessible
	Installation Checklist/System Document	

Work package assumptions:

- The most current available version of the Tyler Software will be deployed.
- ACCG will provide network access for Tyler modules, printers, and Internet access to all applicable ACCG and Tyler Project staff.

6.3.2 Configuration

The purpose of Configuration is to prepare the software product for validation.

Tyler staff collaborates with ACCG to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. ACCG collaborates with Tyler staff iteratively to validate software configuration.

Objectives:

- Software is ready for validation.
- Educate ACCG Power User how to configure and maintain software.
- Prepare standard interfaces for process validation (if applicable).

STAGE 3	Configuration																
	Tyler							ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct configuration training			A	R							I	C		C			
Complete Tyler configuration tasks (where applicable)			A	R							I	I		I			
Complete ACCG configuration tasks (where applicable)			I	C							A	R		C			
Standard interfaces configuration and training (if applicable)			A	R			C				I	C		C			C



Updates to Solution Validation testing plan			C	C							A	R		C			C
--	--	--	---	---	--	--	--	--	--	--	---	---	--	---	--	--	---

Inputs	Documentation that describes future state decisions and configuration options to support future state decisions.
--------	--

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Configured System	

Work package assumptions:

- Tyler provides guidance for configuration options available within the Tyler software. ACCG is responsible for making decisions when multiple options are available.

6.3.3 Process Refinement

Tyler will educate ACCG users on how to execute processes in the system to prepare them for the validation of the software. ACCG collaborates with Tyler staff iteratively to validate software configuration options to support future state.

Objectives:

- Ensure that ACCG understands future state processes and how to execute the processes in the software.
- Refine each process to meet the business requirements.
- Validate standard interfaces, where applicable.
- Validate forms and reports, where applicable.

STAGE 3	Process Refinement																
	Tyler							ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Conduct process training			A	R							I	C	I	C			
Confirm process decisions			I	C						A	R	C	I	C			
Test configuration			I	C							A	R		C			
Refine configuration (ACCG Responsible)			I	C							A	R		C			



Refine configuration (Tyler Responsible)			A	R							I	I		I			
Validate interface process and results			I	C			C				A	R		C			C
Update ACCG-specific process documentation (if applicable)			I	C							A	R		C			
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Initial Configuration
	Documentation that describes future state decisions and configuration options to support future state decisions.
	Solution validation test plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated solution validation test plan	
	Completed ACCG-specific process documentation (completed by ACCG)	

Work package assumptions:

- None

6.3.4 Conversion Delivery

The purpose of this task is to transition ACCG's data from their source ("legacy") system(s) to the Tyler system(s). The data will need to be mapped from the legacy system into the new Tyler system format. A well-executed data conversion is key to a successful cutover to the new system(s).

With guidance from Tyler, ACCG will review specific data elements within the system and identify / report discrepancies. Iteratively, Tyler will collaborate with ACCG to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s). Reference Conversion Appendix for additional detail.





Objectives:

- Data is ready for production (Conversion).

STAGE 3	Data Delivery & Conversion																
	Tyler							ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Provide data crosswalks/code mapping tool			A	C	R						I	I		I			
Iterations: Conversion Development			A	C	R						I						I
Iterations: Deliver converted data			A		R		I				I						I
Iterations: Proof/Review data and reconcile to source system			C	C	C						A	R		C			C

Inputs	
	Data Conversion Plan
	Configuration



Outputs / Deliverables	Acceptance Criteria [only] for Deliverables	
	Code Mapping Complete / Validated	
	Conversion Iterations / Reviews Complete	Conversion complete, verified, and ready for final pass

Work package assumptions:

- ACCG will provide a single file layout per source system as identified in the investment summary.
- ACCG subject matter experts and resources most familiar with the current data will be involved in the data conversion effort.
- ACCG project team will be responsible for completing the code mapping activity, with assistance from Tyler.

6.3.5 Control Point 3: Prepare Solution Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below in each Work Package.

Note: Advancement to the Production Readiness Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Prepare Solution Stage Deliverables:

- Licensed software is installed.
- Installation checklist/system document.
- Conversion iterations and reviews complete.

Prepare Solution Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Software is configured.
- Solution validation test plan has been reviewed and updated if needed.

6.4 Production Readiness

Activities in the Production Readiness stage will prepare the ACCG team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with ACCG to review the status of the project and the organizations readiness for go-live.

6.4.1 Solution Validation

Solution Validation is the end-to-end software testing activity to ensure that ACCG verifies all aspects of the Project (hardware, configuration, business processes, etc.) are functioning properly, and validates that all features and functions per the contract have been deployed for system use.

Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure the ACCG organization is ready to move forward with go-live and training (if applicable).



STAGE 4	Solution Validation																
	Tyler								ACCG								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update Solution Validation plan			A	R	C						C	C		C			
Update test scripts (as applicable)			C	C	C						A	R		C			
Perform testing			C	C	C						A	R		C			
Document issues from testing			C	C	C						A	R		C			
Perform required follow-up on issues			A	R	C						C	C		C			

Inputs	Solution Validation plan
	Completed work product from prior stages (configuration, business process, etc.)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Solution Validation Report	ACCG updates report with testing results

Work package assumptions:

- Designated testing environment has been established.
- Testing includes current phase activities or deliverables only.

6.4.2 Go-Live Readiness

Tyler and ACCG will ensure that all requirements defined in Project planning have been completed and the Go-Live event can occur, as planned. A go-live readiness assessment will be completed identifying risks or actions items to be addressed to ensure ACCG has considered its ability to successfully Go-Live. Issues and concerns will be discussed, and mitigation options documented. Tyler and ACCG will jointly agree to move forward with transition to production. Expectations for final preparation and critical dates for the weeks leading into and during the Go-Live week will be planned in detail and communicated to Project teams.

Objectives:

- Action plan for go-live established.
- Assess go-live readiness.
- Stakeholders informed of go-live activities.



STAGE 4	Go-Live Readiness																
	Tyler								ACCG								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Perform Readiness Assessment	I	A	R	C	C	I	C	I	I	I	I		I				I
Conduct Go-Live planning session		A	R	C							C	C	C	C	C		C
Order peripheral hardware (if applicable)			I							A	R						C
Confirm procedures for Go-Live issue reporting & resolution		A	R	I	I	I	I				C	C	I	I	I	I	I
Develop Go-Live checklist		A	R	C	C						C	C	I	C			C
Final system infrastructure review (where applicable)			A				R				C						C

Inputs	Future state decisions
	Go-live checklist

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated go-live checklist	Updated Action plan and Checklist for go-live delivered to ACCG

Work package assumptions:

- None

6.4.3 End User Training

End User Training is a critical part of any successful software implementation. Using a training plan previously reviewed and approved, the Project team will organize and initiate the training activities.

Tyler Led: Tyler provides training for all applicable users. One or multiple occurrences of each scheduled training or implementation topic will be covered.

Tyler will provide standard application documentation for the general use of the software. It is not Tyler's responsibility to develop ACCG specific business process documentation. ACCG-led training labs using ACCG specific business process documentation if created by ACCG can be added to the regular training curriculum, enhancing the training experiences of the end users.



Objectives:

- End users are trained on how to use the software prior to go-live.
- ACCG is prepared for on-going training and support of the application.

STAGE 4	End User Training																
	Tyler								ACCG								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update training plan		A	R	C							C		I		C		
End User training (Tyler-led)		A	R	C							C	C	I	C	C	C	
Train-the-trainer		A	R	C							C	C	I	C			
End User training (ACCG-led)			C	C							A	R	I	C	C	C	

Inputs	Training Plan
	List of End Users and their Roles / Job Duties
	Configured Tyler System

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	End User Training	ACCG signoff that training was delivered

Work package assumptions:

- The ACCG project team will work with Tyler to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- Tyler will work with ACCG as much as possible to provide end-user training in a manner that minimizes the impact to the daily operations of ACCG departments.
- ACCG will be responsible for training new users after go-live (exception—previously planned or regular training offerings by Tyler).

6.4.4 Control Point 4: Production Readiness Stage Acceptance

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

Production Readiness stage deliverables:

- Solution Validation Report.
- Update go-live action plan and/or checklist.



- End user training.

Production Readiness stage acceptance criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live planning session conducted.

6.5 Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and ACCG will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with ACCG to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

6.5.1 Go-Live

Following the action plan for Go-Live, defined in the Production Readiness stage, ACCG and Tyler will complete work assigned to prepare for Go-Live.

ACCG provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final conversion iteration, if applicable. If defined in the action plan, ACCG manually enters any data added to the Legacy System after final data extract into the Tyler system.

Tyler staff collaborates with ACCG during Go-Live activities. ACCG transitions to Tyler software for day-to day business processing.

Some training topics are better addressed following Go-Live when additional data is available in the system or based on timing of applicable business processes and will be scheduled following Go-Live per the Project Schedule.

Objectives:

- Execute day to day processing in Tyler software.
- ACCG data available in Production environment.

STAGE 5	Go-Live																
	Tyler							ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads



Provide final source data extract, if applicable			C		C						A						R
Final source data pushed into production environment, if applicable			A	C	R						I	C		C			C
Proof final converted data, if applicable			C	C	C						A	R		C			
Complete Go-Live activities as defined in the Go-Live action plan			C	C	C						A	R	C	I	C		
Provide Go-Live assistance			A	R	C	C		I			C	C	I	C		I	C

Inputs	Comprehensive Action Plan for Go-Live
	Final source data (if applicable)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data is available in production environment	ACCG confirms data is available in production environment

Work package assumptions:

- ACCG will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- ACCG business processes required for Go-Live are fully documented and tested.
- ACCG Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- ACCG Project Team and Power User's provide business process context to the end users during Go-Live.

6.5.2 Transition to Client Services

This work package signals the conclusion of implementation activities for the Phase or Project with the exception of agreed-upon post Go-Live activities. The Tyler project manager(s) schedules a formal transition of ACCG onto the Tyler Client Services team, who provides ACCG with assistance following Go-Live, officially transitioning ACCG to operations and maintenance.

Objectives:

- Ensure no critical issues remain for the project teams to resolve.
- Confirm proper knowledge transfer to the ACCG teams for key processes and subject areas.

STAGE 5	Transition to Client Services	
	Tyler	ACCG



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Transfer ACCG to Client Services and review issue reporting and resolution processes	I	I	A	I	I			R	I	I	C	C		C			
Review long term maintenance and continuous improvement			A					R			C	C		C			

Inputs	Open item/issues List
--------	-----------------------

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Client Services Support Document	

Work package assumptions:

- No material project issues remain without assignment and plan.

6.5.3 Post Go-Live Activities

Some implementation activities are provided post-production due to the timing of business processes, the requirement of actual production data to complete the activities, or the requirement of the system being used in a live production state.

Objectives:

- Schedule activities that are planned for after Go-Live.
- Ensure issues have been resolved or are planned for resolution before phase or project close.

STAGE 5	Post Go-Live Activities	
	Tyler	ACCG



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Schedule contracted activities that are planned for delivery after go-live		A	R	C	C	C	C	I			C	C	I	C			C
Determine resolution plan in preparation for phase or project close out		A	R	C	C	C		I			C	C	I	C			

Inputs	List of post Go-Live activities
--------	---------------------------------

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated issues log	

Work package assumptions:

- System is being used in a live production state.

6.5.4 Control Point 5: Production Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:

- Advancement to the Close stage is not dependent upon Tyler's receipt of this Stage Acceptance.
- Converted data is available in production environment.

Production Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live activities defined in the Go-Live action plan completed.
- Client services support document is provided.

6.6 Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. ACCG transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).



6.6.1 Phase Closeout

This work package represents Phase completion and signals the conclusion of implementation activities for the Phase. The Tyler Client Services team will assume ongoing support of ACCG for systems implemented in the Phase.

Objectives:

- Agreement from Tyler and the ACCG teams that activities within this phase are complete.

STAGE 6	Phase Close Out																	
	Tyler								ACCG									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power		Department Heads	End Users	Technical Leads
Reconcile project budget and status of contract Deliverables	I	A	R						I	I	C							
Hold post phase review meeting		A	R	C	C	C	C				C	C	C	C				C
Release phase-dependent Tyler project resources	A	R	I								I							

Participants	Tyler	ACCG
	Project Leadership	Project Manager
	Project Manager	Project Sponsor(s)
	Implementation Consultants	Functional Leads, Power Users, Technical Leads
	Technical Consultants (Conversion, Deployment, Development)	
	Client Services	

Inputs	Contract
	Statement of Work
	Project artifacts

Outputs / Deliverables	Acceptance Criteria [only] for Deliverables
Final action plan (for outstanding items)	
Reconciliation Report	
Post Phase Review	



Work package assumptions:

- Tyler deliverables for the phase have been completed.

6.6.2 Project Closeout

Completion of this work package signifies final acceptance and formal closing of the Project.

At this time ACCG may choose to begin working with Client Services to look at continuous improvement Projects, building on the completed solution.

Objectives:

- Confirm no critical issues remain for the project teams to resolve.
- Determine proper knowledge transfer to the ACCG teams for key processes and subject areas has occurred.
- Verify all deliverables included in the Agreement are delivered.

STAGE 6	Project Close Out																
	Tyler								ACCG								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct post project review		A	R	C	C	C	C				C	C	C	C			C
Deliver post project report to ACCG and Tyler leadership	I	A	R						I	I	C						
Release Tyler project resources	A	R	I								I						

Inputs	Contract
	Statement of Work

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Post Project Report	ACCG acceptance; Completed report indicating all project Deliverables and milestones have been completed

Work package assumptions:

- All project implementation activities have been completed and approved.



- No critical project issues remain that have not been documented and assigned.
- Final project budget has been reconciled and invoiced.
- All Tyler deliverables have been completed.

6.6.3 Control Point 6: Close Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Close Stage Deliverables:

- Post Project Report.

Close Stage Acceptance Criteria:

- Completed report indicating all Project deliverables and milestones have been completed.

7. General Assumptions

Tyler and ACCG will use this SOW as a guide for managing the implementation of the Tyler Project as provided and described in the Agreement. There are a few assumptions which, when acknowledged and adhered to, will support a successful implementation. Assumptions related to specific work packages are documented throughout the SOW. Included here are general assumptions which should be considered throughout the overall implementation process.

7.1 Project

- Project activities will begin after the Agreement has been fully executed.
- The ACCG Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control Process.
- Tyler will provide a written agenda and notice of any prerequisites to the ACCG project manager(s) ten (10) business days or as otherwise mutually agreed upon time frame prior to any scheduled on-site or remote sessions, as applicable.
- Tyler will provide guidance for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, ACCG is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring ACCG to make process changes.
- ACCG is responsible for defining, documenting, and implementing their policies that result from any business process changes.

7.2 Organizational Change Management

Unless otherwise contracted by Tyler, ACCG is responsible for managing Organizational Change. Impacted ACCG resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted ACCG resources understand the value of the change, and why they are being asked to change.



7.3 Resources and Scheduling

- ACCG resources will participate in scheduled activities as assigned in the Project Schedule.
- The ACCG team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- Tyler and ACCG will provide resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget.
- Abbreviated timelines and overlapped Phases require sufficient resources to complete all required work as scheduled.
- Changes to the Project Schedule, availability of resources or changes in Scope will be requested through a Change Request. Impacts to the triple constraints (scope, budget, and schedule) will be assessed and documented as part of the change control process.
- ACCG will ensure assigned resources will follow the change control process and possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, change control process buy-in, and knowledge.
- ACCG makes timely Project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions.
- ACCG will respond to information requests in a comprehensive and timely manner, in accordance with the Project Schedule.
- ACCG will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members.
- For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.

7.4 Data

- Data will be converted as provided and Tyler will not create data that does not exist.
- ACCG is responsible for the quality of legacy data and for cleaning or scrubbing erroneous legacy data.
- Tyler will work closely with ACCG representatives to identify business rules before writing the conversion. ACCG must confirm that all known data mapping from source to target have been identified and documented before Tyler writes the conversion.
- All in-scope source data is in data extract(s).
- Each legacy system data file submitted for conversion includes all associated records in a single approved file layout.
- ACCG will provide the legacy system data extract in the same format for each iteration unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget and resource availability may occur and/or data in the new system may be incorrect.
- The ACCG Project Team is responsible for reviewing the converted data and reporting issues during each iteration, with assistance from Tyler.
- ACCG is responsible for providing or entering test data (e.g., data for training, testing interfaces, etc.)

7.5 Facilities

- ACCG will provide dedicated space for Tyler staff to work with ACCG resources for both on-site and remote sessions. If Phases overlap, ACCG will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- ACCG will provide staff with a location to practice what they have learned without distraction.





8. Glossary

Word or Term	Definition
Acceptance	Confirming that the output or deliverable is suitable and conforms to the agreed upon criteria.
Accountable	The one who ultimately ensures a task or deliverable is completed; the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. [Also see RACI]
Application	A computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
Application Programming Interface (API)	A defined set of tools/methods to pass data to and received data from Tyler software products
Agreement	This executed legal contract that defines the products and services to be implemented or performed.
Business Process	The practices, policy, procedure, guidelines, or functionality that the client uses to complete a specific job function.
Business Requirements Document	A specification document used to describe Client requirements for contracted software modifications.
Change Request	A form used as part of the Change Control process whereby changes in the scope of work, timeline, resources, and/or budget are documented and agreed upon by participating parties.
Change Management	Guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success & outcomes
Code Mapping [where applicable]	An activity that occurs during the data conversion process whereby users equate data (field level) values from the old system to the values available in the new system. These may be one to one or many to one. Example: Old System [Field = eye color] [values = BL, Blu, Blue] maps to New Tyler System [Field = Eye Color] [value = Blue].
Consulted	Those whose opinions are sought, typically subject matter experts, and with whom there is two-way communication. [Also see RACI]
Control Point	This activity occurs at the end of each stage and serves as a formal and intentional opportunity to review stage deliverables and required acceptance criteria for the stage have been met.
Data Mapping [where applicable]	The activity determining and documenting where data from the legacy system will be placed in the new system; this typically involves prior data analysis to understand how the data is currently used in the legacy system and how it will be used in the new system.
Deliverable	A verifiable document or service produced as part of the Project, as defined in the work packages.
Go-Live	The point in time when the Client is using the Tyler software to conduct daily operations in Production.
Informed	Those who are kept up-to-date on progress, often only on completion of the task or deliverable, and with whom there is just one-way communication. [Also see RACI]



Infrastructure	The composite hardware, network resources and services required for the existence, operation, and management of the Tyler software.
Interface	A connection to and potential exchange of data with an external system or application. Interfaces may be one way, with data leaving the Tyler system to another system or data entering Tyler from another system, or they may be bi-directional with data both leaving and entering Tyler and another system.
Integration	A standard exchange or sharing of common data within the Tyler system or between Tyler applications
Legacy System	The software from which a client is converting.
Modification	Custom enhancement of Tyler's existing software to provide features or functions to meet individual client requirements documented within the scope of the Agreement.
On-site	Indicates the work location is at one or more of the client's physical office or work environments.
Organizational Change	The process of changing an organization's strategies, processes, procedures, technologies, and culture, as well as the effect of such changes on the organization.
Output	A product, result or service generated by a process.
Peripheral devices	An auxiliary device that connects to and works with the computer in some way. Some examples: scanner, digital camera, printer.
Phase	A portion of the Project in which specific set of related applications are typically implemented. Phases each have an independent start, Go-Live and closure dates but use the same Implementation Plans as other Phases of the Project. Phases may overlap or be sequential and may have different Tyler resources assigned.
Project	The delivery of the software and services per the agreement and the Statement of Work. A Project may be broken down into multiple Phases.
RACI	A matrix describing the level of participation by various roles in completing tasks or Deliverables for a Project or process. Individuals or groups are assigned one and only one of the following roles for a given task: Responsible (R), Accountable (A), Consulted (C), or Informed (I).
Remote	Indicates the work location is at one or more of Tyler's physical offices or work environments.
Responsible	Those who ensure a task is completed, either by themselves or delegating to another resource. [Also see RACI]
Scope	Products and services that are included in the Agreement.



Solution	The implementation of the contracted software product(s) resulting in the connected system allowing users to meet Project goals and gain anticipated efficiencies.
Stage	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project.
Standard	Software functionality that is included in the base software (off-the-shelf) package; is not customized or modified.
Statement of Work (SOW)	Document which will provide supporting detail to the Agreement defining Project-specific activities, services, and Deliverables.
System	The collective group of software and hardware that is used by the organization to conduct business.
Test Scripts	The steps or sequence of steps that will be used to validate or confirm a piece of functionality, configuration, enhancement, or Use Case Scenario.
Training Plan	Document(s) that indicate how and when users of the system will be trained relevant to their role in the implementation or use of the system.
Validation (or to validate)	The process of testing and approving that a specific Deliverable, process, program, or product is working as expected.
Work Breakdown Structure (WBS)	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.
Work Package	A group of related tasks within a project.



Part 4: Appendices

9. Conversion

9.1 Enterprise Permitting & Licensing Conversion Summary

9.1.1 Community Development

- Permit Master basic information
- Plan Master basic information
- Plan & Permit Contacts
- Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or standard note
- Sub-permit Associations – Visible in Workflow and Attached Records
- Reviews and Approvals
- Projects
- Permit Renewals
- Bonds and Escrow
- Contractors
- Workflow based on configured Enterprise Permitting & Licensing template customized only by inclusion/exclusion based on status, type or class of the associated permit, plan, etc.
- Inspections and Inspection Cases
- Meetings and Hearings
- Activities and Actions
- Conditions
- Fees
- Holds
- Notes
- Parcels and Addresses
- Payments and Fee History
- Zones
- Code Case Master basic information
- Code Requests
- Code Case Contacts and Properties
- Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or standard note
- Violations
- Fees
- Payments
- Notes

9.1.2 Business Management

- Business Entity (Only for Business Licensing)
- License Master basic information
- License Contacts
- Unique (keyed) contacts converted to global contacts



- Non-keyed contacts converted to a Memo Custom Field or standard note
- Reviews and Approvals – Converted to Activity
- Fees
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Holds
- Workflow based on configured Enterprise Permitting & Licensing template customized only by inclusion/exclusion based on status, type or class of the associated license, code case, etc.
- Contractors
- Business Types and NAICS Codes
- Payment and Fee History
- Code Case Master basic information
- Code Requests
- Code Case Contacts and Properties
- Unique (keyed) contacts converted to global contacts
- Non-keyed contacts converted to a Memo Custom Field or standard note
- Parcels and Addresses
- Meetings and Hearings
- Violations
- Fees
- Payments
- Notes



10. Additional Appendices

10.1 Enterprise Permitting & Licensing Definitions

10.1.1 “Template Business Transactions”

- A pre-defined and pre-configured Enterprise Permitting & Licensing business process from Enterprise Permitting & Licensing’s “Best Management Template”.
- The following modifications to Template Business Transactions are considered within scope:
 - Any changes to required inspections within the workflow
 - Any changes to the required plan reviews within the workflow
 - Adding up to 2 additional actions to the workflow
 - Configuration of fees, allowing creation of up to 3 new fees to accommodate
 - Any changes to custom field layouts that are directly related to fees or included reports
- Customization/Configuration of any of these parameters beyond the scope listed above will require the respective business process to be considered a “Unique Business Transaction”, as described below.

Note: All transaction counts are quantified in the comments of the Investment Summary.

10.1.2 “Unique Business Transactions”

- Unique configuration of workflow or business process steps & actions, including output actions
- Unique Fee configuration
- Unique Custom field configuration

10.1.3 “Geo-Rules”

- An automation event that references GIS data. Current geo-rule action types are:

Alert	Displays a pop-up with a custom message to the user, notifying them of certain spatial data (i.e., noise abatement zones; flood zones; etc.).
Block	Places a block on the case and prevents any progress or updates from occurring on the record (i.e., no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.)
Block with Override	Places a block on the case and prevents any progress or updates from occurring on the record (i.e., no status changes can be completed, no fees can be paid, the workflow cannot be managed, etc.) However, the block can be overridden by end-users who have been given the proper securities.
Fee Date	Populates the CPI vesting date on the record if vesting maps are used by the jurisdiction.
Field Mapping	A custom field or any field inherent in the Enterprise Permitting & Licensing application can automatically populate with information based on spatial data.
Required Action	A workflow action can automatically populate in the workflow details for the particular record (i.e., plan, permit, code case, etc.) that requires the action based on certain spatial data related to the case.
Required Step	A workflow step can automatically populate in the workflow details for the particular record (i.e., plan, permit, code case, etc.) that requires the step based on certain spatial data related to the case.
Zone Mapping	The zone(s) automatically populate on the “Zones” tab of the record (i.e., plan, permit, code case, etc.).



10.1.4 “Automation Events”

10.1.4.1 “Intelligent Objects (IO)”

- Key components for automatically and reactively triggering geo-rules, computing fees, and generating emails, alerts, and other notifications.

10.1.4.2 “Intelligent Automation Agents (IAA)”

- A tool designed to automate task in a proactive manner by setting values and generating emails and other tasks. On a nightly basis, a Windows service sweeps the Enterprise Permitting & Licensing system looking for IAA tasks that need to be run, then the associated actions are performed. The IAA does not generate alerts or errors. Custom SQL queries are not Tyler deliverables.

10.1.5 “Enterprise Permitting & Licensing SDK/API (Toolkits)”

- APIs developed by Tyler Technologies for extending the Enterprise Permitting & Licensing Framework and functionality to external agencies and systems. Full documentation is available for each toolkit upon request.

Note: The Enterprise Permitting & Licensing toolkits and related documentation are simply tools that allow clients to create applications and integrations. The purchase of a toolkit/API does not imply any development related services from Tyler Technologies. ACCG is responsible for working with their IT staff and VARs to develop any necessary applications and integrations except as otherwise noted in the Investment Summary or for any “in-scope” integrations.

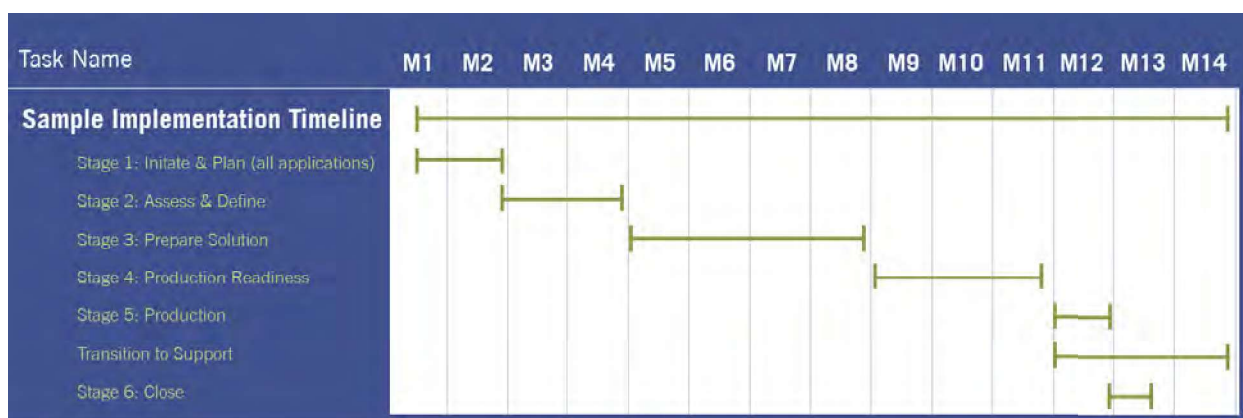


11. Project Timeline

11.1 Project Timeline

The Project Timeline establishes a target start and end date for each Phase of the Project. The timeline needs to account for resource availability, business goals, size and complexity of the Project, and task duration requirements. These will be reviewed and adjusted, if needed, during the Initiate and Plan Stage. Refer to the Project Stages section of this SOW for information on work packages associated with each stage of the implementation.

The following dates may be revised based on the date the Agreement is signed and further refined during the course of the project. Tyler requires up to forty-five (45) days to move from Agreement signing to the Initiate & Plan Stage.



This timeline serves as a general reference. It illustrates the typical sequence of product implementation and the potential overlap of stages in each phase. The specific timing of each deliverable can vary based on several factors, including the client's resource availability, blackout dates, and alignment of their business practices with Tyler's implementation methodology. Tyler does not guarantee that actual implementation schedules will match this example.





Exhibit F
Tyler's Proposal

**TECHNICAL
ORIGINAL**



Augusta, Georgia

Permitting, Licensing and Code
Enforcement Regulatory
Services System

RFP# 25-167

tylertech.com

Garth Magness - Senior Account Executive

2530 Sever Road NW, Lawrenceville, GA 30043

888.355.1093 ext: 763104 | Garth.Magness@tylertech.com

Restrictions on Disclosure

This response from Tyler Technologies, Inc. ("Tyler") contains proprietary and confidential information, including security-related information and trade secrets belonging to Tyler or Tyler's partners. Tyler is submitting this response on the express condition that the following portions will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Security-related information, such as architectural diagrams, the content of SOC reports, security vendor names and other proprietary information that protects Tyler and government software, data and services from unauthorized access
- Response to the Functional Requirements, or "Checklist"
- Screen shots, if any

To the extent disclosure of those portions is requested or ordered, Tyler requires written notice of the request or order. If disclosure is subject to Tyler's permission, Tyler will grant that permission in writing, in Tyler's sole discretion. If disclosure is subject to a court or other legal order, Tyler will take whatever action Tyler deems necessary to protect its proprietary and confidential information and will assume all responsibility and liability associated with that action.

Tyler agrees that any portions not listed above and marked accordingly are to be made available for public disclosure, as required under applicable public records laws and procurement processes.

Trademarks Disclaimer

Because of the nature of this response, third-party hardware and software products may be mentioned by name. These names may be trademarked by the companies that manufacture the products. It is not Tyler's intent to claim these names or trademarks as our own.

No Conflicts of Interest Disclaimer

Tyler is not aware of any financial, business or other relationship that it has with the city of Augusta, Georgia that may have an impact on the outcome of a contract with the city. Tyler is not aware of any current clients who may have a financial interest in the outcome of any contract between Tyler and the city.

Tyler does not have any financial interest or relationship with a construction company that might submit a bid for the services proposed under this RFP.

Primary Point of Contact for this Proposal

Garth Magness, Sr. Account Executive

Tyler Technologies, Inc.

2530 Sever Rd NW, Lawrenceville, GA 30043

(M) 770.540.2412 / (O) 888.355.1093 x 763104

garth.magness@tylertech.com



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1. Procurement Documents

1. Procurement Documents

All documents required under Augusta Procurement regulations and procedures, properly executed and notarized as required (**Attachment B and Save Form**). The notary seal shall be visible on the original AND all copies.

Please view the procurement documents on the following pages.

Page 7 of 40

Conflict of Interest**PAGE 2 OF 2**

By submission of a bid, the responding firm certifies, under penalty of perjury, that to the best of its knowledge and belief:

1. No circumstances exist which cause a Conflict of Interest in performing the services required by this BID, and
 2. That no employee of the County, nor any member thereof, nor any public agency or official affected by this BID, has any pecuniary interest in the business of the responding firm or his sub-consultant(s) has any interest that would conflict in any manner or degree with the performance related to this BID. By submission of a bid, the vendor certifies under penalty of perjury, that to the best of its knowledge and belief:

(a) The prices in the bid have been arrived at independently without collusion, consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor.

(b) Unless otherwise required by law, the prices which have been quoted in the bid have not knowingly been disclosed by the vendor prior to opening, directly or indirectly, to any other vendor or competitor.

(c) No attempt has been made, or will be made, by the vendor to induce any other person, partnership, or cooperation to submit or not to submit a bid for the purpose of restricting competition. For any breach or violation of this provision, the County shall have the right to terminate any related contract or agreement without liability and at its discretion to deduct from the price, or otherwise recover, the full amount of such fee, commission, percentage, gift, payment, or consideration.

Contractor Affidavit and Agreement: Contractor Affidavit under O.C.G.A. § 13-10-91(b) (I)

GEORGIA E-Verify and Public Contracts: The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contract (contracts with a government agency) for the physical performance of services over \$2,499 in value to enroll in E-Verify, regardless of the number of employees. They may be exempt from this requirement if they have no employees and do not plan to hire employees for the purpose of completing any part of the public contract. Certain professions are also exempt. All requests for proposals issued by a city must include the contractor affidavit as part of the requirement for their bid to be considered.

The undersigned contractor ("Contractor") executes this Affidavit to comply with O.C.G.A. § 13-10-91 related to any contract to which Contractor is a party that is subject to O.C.G.A. § 13-10-91 and hereby verifies its compliance with O.C.G.A. § 13-10-91, attesting as follows:

a) The Contractor has registered with, is authorized to use, and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program;

b) The Contractor will continue to use the federal work authorization program throughout the contract period, including any renewal or extension thereof;

c) The Contractor will notify the public employer in the event the Contractor ceases to utilize the federal work authorization program during the contract period, including renewals or extensions thereof;

d) The Contractor understands that ceasing to utilize the federal work authorization program constitutes a material breach of Contract;

e) The Contractor will contract for the performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13-10-91(a), (b), and (c);

f) The Contractor acknowledges and agrees that this Affidavit shall be incorporated into any contract(s) subject to the provisions of O.C.G.A. § 13-10-91 for the project listed below to which Contractor is a party after the date hereof without further action or consent by Contractor; and

g) Contractor acknowledges its responsibility to submit copies of any affidavits, drivers' licenses, and identification cards required pursuant to O.C.G.A. § 13-10-91 to the public employer within five business days of receipt.

Georgia Law requires your company to have an E-Verify*User Identification Number (Company I.D.) on or after July 1, 2009.

For additional information or to enroll your company, visit the **State of Georgia** website:

<https://e-verify.uscis.gov/enroll/> and/or http://www.dol.state.ga.us/pdf/rules/300_10_1.pdf

Federal Work Authorization User Identification Number: **E-VERIFY REQUIRED FOR ALL CONTRACTS OVER \$2,499.00**

Date of Authorization

**** (E-Verify Number)** 1880573

4/27/2007

Tyler Technologies, Inc.

Permitting, Licensing and Code Enforcement
Regulatory Services System/ RFP @25-167

Name of Contractor

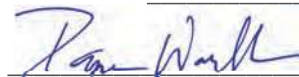
Name of Project / Bid Number

AUGUSTA, GEORGIA – RICHMOND COUNTY CONSOLIDATED GOVERNMENT

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on April, 14, 20 25 in Lubbock (City), Texas (State).

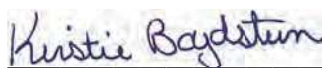


Dane Womble- President, Public Administration Group

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 14 **DAY OF** April, 2025

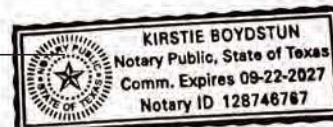


9/22/2027

Notary Public

My Commission Expires:

NOTARY SEAL



The undersigned further agrees to submit a notarized copy of Attachment B and any required documentation noted as part of the Augusta, Georgia Board of Commissions specifications which govern this process. In addition, the undersigned agrees to submit all required forms for any subcontractor(s) as requested and or required. I further understand that my submittal will be deemed non-compliant if any part of this process is violated.

You Must Complete and Return the 2 pages of Attachment B with Your Submittal. Document Must Be Notarized.



You Must Complete and Return with Your Submittal. Document Must Be Notarized

Systematic Alien Verification for Entitlements (SAVE) Program

Affidavit Verifying Status for Augusta, Georgia Benefit Application By executing this affidavit under oath, as an applicant for an Augusta, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract, or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my bid for an Augusta, Georgia contract for

RFP Item #25-167 Permitting, Licensing and Code Enforcement Regulatory Services System

[RFP Project Number and Project Name]

Dane Womble

[Print/Type: Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

Tyler Technologies, Inc.

[Print/Type: Name of business, corporation, partnership, or other private entity]

1.) X I am a citizen of the United States.

OR

2.) I am a legal permanent resident 18 years of age or older.

OR

3.) I am an otherwise qualified alien (8 § USC 1641) or nonimmigrant under the Federal Immigration and Nationality Act (8 USC 1101 *et seq.*) 18 years of age or older and lawfully present in the United States. *

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant

Dane Womble

Printed Name

*Alien Registration Number for Non-Citizens

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 14 DAY OF April , 20 25

Notary Public

My Commission Expires: 9/22/2027

NOTARY SEAL

Note: THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR SUBMITTAL

REV. 2/17/2016



RFP 25-167 Permitting, Licensing and Code Enforcement Regulatory Services System

RFP Due: Friday, April 25, 2025 @ 11:00 a.m.

Page 9 of 40



TRADE SECRET STATUS AFFIDAVIT
Augusta, Georgia

All documents, data, letters and generated information received by Augusta, Georgia constitutes a "public record" and is subject to disclosure under the Georgia Open Records Act ("GORA"). O.C.G.A. § 50-18-70 *et seq.* However, pursuant to O.C.G.A. § 50-18-72(a)(34), "[an] entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 [O.C.G.A. § 10-1-760 *et seq.*]."

O.C.G.A. § 10-1-761(4) defines "Trade secret" as "...information, without regard to form, including, but not limited to, technical or nontechnical data, a formula, a pattern, a compilation, a program, a device, a method, a technique, a drawing, a process, financial data, financial plans, product plans, or a list of actual or potential customers or suppliers which is not commonly known by or available to the public and which information:

- A. Derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and
- B. Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy."

Therefore, the records listed below and attached hereto, that were submitted with Tyler Technologies' response to Augusta, Georgia Request for Proposal, Request for Quote, or Request for Qualified Contractor RFP #25-167 are marked confidential pursuant to O.C.G.A. § 10-1-761(4):

- Georgia law exempts by statute certain records and information from public disclosure including any records or information exempted by law from open inspection. See § 50-18-70(b). The Georgia Trade Secrets Act provides for the preservation of an alleged trade secret. See § 10-1-760 *et seq.* A "trade secret" is defined as "information, . . . including, but not limited to, technical or nontechnical data, a formula, a pattern, a compilation, a program, a device, a method, a technique, a drawing, a process, financial data, financial plans, product plans . . . which is not commonly known by or available to the public and which information: (A) Derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and (B) Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy." See *id.* § 10-1-761(4).

Tyler considers any responses to functional requirements lists, line-item pricing (total pricing not considered a trade secret), and non-public facing software screenshots to be confidential trade secrets under Georgia law that should be redacted prior to disclosure. Specific instances of these categories of confidential information are identified in Tyler's pre-redacted proposal, attached hereto. To the extent disclosure of these portions is requested or ordered, Tyler requires written notice of the request or order. If disclosure is subject to Tyler's permission, Tyler will grant that permission in writing, in Tyler's sole discretion. If disclosure is subject to a court or other legal order, Tyler will take whatever action Tyler deems necessary to protect its proprietary and confidential information and will assume all responsibility and liability associated with that action.

Under penalty of perjury, acknowledging that O.C.G.A. §16-10-71 provides a penalty of a fine of up to \$1,000 and potential imprisonment of one to five years, I attest that the specific information in the records listed above constitutes trade secrets pursuant to O.C.G.A. § 10-1-761(4), and request that Augusta, Georgia not disclose this protected information under the Georgia Open Records Act ("GORA").

Signature:



Chris Sadler

Corporate Attorney, Tyler Technologies

Corporate Attorney
[Signatory's Title]

Date: April 17, 25

SUBSCRIBED AND SWORN BEFORE

ME ON THIS 17 DAY OF

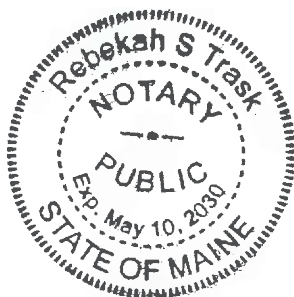
April, 2025

Rebekah Task

NOTARY PUBLIC

My Commission Expires: May 10, 2030

Return form only if applicable. If form is not returned with your submittal, it will be deemed there are no trade secrets in your package submittal.



Monday, May 12, 2025

Augusta, Georgia
Darrell White
Interim Procurement Director
535 Telfair Street - Room 605
Augusta, Georgia 30901



Dear Mr. White,

On behalf of Tyler Technologies, Inc. (Tyler) I am pleased to submit the enclosed proposal for your evaluation and consideration in response to RFP# 25-167. Our team has carefully reviewed the goals, objectives, and requirements defined within the solicitation, and we are excited about the potential of working with the City of Augusta on this engagement.

Tyler's proposed Enterprise Permitting & Licensing (EPL) solution is a purpose-built, best-in-class, enterprise solution utilized by some of the most innovative public sector agencies in the world. Furthermore, and of particular significance to this project, Tyler's proposed EPL solution is distinguished from the competition because it provides native integration to your current [Tyler Enterprise Assessment and Tax](#) solution, formerly known as Tyler iasWorld.

Tyler is the **largest public sector software provider in the United States** with over 45,000 installations, 1+ million SaaS Subscribers, over 4,500 employees, and over \$2 billion dollars a year in revenue. Our end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other.

Our experience implementing our solutions in the public sector is unmatched by any competitor as for more than 30 years we have focused exclusively on designing, developing, implementing, and supporting our enterprise software applications exclusively for local governments across the United States. In fact, over the last decade, Tyler has managed some of the largest local government projects in the industry including agencies such as Los Angeles County, Kansas City, Raleigh, Miami-Dade County and New York City just to name a few.

As a current client and trusted partner, I can assure you there is no company in the industry with a deeper commitment to ensuring the success of the City of Augusta and its constituents than Tyler. We look forward to the potential opportunity to expand our relationship.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Greg Savard", written over a light blue circular background.

Greg Savard
General Manager – Civic Services, Tyler Technologies, Inc.
Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL)
EIN: 75-2303920

3. Qualifications & Experience of the Firm

3. Qualifications & Experience of the Firm

Relevant experience, specific qualifications, and technical expertise of the firm and sub-consultants/proposers to conduct the required services as listed in this RFP and adhering to all required license requirement for federal, state and local services.

Provide the company's primary business interest and/or operations including organization and affiliations.

Public Sector Focus

Tyler Technologies is the largest and most established provider of integrated software and technology services focused exclusively on the public sector in the United States. Tyler's business units have provided software and services to public-sector agencies for more than 50 years and have long-standing reputations in the local government market for quality products, successful implementations and customer service. While many of our competitors compete in multiple vertical markets, Tyler is singularly focused on providing state-of-the-art software to the public sector. In fact, it is 100% of our business.

Tyler recognizes that the public sector is generally stable and risk-averse, and demands accessibility, security and transparency. That is why local government entities seek reliable and efficient software and services from Tyler – a professional, reputable and dedicated vendor who achieves results. Tyler has the experience to understand the unique requirements of the public sector, the necessary resources to invest in its products and the ability to deliver quality services.

Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL)

Strategic Partnerships

Partnering with Microsoft

Tyler enjoys a multifaceted relationship with Microsoft — Microsoft Partner Network, managed partner and member of a strategic development alliance. As a member of the Microsoft Partner Network, Tyler has earned several Microsoft competencies, including several Gold Competencies. A gold competency demonstrates best-in-class expertise and proficiency within Microsoft's marketplace and is evidence of deep, consistent commitment to a Microsoft business solution. Tyler's gold competency also carries the distinction of being among only one percent of Microsoft partners worldwide that have attained this degree of competency.

Tyler is also a Microsoft Independent Software Vendor (ISV) managed partner — less than five percent of all Microsoft partners are managed. This status is awarded by Microsoft to companies who meet a stringent set of requirements. Tyler was also selected as the Public Sector ERP partner of the year in 2011.

In 2007, Tyler and Microsoft announced a strategic alliance to jointly develop core public sector functionality for Microsoft Dynamics AX® to address the unique needs of public sector organizations worldwide.

3. Qualifications & Experience of the Firm

Partnering with Esri

Tyler is an Esri Gold Tier partner, which designates Tyler as an industry leading provider of geospatial solutions and services. As a Gold Tier partner, Esri recognizes Tyler's commitment to providing enhanced technical and sales support, collaborative engagement and a national and multinational focus. Tyler was also named as an Esri Cornerstone Partner in 2023, a designation reserved for only the most innovative and proven Esri partners.

Amazon Web Services (AWS)

Tyler has a strategic collaborative agreement with Amazon Web Services (AWS) for cloud services, which allows Tyler to leverage the AWS cloud in a way that will help our public sector clients deliver better services and experiences to their communities.

The strategic collaboration with AWS lays the groundwork for the future of cloud services for the public sector. It is also essential to delivering on the promise and potential of Connected Communities, as it provides the framework for development, training, and collaboration to support next-generation applications that have the scalability, resiliency, and security AWS offers.

Through the collaboration, Tyler draws from AWS's advanced cloud platform expertise and innovation to develop technologies for the public sector that will enable governments to use data as a strategic asset in the design, management, and delivery of programs.

Cloud Security Alliance

The Cloud Security Alliance is a not-for-profit organization with a mission to promote the use of best practices for providing security assurance within cloud computing, and to provide education on the uses of cloud computing to help secure all other forms of computing. The Cloud Security Alliance is led by a broad coalition of industry practitioners, corporations, associations and other key stakeholders.

International Associate of Privacy Professionals (IAPP)

The International Association of Privacy Professionals (IAPP) is the largest and most comprehensive global information privacy community and resource with more than 20,000 members in 83 countries, helping practitioners develop and advance their careers and organizations manage and protect their data. Founded in 2000, the IAPP is a not-for-profit association that helps define, support and improve the privacy profession globally.

Firm's History, Staff Experience & Resumes – All proposers shall provide a brief history of the firm including staff member's experience, resumes and accomplishments which are relevant to the scope of work stated in this proposal. Include all subcontractors that are to be utilized by your company to perform the scope of services listed in this RFP.

Tyler Technologies is the largest provider of integrated software and technology services for the public sector in the United States. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 45,000 successful installations across more than 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

3. Qualifications & Experience of the Firm



Visualize



Analyze



Understand



Engage

Our Products

With decades of exclusive public sector experience, Tyler is the market leader providing integrated software and services. Subject matter experts and in-depth products result in a sustainable client partnership that delivers the industry's most comprehensive solution. We provide the industry's broadest line of software products and offer clients a single source for all their information technology needs in several major areas: P Property & Recording, ERP, Civic Services, Health & Human Services, Courts & Justice, Public Safety, Data & Insights, Cybersecurity, Payments, and Schools.

We are known for long-standing client relationships, functional and feature-rich products, and the latest technology. In addition to software products, Tyler provides related professional services including installation, data conversion, consulting, training, customization, support, disaster recovery, and application and data hosting.

About Tyler Technologies

- Empowering government and schools to create safer, smarter, and more vibrant communities
- Solutions include: ERP, Civic Services, Courts & Justice, Public Safety, Data & Insights, Property & Recording, Health & Human Services, Cybersecurity, and Schools
- Headquartered in Plano, Texas, with 55 office locations across the U.S., Manila, India, and Canada
- Tyler was incorporated in Delaware in November 1989
- Tyler is a publicly traded corporation on the NYSE (TYL)
- Founded in 1966
- Exclusively focused on local government since 1998
- More than 45,000 successful installations across 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations
- Client retention rate of 98%
- 7,400+ employees
- Annual revenues of \$2.14 billion (2024)
- Reinvestment of \$112 million into Research & Development
- Scalable products with the smallest jurisdiction (Loving County, Texas, with a population of 82) to the largest (Los Angeles County, California, with a population of 10.1 million)

3. Qualifications & Experience of the Firm

Industry Leadership

Tyler strives to provide the best client services in the industry. Our products undergo testing by trained quality assurance and certified usability analysts, therefore our clients benefit from products that work logically based upon user experience and input. We also focus our implementation and support professionals on specific groups of applications so they can offer more specialized services.

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler's most valued resource: our people. We challenge our employees to pursue new initiatives aggressively and to become industry leaders in their respective fields. Tyler employs 7,400+ individuals, many of whom are seasoned professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover rate is very low – in recent years, about half of the industry average.

Company Recognition

Tyler has earned the reputation as an industry leader based on our products and commitment to our clients. These factors, along with our financial strength and industry partnerships, have resulted in numerous accolades. "The recognition emphasizes Tyler's consistently strong growth, which is a direct result of our commitment to supporting our more than 21,000 clients and the development of best-in-class software and services to serve the needs of the public sector" said John S. Marr Jr., Chairman of the Board of Tyler Technologies.

Tyler has been named to the following prestigious lists alongside some of the most innovative and influential companies in the United States.

Innovative and Strong

- Newsweek's "America's Greatest Workplaces for Diversity"
- Government Technology Magazine's "GovTech Top 100"
- Dallas Business Journal's "North Texas Fastest-Growing Public Companies"
- 2023 Esri Cornerstone Partner
- Forbes' "America's Best Large Employers"
- Forbes' "America's Best Employers for Diversity"
- Forbes' "Best Employers for Women"
- Forbes' "Best Midsize Employers"
- Forbes' "Most Innovative Growth Companies"
- Forbes' "America's Best Small Companies"
- Fortune's "100 Fastest-Growing Companies"
- Barron's 400 Index ranking, a measure of "Most Promising Companies in America"
- Software Magazine's "Software 500" ranking of the world's largest software and service suppliers
- Dow Jones Sustainability Index (DJSI) North America

3. Qualifications & Experience of the Firm

Employer of Choice

- MaineBiz's "Best Places to Work in Maine" (15+ years)
- The Dallas Morning News' "Top Workplaces D-FW" (10 years)
- Dayton Daily News' "Top Workplaces in the Dayton Metro Area"
- Lubbock Avalanche-Journal's "Best of Lubbock"
- Detroit Free Press' "Top Workplaces"
- Phoenix Business Journal's "Best Places to Work"
- The Atlanta Journal-Constitution's "Top Workplaces"
- The Washington Post's "Top Workplaces"
- Albany Business Review's "Best Places to Work"
- The Washington Post's "Top Workplaces"
- The Denver Post's "Best Midsize Companies to Work for in Colorado"
- Mississippi Business Journal's "Best Places to Work"
- NJBiz's "Best Places to Work in New Jersey"

Our Experience

Tyler's solutions offer the widest breadth of products in the industry, the latest technology available, and an integrated system that can operate in diverse offices throughout a jurisdiction. More importantly, Tyler's vision and skill in executing that vision is what ultimately leads to a successful implementation and long-term solutions for our clients. Our experienced team consists of industry leaders who keep the process moving and ensuring we can give you the tools to succeed.

Subcontractors Utilized in This RFP

None. Tyler is a direct-from-source provider and, unlike most other providers in the industry, does not utilize any third-party firms to design, develop, implement or support our solutions.

Tyler Resources

Tyler actively seeks the best talent to help us implement our solutions for our clients. Our staff consists of seasoned professionals with unique and proprietary skills, and years of industry experience, who are focused on specific products and in dedicated regions.

Upon award of contract, Tyler assigns a project manager and quality project team to ensure your implementation success. Tyler staff perform services in a professional, workman-like manner, consistent with industry standards.

The resumes presented in this proposal reflect the caliber and experience that Tyler will assign to this project upon contract award.

3. Qualifications & Experience of the Firm

Sample Resumes

Project Team Resumes

*Sample resumes are included. Project managers, trainers, consultants, and other team members are chosen only after contracts have been signed and returned to Tyler. Once we thoroughly assess your situation, we recommend the best implementation team that meets your needs. We consider this a vital step in the implementation process and appreciate your patience as we make this critical decision.

Ron F., Director of Professional Services

Years of Experience: 8

Summary

As the Director for Tyler's Enterprise Permitting & Licensing (EP&L) product line, Ron ensures the success of client projects by overseeing all aspects, including RFP responses, SOW development and review, project management, resource allocations, and the entire product implementation launch.

During his 9 years with Tyler, Ron has held multiple roles, including Implementation Consultant, Senior Implementation Consultant, Sales Enablement, Implementation Manager, and Director of Professional Services. In his current role, Ron manages a team of managers who support various clients of varying sizes. He is the point of contact for all escalated client matters, working directly with management teams to ensure resolutions, proper project management, and staffing.

Ron's journey with Tyler Technologies began in 2015 as an implementation consultant while pursuing his master's degree in information technology from Southern Polytechnic University. His professional background is equally impressive, with a 16-year tenure as a police officer and sergeant with the Dekalb County Police Department in Metro Atlanta, where he supervised numerous police and code enforcement officers. This unique blend of academic and professional experience equips Ron with a comprehensive understanding of local government structure and operations.

Ron's commitment to successful implementations is evident in his track record, having assisted over 100 clients in meeting their business needs. His project management expertise is a key factor in these successes. Here's a glimpse of some of the projects he has managed, each one a testament to his dedication and competence.

As a director and implementation manager for the EP&L product line, Ron has overseen numerous projects, including the following:

- Fulton County, GA
- Columbus, GA
- Overland Park, KS
- West Palm Beach, FL
- New Hanover County, NC
- Wilmington, NC
- Rockland County, NY

3. Qualifications & Experience of the Firm

Tejas P., Implementation Manager

Years of Experience: 13

Summary

Tejas manages and oversees the full implementation cycle, from Initiation to Post-Production Support, for the Enterprise Permitting & Licensing product line. He has over 13 years of experience as an Implementation Manager, Supervisory Team Lead, Project Manager, and Implementation Consultant in software development and operation environments. Tejas has expertise in process analysis, process improvement, and change management, with strengths in efficiency and delivering projects on time and budget.

With more than 10 years of experience at Tyler on Municipal and county-level Land Management projects, Tejas is very familiar with the ins and outs of the entire implementation process and the products themselves. He has also been a part of internal initiatives to help improve various phases of the implementation cycle.

Tejas's current role as Implementation Manager includes process, managing the entire implementation cycle, and ensuring customer satisfaction via timely completion of deliverables, confirming project milestones are on schedule, on budget, and within scope. He also serves as a point of contact for escalations and works with the management team to ensure issues are addressed appropriately and in a timely manner.

Project Experience

Tejas has been an Implementation Manager, Supervisory Team Lead, and/or Project Manager on many Enterprise Permitting & Licensing projects. Most recent Enterprise Permitting & Licensing projects include:

- Maryland National Capital Parks and Planning Commission
- State of New Jersey
- Philadelphia, PA
- West Palm Beach, FL
- Government of Bahamas
- Jersey City, NJ
- Wilmington, NC
- Rockland County, NC

3. Qualifications & Experience of the Firm

Robert M., Senior Implementation Consultant

Years of Experience: 9

Summary

Actively involved in over 25 successful EP&L projects in the last six (6) years while a Senior Implementation Consultant (SIC) at Tyler Technologies. Having dealt with several different communities and assisted them with developing business processes to accommodate the needs of their Community Development, Planning, Environmental Health, Utilities, Public Works/Engineering, Code, Inspection Management, and Business Licensing efforts. Having participated in multiple system integration and conversion efforts as well.

Before that, he spent three (3) years as an independent contractor at the City of Miami Beach, assisting with their EP&L and EERP deployments, including business process re-engineering, deployment, system testing, and training.

Project Experience

- City of Clemson, SC - Senior Implementation Consultant: responsible for all EP&L configuration, integrations, automation, testing, and periodic fundamentals and end-user training efforts. Modules included EP&L (Planning, Permitting, Code & Business Licensing), Citizen Self Service (CSS) Portal, Tyler Cashiering, eReviews/BlueBeam, Tyler Content Management (TCM) and ERP Pro/ERP Integration. Efforts also involved a reasonably detailed data conversion effort.
- Grand Traverse County, MI - Senior Implementation Consultant: responsible for all EP&L configuration, integrations, automation, testing, and periodic fundamentals and end-user training efforts. Modules included EP&L (Planning, Permitting & Code), Citizen Self-Service (CSS) Portal, Tyler Cashiering, and Tyler Content Management (TCM).
- Oakland County, MI - Senior Implementation Consultant: responsible for all EP&L configuration, integrations, automation, testing, and periodic fundamentals and end-user training efforts. Modules included EP&L (Planning, Permitting & Code), Citizen Self Service (CSS) Portal, eReviews, and Tyler Cashiering.
- Newport News, VA - Senior Implementation Consultant: responsible for all EP&L configuration, integrations, automation, testing, and periodic fundamentals and end-user training efforts. Modules included EP&L (Planning, Permitting & Code), Citizen Self Service (CSS) Portal, Tyler Cashiering, Tyler Content Management (TCM), MUNIS/ERP Integration and SSRS Integration.
- Accomack County, VA - Senior Implementation Consultant: responsible for all EP&L configuration, integrations, automation, testing, and periodic fundamentals and end-user training efforts. Modules included EP&L (Planning, Permitting & Code), Citizen Self Service (CSS) Portal, eReviews, Tyler Cashiering and Tyler Content Management (TCM).

3. Qualifications & Experience of the Firm

Felix W., Project Manager

Years of Experience: 25

Summary

In his role as a Project Manager, Felix manages implementations of ERP and environmental health software for the public sector. A background in software development lends to his strengths in prior/future state analysis, process improvement, and integration planning.

Prior to project management, Felix worked for 13 years in software development, mapping and conducting data migrations, and designing interfaces to third-party applications. This varied experience over 25 years provides Felix with both the technical knowledge of the software industry and expertise in public sector processes at local and state levels.

Felix excels in communicating with stakeholders at all levels of an organization, tailoring the style and method based on the audience.

Project Experience

Felix has managed all project phases for New World ERP and Enterprise Permitting and Licensing, the latter focused on environmental health, including the following:

- Burlington Board of Health, MA
- State of New Jersey
- Queen Anne's County, MD
- Pasadena, CA
- Philadelphia, PA
- Austin, TX
- Salem County, NJ
- TriCounty Health Department, UT

3. Qualifications & Experience of the Firm

Kathy L., Senior Software Trainer and Content Developer

Years of Experience: 20

Summary

Kathy has been at Tyler Technologies for over eight years, administering both live and online class training in Enterprise Permitting & Licensing configuration, End User Training, User Acceptance training, and client certification. She has expertise in enthusiastically delivering content and helps the users understand their job, as it is, within the Enterprise Permitting & Licensing software, as well as how it relates to what they do for their municipality. She works very hard to become familiar with the client's software configuration before training. She picks up on clients' business processes while training them to make things more personalized.

Kathy has an extensive background in training with her previous experience, including over 15 years as a corporate contract trainer. During that time, she provided coaching and instruction in various industries, including Pharmaceutical Sales, Field Services SAAS training, Financial Services training on the Thomson One investment platform, and Salesforce.com, the leading customer management tool.

Project Experience

Kathy has been responsible for over 95 Enterprise Permitting and licensing training assignments. These projects include scheduling the classes, coordinating with the municipality's Project Manager and the Tyler PM, communicating with the consulting team, and delivering the training in a way that meets the users' needs.

- Shakopee, Minnesota
- Loudoun County, Virginia
- Grand Prairie, TX
- Miami Beach, FL
- City of Santa Fe, New Mexico

Provide a biographic overview of the Company's key principals.

Principals and Officers

- John Marr, Jr., Chairman and Chief Executive Officer
- Lynn Moore, Jr., President and CEO
- Brian Miller, Executive Vice President, Chief Financial Officer and Treasurer
- Samantha B. Crosby, Chief Marketing Officer
- Abigail Diaz, Chief Legal Officer
- Jason Durham, Chief Accounting Officer
- Russel Gainford, Senior Vice President, Cloud Strategy & Operations
- Jeff Green, Chief Technology Officer
- Andrea Fravert, VP Data Privacy
- Kevin Iwersen, Chief Information Officer
- Jeff Puckett, Chief Operating Officer
- Kelley Shimansky, Chief Human Resources Officer
- Jeremy Ward, Chief Information Security Officer

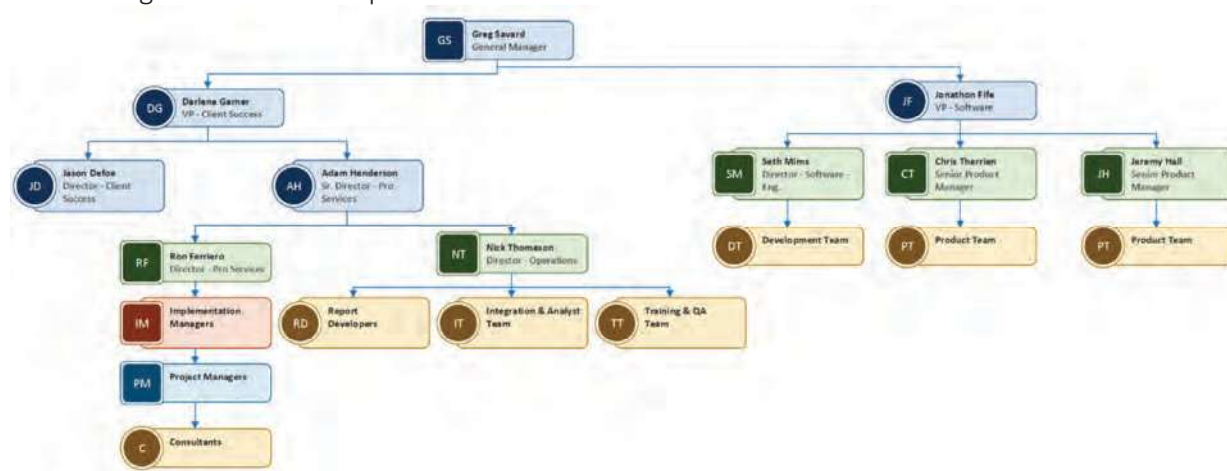
<https://www.tylertech.com/about-us/who-we-are/leadership>

4. Organization & Approach

4. Organization & Approach

Include general information on your organization and management process to include the following: line of authority, who will have overall responsibility for implementation of the project, who will be responsible for ongoing support. The proposal should state who would perform specialized services that may be needed. Include an organizational chart indicating the level of professional seniority of each member.

See the organizational chart provided.



Provide information on individual as well as related corporate experiences. This information should include all persons the firm proposes to engage in the task, their professional experience and licensing status. Individuals designated as primary responsible parties shall be clearly identified as such.

Resumes for Project Personnel have been provided above (please see pages 14-18)

The Proposer must provide a description of any limitations relative to facilities, staff personnel, on-going projects/contracts, etc.

No limitations exist. Tyler maintains a full professional services division responsible for delivering the activities required for successful implementation. We are not bound by the constraints of any outside firms or third parties.

- a. Describes familiarity of project/service and demonstrates understanding of work completed to date and project/service objectives moving forward.

We are thoroughly familiar with the scope and objectives of the City of Augusta, having carefully reviewed all relevant documentation and the progress made to date. Our team acknowledges the successful completion of key milestones, including technical/functional requirements, and we appreciate the solid foundation laid thus far. Moving forward, we are committed to building on this progress by applying our expertise in permitting, land and license management solutions to address remaining tasks and challenges, ensuring alignment with project goals, and maintaining open communication with all stakeholders to drive the project toward a successful conclusion. We are excited about the opportunity to contribute to its continued success.

4. Organization & Approach

b. Roles and Organization of Proposed Team

- i. Proposes adequate and appropriate disciplines of project/service team.

Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for the Client and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at the Client, but are roles defined within the Project. It is common for individual resources on both the Tyler and Client project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

Tyler Roles & Responsibilities

Tyler assigns a project manager prior to the start of each Phase of the Project (some Projects may only be one Phase in duration). Additional Tyler resources are assigned as the schedule develops and as needs arise.

Tyler Executive Manager

- Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the Project team and collaborates with other Tyler department managers as needed to escalate and facilitate implementation Project tasks and decisions.
- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the Client 's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to the Client 's executive sponsor.

Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with Client management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

Tyler Project Manager

- The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by the Client, the Tyler Project Manager provides regular updates to the Client Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

4. Organization & Approach

Contract Management

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

Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.
- Collaborates with the Client project manager(s) to plan and schedule Project timelines to achieve on-time implementation.

Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between the Client and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to the Client any items that may impact the outcomes of the Project.
- Collaborates with the Client 's project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the project.
- Collaborates with the Client 's project manager(s) to set a routine communication plan that will aide all Project team members, of both the Client and Tyler, in understanding the goals, objectives, status, and health of the Project.

Resource Management

- Acts as liaison between Project team and Tyler manager(s).
- Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to Project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Go-Live Checklist.
- Assesses team performance and adjusts as necessary.
- Consulted on in Scope 3rd party providers to align activities with ongoing Project tasks.

Tyler Sales

- Supports Sales to Implementation knowledge transfer during Initiate & Plan.
- Provides historical information, as needed, throughout implementation.
- Participates in pricing activities if additional licensing and/or services are needed.

4. Organization & Approach

Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides the Client through software validation process following configuration.
- Assists during Go-Live process and provides support until the Client transitions to Client Services.
- Facilitates training sessions and discussions with the Client and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- May provide conversion review and error resolution assistance.

Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).
- Provides first installation of licensed software with initial database on servers.
- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.
- Provides technical training.
- Conducts GIS Planning.
- Reviews GIS data and provides feedback to the Client.
- Loads Client provided GIS data into the system.

Tyler API Services

- Provides training in the use of the API Toolkit.
- Provides consulting services in the use of the API Toolkit to the Client, as the Client builds interfaces.

Tyler Modification Services

- Programs modification(s) per the agreed upon business requirements document(s).
- Performs internal quality assurance.
- Provides software updates and defect fixes.
- Completes interface development for in-scope interfaces.

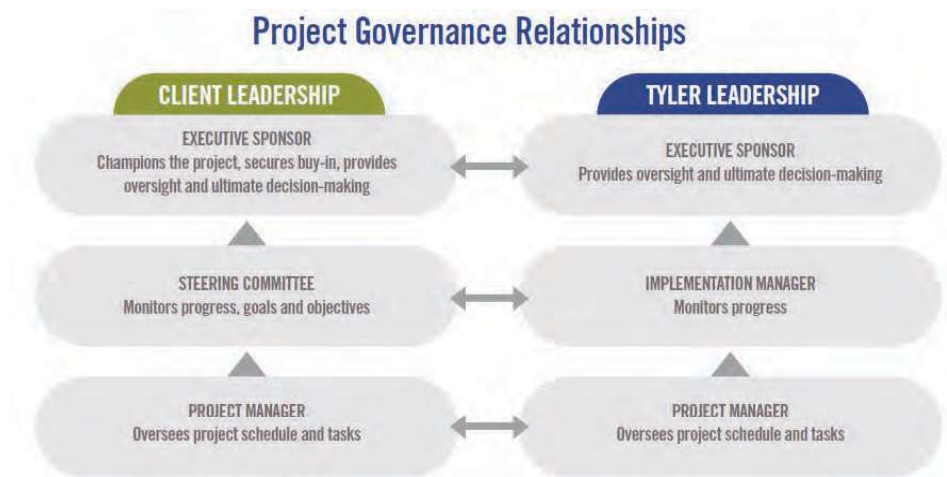
- ii. Some or all of team members have previously worked together on similar project/service(s).

As previously noted, Tyler is a direct-from-source provider and utilizes our own professional services teams to implement our software. As such, our implementation teams are familiar with not only our products but also working in concert with each other to deliver a successful project. This experience has equipped us with a deep understanding of the challenges and best practices relevant to your project, ensuring we can efficiently and effectively contribute to its success. Our team's familiarity with comparable projects will allow us to bring proven solutions and innovative ideas to your initiative. Again, we do not utilize third parties like most of our competitors, many of whom have no experience working together on similar project.

4. Organization & Approach

- iii. Overall organization of the team is relevant to Augusta, Georgia needs.

Our team is carefully organized to align with the city's specific needs, ensuring that each area of the project is handled by experts who can deliver the highest quality results. We have designated key roles for project management, technical execution, stakeholder communication, and quality control, ensuring a well-coordinated approach from start to finish. Our structure allows for clear lines of communication and quick decision-making, enabling us to respond promptly to any issues that may arise. With this streamlined and efficient team organization, we are confident in our ability to meet the city's goals and deliver the project on time, within budget, and to the highest standards.



c. Project and Management Approach

- i. Team is managed by an individual with appropriate experience in similar project/services. This person's time is appropriately committed to the project/service.

The project will be managed by a highly experienced Project Manager (please see resumes provided above on pages 12-16) with a proven track record in successfully overseeing similar projects. This individual brings expertise in managing complex projects, particularly in land management, and is well-versed in coordinating teams, managing timelines, and ensuring project objectives are met. Their commitment to this assignment is unwavering, and they are fully dedicated to driving the project to a successful outcome. With a strong focus on communication, problem-solving, and stakeholder engagement, the Project Manager will ensure that the project progresses smoothly and efficiently, aligning with your goals every step of the way.

- ii. Team successfully addresses all requirements of this RFP.

Our team is fully equipped to address all the requirements outlined in the RFP. We have carefully reviewed each section and ensured that our approach, expertise, and proposed solutions directly align with the specified needs. From project management to technical execution, we have tailored our response to meet and exceed the expectations, demonstrating our ability to deliver on all fronts. Our team's extensive experience in similar projects, combined with our commitment to quality and efficiency, guarantees that we will successfully fulfill every aspect of the RFP and contribute to the project's overall success.

4. Organization & Approach

- iii. The team and management approach responds to project/service issues. Team structure provides adequate capability to perform both volume and quality of needed work within project/service schedule milestones.

Our team approach is designed to proactively address project issues and ensure smooth progress throughout the project lifecycle. We have established clear communication channels and a collaborative work environment to quickly identify and resolve challenges as they arise. Additionally, our team is equipped with the necessary capabilities and resources to handle the volume and quality of work required to meet scheduled milestones. With a strong focus on both efficiency and attention to detail, we are confident in our ability to deliver high-quality results on time, while maintaining flexibility to adapt to any evolving project needs.

d. Roles of Key Individuals on the Team

- i. Proposed team members, as demonstrated by enclosed resumes, have relevant experience for their role in the project/service.

Personnel outlined with resumes on pages 14-18

- ii. Key positions required to execute the project/service team's responsibilities are appropriately staffed.

Key positions on our team are appropriately staffed with highly qualified professionals who bring the necessary expertise and experience to ensure the success of the project. We have carefully selected individuals for each critical role, ensuring that their skills align with the specific demands of the project. Our team includes experts in project management, technical execution, quality control, and stakeholder communication, all of whom are committed to delivering exceptional results. This strategic staffing ensures that every aspect of the project is effectively managed and executed to meet the required standards and milestones.

e. Working Relationship with Augusta, Georgia

- i. Team and its leaders have experience working in the public sector and knowledge of public sector procurement process.

Our team and leadership have extensive knowledge of the public sector, with key personnel, including the Director, bringing direct experience from this field. The Director has a strong background in managing public sector projects, understanding the unique challenges and requirements that come with government and municipal work. Additionally, several other members of our team have previously worked within the public sector, giving them a deep understanding of regulatory processes, compliance standards, and the need for transparent and accountable project management. This expertise ensures that we are well-prepared to navigate the complexities of public sector projects and effectively meet the city's goals.

- ii. Team leadership understands the nature of public sector work and its decision-making process.

Our team has a strong understanding of the nature of the public sector and its decision-making processes. We recognize the importance of adhering to regulations, transparency, and accountability in every phase of the project. Our team is experienced in working within public sector frameworks, which involve multiple stakeholders, formal approval processes, and a focus on community impact. We are adept at navigating these structures, ensuring that all decisions are made with due diligence and in alignment with public sector priorities. This knowledge allows us to effectively manage timelines, expectations, and deliverables while ensuring compliance with all necessary protocols.

5. Scope of Services

Companies' ability to provide a software system requested in the specifications to include the responses to the chart listed in **Section 3 Software and System Requirements**. To also include the following:

- a. Proposed software product satisfies all technical and functional requirements listed in this RFP.

Please see the Software & System Requirements on the following pages. Note, Tyler has responded in the affirmative (i.e., Yes) to all the city's technical and functional requirements.

- b. Proposed software product is demonstrably user-friendly for all user roles.

Tyler's Enterprise Permitting and Licensing Suite (EPL) offers integrated applications that are specifically designed to enable governments to be more efficient, more accessible, and more responsive to the needs of their citizens. Usability, scalability, and interoperability among applications has always been a priority and a key benefit to those agencies looking to improve their business practices. From a high level, the key benefits to the system include, but are not limited to:

- Providing a *Singular, Comprehensive, and End-to-End* solution to manage the city's Permitting, Land Use, Code Enforcement, Business License and Inspections processes.
- Streamlining city business processes through automation, workflow standardization, and best management practice templates
- Providing a user-friendly user interface to promote system use, productivity, and *minimize* the need for extensive training for both staff and constituents through Tyler Civic Access
- Advanced statistical forecasting that allows forward looking insights into current SLAs, revenues, and trend metrics over time and into the future

Provide a response to each software and system requirement listed in **Section 3 – Software and System Requirements** of this RFP. Please answer each question individually and provide additional documentation as necessary.

Please see the Software & System Requirements on the following pages. Note, Tyler has responded in the affirmative (i.e., Yes) to all the city's technical and functional requirements.

SECTION 3

SOFTWARE AND SYSTEM REQUIREMENTS

For all of the requirements listed on the following pages, the vendor is expected to respond in the column on the right according to the following parameters:

Response	Description
Y	Vendor is fully compliant with the requirement. If the vendor is partially compliant, they should indicate “N” rather than “Y”, and include an explanation.
N	Vendor is not currently compliant with the requirement and does not plan to be compliant for the foreseeable future. Please note that a response of “N” will generally not disqualify a vendor from this competitive process.
M	Software currently does not meet the requirement but this can be done as a modification at no cost.
xxx	Software currently does not meet the requirement but this can be done as a modification for an additional cost. The vendor should indicate in the “xxx” what the estimated cost will be.
F	The software does not meet the requirement but the feature is under development and will be provided at a future date at no additional cost. If this code is used, a date should be supplied as well (e.g. F 8/6/2015).
N/A	Does Not Apply (stated another way: This requirement is not applicable due to the nature of the vendor’s specific solution). For example, questions referring to data being hosted offsite would not apply to vendors offering a solution to be served from the Augusta IT computer room.

Please note: Augusta reserves the right to automatically disqualify for consideration any vendor that is found to have answered these questions falsely with the intent to deceive in order to artificially enhance their chances of becoming the vendor of choice for this project.

Additionally, some information is supplied in these requirements simply as information to make the vendor aware that there may be further discussion required in later phases of the selection process.

A. Statement of Scope

Fully integrated permitting, licensing and code enforcement regulatory services system

B. Vendor Response to Augusta Software Technology Contract Requirements

ID	Requirements	Response
IT-1 Database Type and Schema		
IT-1-1	The proposed solution is: 1) An Intranet Browser-Based solution that utilizes a MS SQL Server database. 2) A SAAS solution hosted by the Vendor. 3) Other – Please elaborate.	• Y • Consistent with item (2), Tyler’s proposed product is a SaaS solution hosted and built on the AWS platform.
IT-1-2	The vendor must provide an updated copy of the production database schemas for the purpose of understanding the system and generating reports. The vendor must provide current updates if/when the schemas change. This includes a data dictionary that explains table and field names, as well as identification of primary and foreign keys.	• Y • Tyler makes available to all clients a complete Entity Relationship Diagram (ERD) as well as a Database Dictionary for the purposes of understanding the system and generating reports. • Tyler also provides a Reporting Toolkit which can be used to develop client-specific reports.
IT-1-3	The vendor must provide an API that allows Augusta to query and retrieve data as necessary. If there is any data that cannot be queried or retrieved, please indicate that in your response.	• Y • Tyler’s Enterprise Permitting & Licensing software suite supports an industry standard architecture of open APIs architected in JSON RESTful services that expose business objects as a web service and provides logic, rules, roles, and security. • The system can integrate with third-party systems and external data sources using standard REST-based APIs for bi-directional interfaces for providing and consuming information to/from the external systems; the APIs are synchronous, returning requested results as HTTP responses. Optionally, Enterprise

		Permitting & Licensing is pre-mapped to SnapLogic IPaaS for the facilitation of low or no-code integration development; Tyler is an authorized SnapLogic reseller.
IT-2 Database features for Archiving, Testing, Restore, and Data Integrity		
IT-2-1	It must be possible to restore a historical backup of the database and do a forward recovery.	Y
IT-2-2	Editing controls should be in place to protect data integrity by ensuring that incomplete or incorrect data cannot be entered or processed and that entries cannot be processed in the wrong sequence.	Y
IT-2-3	Software should be able to archive and purge selected information in order to remove historical records that are not required to be retained permanently. Provides the ability to archive/purge based on date range.	- Y - Tyler applications eliminate the need for traditional application data archiving and purging. These processes are sometimes used by systems to address common issues related to retaining vast amounts of historical data, decreased performance and increased storage requirements. - While application data requires a small amount of storage relative to available storage common today, organizations embracing “paperless” environments find content management systems can still demand terabytes of data. - More specifically, Tyler’s Content Manager includes integrated document retention schedules, helping customers manage document inventory while meeting City, County or State mandates.

IT-2-4	Vendor should provide for a solution that permits a production environment and a test environment to reside on the same server so that upgrades and service packs can be tested prior to being implemented in production. There shall be no additional license or maintenance fees for the test system as it will be used solely for testing purposes. Augusta certifies that no production work shall take place on this server unless it is through mutual consent with the vendor and recorded in writing.	• Y • Tyler's proposed SaaS solution includes 3 environments (i.e., TEST, TRAIN & PROD) for each client, all of which include provisions for testing and quality assurance prior to being implemented in production. • There are no additional license requirements or maintenance fees to the client for non-production instances.
IT-3 System Security		
IT-3-1	The system must include security that logs all database transactions, recording user, date and time.	• Y • Enterprise Permitting & Licensing's case history tracker automatically logs all user and system actions that modify data on a record with un-editable stamps for the time, date, responsible party, the previous value, and the new value committed.
IT-3-2	Access to the system must be protected by unique user identification codes and passwords.	• Y • Tyler ID authentication integrates with the client's existing Active Directory system for unique user identification codes and password management.
IT-3-3	Software must allow assignment of access privileges by user for each system module.	• Y • Enterprise Permitting & Licensing's granular user role security options allow for individual users or groups of users to have multiple access security levels within a single assigned user role, within each system module. Each individual user can be assigned a unique or shared user role designation which allows system administrators to have full control over each user's appropriate system permissions.

IT-3-4	The proposed software allows the System Administrator to create user “profiles” that allow granting security rights to various functions of the system. Each user can also be given read/write or read-only access to the function, where applicable. Each user can be attached to a specific profile, which gives them all of the rights of the particular group. They can also change the specific rights for any individual user.	• Y • Changing the rights for individual users depends on the parameters configured for user roles. System administrators can create user roles/profiles which can be copied and edited to easily create new user roles for refining permissions as/if needed.
IT-3-5	Software offers security feature to grant/deny access to software functions for each user. Security should be configurable down to the level of each individual module, menu choice, table, or column, depending on vendor’s system architecture.	• Y
IT-3-6	The software provides the ability to set up a user with inquiry-only access.	• Y
IT-3-7	Software should not require users to have administrative rights to their PC in order to run the program or execute most functions.	• Y
IT-4 Software Architecture and System Integration		
IT-4-1	Software will provide an audit trail of user/date/time when records are added/modified/deleted.	• Y
IT-4-2	More than one user may update the database at the same time, in the same program. A record locking feature must prevent the loss of data when two or more users are updating the same record.	• Y
IT-4-3	The system should use administrative tables so that common information can be stored in one place and accessed from multiple modules.	• Y
IT-4-4	The system should maintain the ability to export certain data as needed.	• Y
IT-4-5	Any menus, toolbar items, and buttons that are unavailable are grayed out rather than designated by “button/function not available” or other error messages that impede workflow.	• Y
IT-4-6	The system allows data to be shared among the different modules.	• Y
IT-4-7	Software offers the ability to attach scanned or imported documents (in their native format) to records stored in the database. Example: scanned birth certificates, driver’s license, pictures and layouts (in PDF, TIF, JPG, other formats), MS Office documents, etc.	• Y
IT-5 Interfaces		
IT-5-1	The software must have a GUI interface that provides a flexible, menu-driven environment from which the user invokes system functions.	• Y

IT-5-2	Menus in the GUI should have a consistent “look and feel,” meaning a common arrangement of menus, buttons, boxes, etc. that are the same from one menu to another.	Y
IT-5-3	The proposed software will operate on the latest Windows environment if it is not browser based. If it is browser based, the software should operate within any current browser.	Y
IT-5-4	Vendor intends to maintain compatibility with future updates / modifications to MS operating systems such that the software will be compatible with updates and service packs within six months after their public release.	- N/A - Tyler’s proposed SaaS software is 100% web based.
IT-5-5	It is preferred that the software operate from a standard Internet browser (preferably Google Chrome, Mozilla Firefox, or Windows Edge) such that, in most cases, no software is required on the users’ desktop. If a pure browser-based solution is not available, then please describe the solution that your company provides.	- Y - Chrome, Firefox, MS Edge, and other HTML5 compatible browsers are all supported and there is no software required on the users’ desktop.
IT-6 Vendor Presentation		
IT-6-1	If selected to present their product to the selection committee, the vendor should be prepared to have all software modules ready for presentation. A vendor may be disqualified if modules / products that are “in development” or otherwise not ready to present or implement are represented as being complete in this RFP.	- Y - Tyler would be honored to provide a demonstration to the selection committee, including the out-of-the-box integration to Tyler iasWorld Assessment & Tax which Augusta/Richmond County already owns.
IT-6-2	Vendor should make every effort to demonstrate features LIVE in the presentation to effectively illustrate their product. Examples include being prepared to scan and/or print a document if that is an integral part of a business process.	- Y - Tyler would be honored to provide a demonstration to the selection committee, including the out-of-the-box integration to Tyler iasWorld Assessment & Tax which Augusta/Richmond County already owns.
IT-7 Maintenance and Support		
IT-7-1	Augusta does not expect to pay maintenance on any product in the first year. Billable maintenance will begin on the anniversary of the “go live date.” A response to this question indicating that the vendor will not honor Augusta’s expectation here may result in immediate disqualification.	- Y - Although Tyler’s proposed solution is SaaS, Tyler is willing to propose mutually agreeable payment terms to accommodate the city’s request with respect to maintenance. As a current Tyler iasWorld client, we are happy to extend this latitude to Augusta.
IT-7-2	The Vendor provides a toll-free telephone number for technical support. Hours: _____AM ET to _____PM ET	- Y 8AM -8PM Eastern - Tyler’s Headquarters for the proposed Permitting &

		Licensing product is in metro-Atlanta. All support is handled through the Atlanta-office.
IT-7-3	Please describe levels of technical support and the turnaround time for help desk calls expected at each level. Attach additional sheet(s) as necessary to explain your Service Level Agreement (SLA).	- All technical support is provided by Tyler's Atlanta Office, headquarters for the proposed Enterprise Permitting & Licensing Product - Standard support available Monday – Friday 8AM EST – 8PM EST and is available via phone, email and online channels. - After Hours support is also available for issues with service availability - Please see Appendix for supplemental information regarding Tyler's Service Level Agreement (SLA) 
IT-7-4	Vendor has a semi/bi/annual user group meeting or conference for customers.	- Y - Tyler hosts multiple regional-based user group meetings per year as well as an annual National User Conference, called Tyler Connect.
IT-7-5	Upgrades of software are covered under annual maintenance (stated another way: We will not have to re-buy the next version of the software).	Y
IT-7-6	Vendor shall be on-site during the official "Go-Live" of the software unless Augusta specifically agrees that they need not be present.	Y

IT-7-7	When vendor personnel are on-site working with Augusta personnel, they shall not send, check, or read email, text-messages, voicemail, phone calls (via cell phones or land lines), pagers, etc. related to other customers or business except in cases of emergency, except during lunch or breaks. If Augusta has paid for vendor personnel to be on-site working with our personnel on our project(s), vendor is expected to be focused on our work.	• Y
IT-8 Vendor Connectivity		
IT-8-1	Vendor must agree to remotely support this technology using Augusta's chosen platform for VPN access. Augusta's current vendor access platform is SecureLink . Vendor will agree to register through and use the designated platform for any connection to the Augusta network. Vendor understands that any connection will be recorded and logged by Augusta.	• N/A • Tyler is proposing SaaS exclusively; SecureLink VPN access would not be applicable because the software is hosted by Tyler.
IT-9 Entirety of Agreement		
IT-9-1	All documents, scopes of work, costs, and activities related to the project are expected to be included as part of the contract signed between Augusta and the chosen vendor. Change Order Management will be explicitly covered under the contract provisions in order to protect Augusta from unexpected costs and to protect the vendor from post-contract additions/requests from Augusta, but as a general rule it is expected that Augusta will have no additional expenses other than what is spelled out in the final contract.	• Y • The contract will call out scope to be performed in the project. SOW will have information related to the project and change order processes.
IT-9-2	All support will be provided entirely by the vendor making this proposal. Augusta desires one point of contact for support for the proposed application(s) rather than dealing with multiple third-party vendors.	• Y • Tyler provides support for all proposed products and services.
IT-9-3	All training will be provided by the chosen vendor. Please describe how that training will occur and the related costs.	• Y • Tyler provides comprehensive training as part of the implementation process. • Training curriculums include Solution Orientation, System Administration, User Acceptance Testing, End-User Training and Production Support Assistance. • Tyler's preference is to perform training related activities and sessions on-site but does offer remote training sessions for clients that prefer this approach. • Costs for Training are based on a finite number of hours and the client is only billed for training hours utilized.
IT-10 General Technical Requirements		
IT-10-1	The proposed solution is compatible with operating across a wide area network. Please indicate minimum required level of connectivity (DSL, LAN, etc.).	• Y • The proposed SaaS solution is 100% web based. A broadband connection is recommended.

IT-10-2	Vendor should indicate recommended client workstation requirements.	• Y • Any modern device with an HTML5 compatible web-browser is all that is required order to utilize the system. • If recommendations are required then the following would suffice: • <u>Workstation</u>: Microsoft Windows Certified PC (Nationally recognized brand) • <u>Processor</u>: Multi-Core CUP • <u>Operating System</u>: Supported by Vendor. E.g. Microsoft/Apple/Google • <u>Memory</u>: 4GB RAM • <u>Disk Space</u>: 3GB • <u>Screen Resolution</u>: 1280 x 1024 or greater recommended • <u>Browser</u>: Google Chrome, MS EDGE
IT-10-3	Vendor should indicate the recommended server requirements for various components as necessary (application, database, web, and storage/SAN, etc.)	• N/A, Tyler's solution is SaaS and built on AWS with no local footprint required.
IT-10-4	Vendor should include list of specialized equipment required for their solution, to include cards and/or peripherals such as touch screens, cash drawers, receipt printers, microphones, speakers, camera, etc., bar code readers and/or magnetic stripe readers, etc. (as needed / if applicable).	• Y
IT-10-5	Vendor should indicate any third-party software that is required to work with their solution, including plug-ins, DirectX, Java, Adobe software, media players, etc. The version number of each software should be included as well.	• N/A • No third-party software is required.
IT-10-6	If Augusta is to host the application, server should operate on a Microsoft Windows-based server.	• N/A, Tylers solution is SaaS and built on AWS with no local footprint required.

IT-10-7	If Augusta is to host the application, server should be capable of operating in a virtual environment. The current Augusta standard is VMWare.	N/A, Tylers solution is SaaS and built on AWS with no local footprint required.
IT-10-8	If there are mobile features / modules, vendor should provide customer references that are using the modules and be prepared to demonstrate them.	All references provided are using the proposed Mobile Workforce apps and can attest to their functionality. We are also happy to provide an in-depth demonstration of each application.
IT-11 General Report Characteristics		
IT-11-1	All reports within the software have the ability to be viewed on screen, printed, or output as RTF, Excel Spreadsheet, HTML, Text or PDF files. In addition, all reports can be emailed as an RTF, Excel Spreadsheet, HTML, Text or PDF attachment.	Y
IT-11-2	In addition to the standard reports, a report writer must be available to produce ad-hoc and customized reports. Further, the system must also permit reporting via a third party report writer, such as Crystal Reports, or SQL Report.	- Y - Tyler EPL includes the ability to create ad-hoc reports as well as the ability to output dashboard data to PDF, Excel etc. - Moreover, SSRS is fully supported for the creation of custom reports.
IT-11-3	The Solution should provide both internal and external (public-facing) dashboards and other types of visual data representation. If the system does not provide this capability natively, please respond as to how this requirement would be met.	Y

GIS-1 Integration		
GIS-1-1	The proposed solution should integrate with the current version of Esri ArcGIS platform, including the ability to consume ArcGIS REST services and/or web maps.	Y
GIS-1-2	GIS Integration should be in real-time without the need for manual data updates.	- Y - All Enterprise Permitting & Licensing communication with ESRI ArcGIS takes place via ArcGIS map services; the integration with ArcGIS consumes feature sets and layers that the agency chooses to publish.
GIS-1-3	The proposed solution should be fully integrated with Augusta's Master Road and Address database (MRAD) to validate and standardize address information, ensuring consistency with official maps and records.	Y
GIS-1-4	The proposed solution should enable access by GIS to geo-enabled data via API or web service.	Y
GIS-2 Interface		
GIS-2-1	All addresses entered into any and all modules of the proposed solution should validate against MRAD	Y

GIS-2-2	The proposed solution should contain a geospatial mapping component to visualize internal data. The map layers are customizable.	• Y
GIS-2-3	The proposed solution should have customizable mapping capabilities with various visualization options (e.g., heat maps, thematic maps, point/line/polygon overlays).	• Y
GIS-2-4	The solution should enable searches by geographic region or proximity.	• Y
GIS-2-5	GIS data should be accessible in the field while using mobile devices.	• Y

Specific Solution Software Requirements

ID	Requirements	Response
PD-1 Audit Division		
PD-1-1	Cashier Report by Revenue Account: Generate reports on the 10th, 20th, and 30th of each month.	• Y
PD-1-2	Excise Tax Payment Report: Include detailed tracking.	• Y
PD-1-3	Unpaid Fees Report: Automatically identify inconsistencies and miscalculations (e.g., ordinance fees requiring manual entry).	• Y
PD-1-4	Unreported Fees Report: Automate detection of delinquent businesses to eliminate manual review.	• Y
PD-1-5	Inquiries for Alcohol and Business Licenses: Provide a streamlined process for tracking and responding.	• Y
PD-1-6	Gross Revenue Report: Include options for supporting documentation.	• Y
PD-1-7	Credit Card Report: Weekly/Monthly reconciliation report.	• Y
PD-2 Building Division		
PD-2-1	Bulk Inspections/Scheduling Inspection: Enable scheduling, unscheduling, reassigning, or updating multiple inspections finals, and certificates of occupancy simultaneously.	• Y
PD-2-2	Plan Submission and Review: Track plan submissions, review comments, and resubmissions.	• Y
PD-2-3	Fee Calculation: Autogenerate permit fees based on entered information.	• Y
PD-2-4	Inspection Cards: Automatically generate inspection cards for posting at job sites.	• Y
PD-2-5	Certificate of Occupancy/Completion: Automatically create these based on project type and fee completion.	• Y
PD-2-6	Stop Work Orders: Facilitate workflows for issuing and tracking these orders.	• Y
PD-2-7	Storing Documents: Provide a repository for plans, applications, inspection sheets, affidavits, etc.	• Y
PD-2-8	Inspection Scheduling: Allow the department to set a designated number of available inspection times per day based on staffing levels.	• Y
PD-2-9	Online inspection requests tied to available staff and respective trade.	• Y
PD-2-10	Ability to assign cases based on Inspector Areas using GIS data integration	• Y

PD-3 Permitting		
PD-3-1	Architectural Plans and Permit Creation: Track submission, review, and permit status.	• Y
PD-3-2	Plan Routing: Assign plans to available reviewers.	• Y
PD-3-3	Fee Processing: Enable automatic fee calculations and support online and in-person payments. Must possess the ability to tender cash, checks, and credit card payments.	• Y
PD-3-4	Applicant Notifications: Notify applicants of approval, denial, or fees due via email.	• Y
PD-3-5	Stamped Plans: Generate electronically approved and stamped plans.	• Y
PD-3-6	Official Documents: Auto-create certificates of occupancy or completion upon project completion.	• Y
PD-4 Alcohol Licensing		
PD-4-1	Account Creation: Automatically create application numbers upon receipt of applications.	• Y
PD-4-2	License Classifications: Distinguish between license classes and venue types.	• Y
PD-4-3	Workflow Automation: Integrate routing for interdepartmental reviews (e.g., sheriff, health, fire).	• Y
PD-4-4	Fee Calculations and Printing: Automate fee calculations and license printing.	• Y
PD-4-5	Renewals and Compliance: Autogenerate renewal notices and track compliance with ordinances.	• Y
PD-4-6	Ability to assign cases based on Inspector Areas using GIS data integration	• Y
PD-5 Licensing Division		
PD-5-1	Account Creation: Allow accounts to be created based on submitted applications.	• Y
PD-5-2	Document Storage: Store leases, deeds, and contracts.	• Y
PD-5-3	Status Assignment: Automate workflows to track and reassign license statuses.	• Y
PD-5-4	Permit and Violation Checks: Link open permits or violations by tax parcel number.	• Y
PD-5-5	Routing for Inspections: Trigger zoning inspections for new or relocated licenses.	• Y
PD-5-6	Specialty Reviews: Alter workflows for inspections specific to business types (e.g., environmental, personal care homes).	• Y
PD-5-7	Document Finalization: Notify compliance officers for final review of required paperwork.	• Y
PD-5-8	NAICS Codes: Integrate codes reflecting business license types and allow for updates.	• Y
PD-5-9	Annual Renewal Letters: Autogenerate forms and bills for gross revenue and license renewals.	• Y

PD-5-10	Business License Certificates: Enable printable certificates post-approval and payment.	• Y
PD-5-11	Account Closure and Retention: Automate workflows for closing and retaining business licenses.	• Y
PD-5-12	Ability to assign cases based on Inspector Areas using GIS data integration	• Y
PD-6 Code Enforcement Division		
PD-6-1	Case Management: Create and assign cases (e.g., avoiding address duplication).	• Y
PD-6-2	Re-inspections: Allow for independent due dates.	• Y
PD-6-3	Automated Updates: Status and outcomes must update automatically.	• Y
PD-6-4	Violation Letters: Auto-generate letters for violations.	• Y
PD-6-5	GIS Integration: Include mapping for violations by type, assigned areas, and commission districts.	• Y
PD-6-6	Image and Document Storage: Provide preview options for stored photos and documents.	• Y
PD-6-7	Liens: Support creation, tracking, and closing of liens.	• Y
PD-6-8	Fees: Automate calculation of liens and re-inspection fees.	• Y
PD-6-9	Court Outcomes: Track outcomes related to code enforcement cases.	• Y
PD-6-10	Condemnations: Include workflows for issuing and managing.	• Y
PD-6-11	3-1-1 Integration or compatibility: Create an activity for team.	• Y
PD-6-12	Ability to assign cases based on Inspector Areas using GIS data integration	• Y
PD-7 Planning Division		
PD-7-1	Cashiering: Include workflows for site plans and NPDES fees.	• Y
PD-7-2	Zoning-Dependent Workflows: Ensure workflows for business licenses and permits are contingent on zoning approvals.	• Y
PD-7-3	Permit Types: Support for sign permits, personal care, group homes, flood permitting, and historical information tracking.	• Y
PD-7-4	Geo-referencing: Enable data geo-referencing for SUPs.	• Y
PD-8 Mobility and Field Usage		
PD-8-1	Mobile Accessibility: Ensure compatibility with tablets, laptops, phones, and other mobile devices for fieldwork.	• Y
PD-8-2	Inspection Scheduling and Updates: Allow real-time schedule modifications and status updates.	• Y
PD-8-3	Photo Integration: Attach and preview inspection photos directly from the field.	• Y
PD-9 Other		
PD-9-1	Software Installation and Setup: Ensure complete configuration.	• Y
PD-9-2	Template and Form Development: Customize forms for all divisions.	• Y
PD-9-3	Testing: Conduct thorough testing, including acceptance testing.	• Y

PD-10 Training and Maintenance		
PD-10-1	Training: Provide in-depth training for city staff.	Y, included as part of the Tyler agreement.
PD-10-2	Maintenance: Include a comprehensive warranty and maintenance plan.	Y, included as part of the Tyler agreement.
PD-10-3	Milestone Schedule: Define deliverables and timeline for implementation phases.	Y, included as part of the Tyler SOW
PD-10-4	Ensure reporting requirements as specified in IT-11 for any data elements stored in the system are fully met.	- Y - Enterprise Permitting & Licensing's report capabilities meet or exceed the listed specifications in IT-11 for all data elements stored in the system.

5. Scope of Services

In addition, provide answers to the following questions:

- a. What server operating systems and databases are available for use with the firm's system?

N/A-Tyler is proposing a cloud-based SaaS solution that runs on AWS.

- b. What are the configuration requirements for all servers proposed (application/database/web)?

N/A- Tyler Cloud solutions run on AWS, the world's most comprehensive and broadly adopted cloud platform. Applications are available securely from any internet connection, anywhere, anytime. Tyler Technologies manages all client hosting operations, including application upgrades and platform administration, providing clients with a single point of contact for all software and hosting needs.

- c. What are the firm's security considerations if they intend to host at their site?

At Tyler Technologies, we prioritize information security as a foundational element of our operations. We understand the critical nature of safeguarding the data of our public sector clients and their communities. Our robust security framework is designed to protect sensitive information through a combination of compliance with established standards, layered network security measures, adherence to industry best practices, and a team of qualified security professionals.

Tyler Technologies maintains a comprehensive Enterprise Information Security Program and Risk Management Program outlining administrative, technical, and physical safeguards. Our policies are guided by the NIST 800-53 Moderate Framework, ensuring our practices are aligned with national standards for securing sensitive information. Tyler maintains a risk register and updates its risk based on the NIST Framework and OWASP Testing Framework.

Administrative Controls

Organizational Security Controls

Internal Organizational Structure

Tyler Technologies has an organizational structure that establishes delegation of authority. Jobs have been defined within the organizational structure, which provides for segregation of duties.

IT Department Oversight

The IT department has a management structure that provides for oversight and monitoring of activities. The director of IT Infrastructure is responsible for oversight of the corporate network and reports to the chief information officer (CIO). An information security plan (ISP) has been established to help govern the protection of client information and is available to all Tyler employees. Execution of the ISP is overseen by a fulltime security staff who monitors execution of security controls, conducts risk assessments, and stays apprised of evolving threats.

Hiring and Orientation Practices

Tyler follows a standard recruiting process when hiring new employees. Job opportunities are communicated internally through email, as well as externally through third-party job search sites. Prior to hire, criminal, and motor vehicle background checks as well as FBI fingerprint checks, as applicable, are performed. A new-hire checklist is used during the on-boarding process to help ensure required tasks are performed.

Orientation is conducted for new employees in person or via the phone. Additionally, new employees are invited to attend Tyler Days, a more in-depth orientation focusing on the company and the specific departments in that division.

5. Scope of Services

A member of the HR department notifies the IT department when a new employee is hired to provision the user's corporate network access. A username and password are required to access the corporate network. Employee access to the corporate network resources and confidential information on the network is limited to active employees based on their job functions. Access is removed upon notification of termination from the HR department.

Corporate network administrative-level access is limited to employees that require access to perform their job functions. Corporate network user access reviews are performed monthly.

Identity and Access Management

Tyler implements a role-based access control methodology to ensure only authorized people with a need for access are given it. To the extent Tyler users have access, Tyler employs a least privileged access strategy, meaning that individuals are given and use only the least administrative rights possible to do the task at hand. Tyler compliments these strategies with controls and monitoring to ensure only those authorized users can access the systems allowed.

Employee Handbook

An employee handbook documents company policies. The employee handbook is reviewed by the Human Resources (HR) department and updated at regular intervals. Employees are required to sign an employee handbook acknowledgement, which includes security policies, upon hire. Employees are required to sign a confidentiality/non-disclosure agreement upon hire.

Termination Practices

Employee termination procedures exist to help ensure required tasks are performed. Managers are responsible for contacting the HR department to inform them of an employee termination. Upon notification, the HR department will create an information technology (IT) ticket to inform the responsible parties to disable the employee's access, and a termination notice email is sent to a distribution group. When appropriate, the HR department conducts an exit interview with the terminated employee.

Employee Training and Meetings

Tyler provides management with ongoing training. Division-wide meetings are held regularly for each division of Tyler to communicate company-wide policies and updates as well as division specific content.

Cloud Solutions Operations department meetings are held on a quarterly basis to discuss changes, updates on status of projects, and relevant topics that may have an impact on Cloud Solutions clients. Additionally, team meetings are held weekly for the management team within the Cloud Solutions Operations department to discuss ongoing issues and events.

Employees are required to complete security awareness training on a regular basis. This training highlights Tyler's security policies. It also covers recommended security best practices regarding topics such as phishing, social engineering, malware, and confidential data handling.

Industry & Regulatory Compliance

To maintain the highest levels of security assurance, Tyler undergoes annual audits, including Service Organization Controls (SOC) 1 Type 2 and SOC 2 Type 2 assessments conducted by an independent firm. Tyler Technologies also completes an annual Payment Card Industry (PCI) Data Security

5. Scope of Services

Standards (DSS) assessment using a PCI Security Standards Council (SSC) Qualified Security Assessor, ensuring that we meet stringent security requirements for handling payment data.

To learn more about Tyler's industry and regulatory compliance, including how to obtain a copy of Tyler's SOC reports, visit: <https://www.tylertech.com/about-us/security-compliance/compliance>. All Tyler applications run on AWS. To learn more about AWS security controls and compliance, visit: <http://aws.amazon.com/security>.

Incident Response

To effectively protect Tyler's business and the client data in our care, a Security Incident Response Procedure is in place, defines employee responsibilities, and is available to all employees. Tyler's incident response plan, based on the NIST 800-53 Framework, defines a measured, repeatable process for determining, handling, and recording when an incident occurs. Tyler Technologies' handling of incidents, including notification to customers, conforms to applicable state and federal law.

Design, implementation, and maintenance of the IRP are the responsibilities of Tyler's Information Security Office. The IRP establishes procedures for responding to and reporting of security incidents. A Post Incident Review is conducted once a threat has been successfully eliminated. The Incident Response Plan is tested no less than annually.

Tyler regularly monitors the networks, systems, environments, and applications within its control. As part of that monitoring, if Tyler identifies a potential security incident, Tyler follows established policies and procedures to contain, respond to and mitigate such incidents. Tyler's standard practice is to treat the details of any such incident as confidential, given that releasing those details to the public itself creates a security risk, and/or because those details may include a client's confidential information.

Further information regarding Tyler's incident response plan can be found in our most recent Type 2 Service Organization Controls No. 2 (SOC 2) report.

Secure Software Development Life Cycle

Tyler employs an enterprise Secure Software Development Life Cycle (SDLC) dedicated to continuously reviewing and enhancing the security posture of Tyler's products. Tyler uses enterprise-level dynamic and static security scanning tools as part of our software development lifecycle. In addition to scanning tools, Tyler's application security team executes manual assessments on Tyler products using a testing methodology based upon the OWASP Testing Framework.

Vulnerability Disclosure Program

Tyler has an enterprise-wide vulnerability disclosure program which includes Tyler products in its scope. Tyler makes available a communication channel for clients, partners, and the security community to report vulnerabilities in our products.

Tyler's Enterprise Application Security Team is responsible for triaging and managing product related vulnerability reports. This process involves confirming the vulnerability exists, assigning risk and impact, working with development on a fix, testing the fix, releasing the fix, and communicating the fix to clients.

5. Scope of Services

Technical Controls

Data Segregation

Tyler multi-tenant applications and single-tenant datasets allow multiple organizations to use the software securely and independently within a shared environment. Customer data is logically separated by tenant, and access is scoped to the authenticated user's tenant and role for each web request, ensuring each client's information is isolated and secure.

Data Encryption

Transport Layer Security (TLS) encryption protects communication with Tyler applications, including end-user access through TLS-protected HTTPS. This widely adopted protocol secures sensitive data by preventing reading or modifying information transferred.

Tyler solutions run on AWS storage services, including Elastic Block Store (EBS) and Amazon Simple Storage Service (S3). The use of server-side encryption with AWS Key Management Service (AWS KMS) keys is used to encrypt at-rest data. This encryption is known as SSE-KMS. SSE-KMS uses one of the strongest block ciphers available to encrypt your data, 256-bit Advanced Encryption Standard (AES-256).

Tyler employs a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use. Data transfer and storage is encrypted as defined in FIPS140-2 and FIPS140-3 standards over private connections within the AWS network.

Network Security

Tyler's dedicated Network Operations Center (NOC) provides 24x7 utilization and network activity monitoring of all cloud solutions. Tyler employs a variety of industry-standard solutions for monitoring and intrusion detection and prevention. Safeguards include Amazon Inspector automated vulnerability management, Amazon GuardDuty continuous threat detection, and AWS Shield distributed denial of service (DDoS) protection.

Application Authentication

Tyler's Identity solutions are foundational components for a zero-trust identity strategy that enables cloud-based authentication for Tyler application users, regardless of location, device, or network. Tyler's Identity Workforce and Identity Community are cloud Identity as a Service (IDaaS) solutions that improve the sign-in experience, enhance security, and simplify identity management.

Identity Workforce connects Tyler back-office applications with your organizations identity provider (IdP) such as Microsoft Entra ID, Google Cloud Identity, and Okta Workforce Identity Cloud, aligning with your overall identity and access management (IAM) strategy. Federation with your IdP provides end-users with seamless, single sign-on across Tyler and organizational applications, while centralizing credential management policies such as password requirements and the use of multifactor authentication for enhanced identity verification.

Identity Community is Tyler's secure authentication service to access public-facing self-service applications, such as those used by vendors, businesses, and residents. One account provides community members with single sign-on to Tyler applications, including across multiple jurisdictions that also use Tyler applications.

5. Scope of Services

Application Authorization

Tyler applications utilize comprehensive role-based access control (RBAC), also known as role-based security, to manage end-user access. Roles can be customized to offer flexible access control through user-friendly, integrated applications that require minimal technical expertise.

Following the NIST model for RBAC, access can be granted across applications, processes, records, and fields. Role permissions can span multiple modules within an application suite, simplifying administration for users with varied responsibilities. In cases where overlapping or conflicting permissions arise, the system grants the highest priority or least restrictive access to the user.

Additionally, Tyler applications feature detailed security profile reporting and auditing capabilities. Security reports provide both summary and detailed views of permissions assigned to roles and user accounts, giving administrators clear visibility into access levels across the system. Comprehensive auditing tracks all changes made to roles and user accounts, ensuring transparency and accountability within the access control framework.

Physical Controls

Data Center Controls

AWS's data centers are state of the art, using innovative architectural and engineering approaches. Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS Cloud. The following subsections address some frequently asked questions about data center security.

Physical and Environmental Security – AWS data centers are housed in nondescript facilities for anonymity. Physical access is strictly controlled at both the perimeter and at building ingress points by professional security staff using video surveillance, intrusion detection systems, and other electronic means. Authorized staff must pass two-factor authentication a minimum of two times to access data center floors. All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff. AWS only provides data center access and information to employees and contractors who have a legitimate business need for such privileges. When an employee no longer has a business need for these privileges, his or her access is immediately revoked, even if they continue to be an employee of Amazon or AWS. All physical access to data centers by AWS employees is logged and audited.

Fire Detection and Suppression – Automatic fire detection and suppression equipment has been installed to reduce risk. The fire detection system utilizes smoke detection sensors in all data center environments, mechanical and electrical infrastructure spaces, chiller rooms and generator equipment rooms. These areas are protected by either wet-pipe, double-interlocked pre-action, or gaseous sprinkler systems.

Power – The data center electrical power systems are designed to be fully redundant and maintainable without impact to operations 24 hours a day and seven days a week. Uninterruptible power supply (UPS) units provide backup power in the event of an electrical failure for critical and essential loads in the facility. Data centers use generators to provide backup power for the entire facility.

5. Scope of Services

Climate and Temperature – Climate control is required to maintain a constant operating temperature for servers and other hardware, which prevents overheating and reduces the possibility of service outages. Data centers are conditioned to maintain atmospheric conditions at optimal levels. Personnel and systems monitor and control temperature and humidity at appropriate levels.

Physical Plant Management – AWS monitors electrical, mechanical, and life support systems and equipment so that any issues are immediately identified. Preventative maintenance is performed to maintain the continued operability of equipment.

Storage Device Decommissioning – As part of AWS's storage decommissioning process, when a storage device has reached the end of its useful life, AWS procedures include a decommissioning process that is designed to prevent customer data from being exposed to unauthorized individuals. AWS uses the techniques detailed in National Institute of Standards and Technology (NIST) 800-88 (Guidelines for Media Sanitization) as part of the decommissioning process.

For more details on AWS Data Center controls, visit: <https://aws.amazon.com/compliance/data-center/controls/>.

Tyler Office Access

Access to Tyler offices and facilities requires a key card. Key cards are issued to active employees and authorized vendors. Upon notice of termination, facility access is removed. A visitor log is maintained to track visitor's access to the facility.

Confidential Destruction

Waste from Tyler offices containing confidential data is placed in locked shredding bins and destroyed by a third-party company.

d. What is the minimum requirement for a client machine?

Tyler applications are built and tested on the latest HTML5 standards and should be compatible with any modern browser. Tyler has validated the following browsers:

Google Chrome: Recommended with all Tyler solutions.

Microsoft Edge: Supported with all Tyler solutions.

Apple Safari: Supported with all Tyler solutions.

Mozilla Firefox: Supported with all Tyler solutions except Time and Attendance.

Note: Microsoft Internet Explorer is no longer supported by Microsoft and as such *not* supported with any Tyler solution.

Application Authentication: Tyler's Identity solutions are foundational components for a zero-trust identity strategy that enables cloud-based authentication for Tyler application users, regardless of location, device, or network. Tyler's Identity Workforce and Identity Community are cloud Identity as a Service (IDaaS) solutions that improve the sign-in experience, enhance security, and simplify identity management.

Identity Workforce connects Tyler back-office applications with your organizations identity provider (IdP) such as Microsoft Entra ID, Google Cloud Identity, and Okta Workforce Identity Cloud, aligning with your overall identity and access management (IAM) strategy. Federation with your IdP provides end-users with seamless, single sign-on across Tyler and organizational applications, while centralizing credential management policies such as password requirements and the use of multifactor authentication for enhanced identity verification.

5. Scope of Services

Bandwidth Requirements

Bandwidth usage can vary depending on application user type and daily functions; however, Tyler recommends 30 Kbps per concurrent user session for bandwidth utilization estimates

Note: Please refer to Tyler's System Specifications attached in the Appendix for more information on system requirements.

- e. Provide a diagram showing the relationship of all the recommended technology that the firm is providing for this project (application servers, database servers, web servers, other peripheral equipment, network connections required, etc.).

N/A – as previously noted above, Tyler's proposed solution runs on AWS, the world's most comprehensive and broadly adopted cloud platform. Applications are available securely from any internet connection, anywhere, anytime. Tyler Technologies manages all client hosting operations, including application upgrades and platform administration, providing clients with a single point of contact for all software and hosting needs.

- f. What does the firm charge for customizations to their system, and will additional funds be charged to upgrade these customizations as new versions of the software are released?

Customizations

True "customization" requests are quite rare as Tyler's Enterprise Permitting & Licensing (EPL) system is a purpose-built, proven, and scalable application that has continued to evolve exponentially since it was first released to the market in 2004. The system can be configured around the unique processes of each agency and maintains the requisite tool sets to evolve as agency needs, expectations, and demands change. More specifically, EPL includes built-in tool sets that provide the ability for authorized staff to create, capture, and manage "site-specific" information including elements such as custom forms, fields, screen layouts, workflow design, and fee templates to name just a few. What's more, tapping into the scalability of these tool sets does not require client-specific programming or versioning thus eliminating the need for application source code modifications. The result is an application that is flexible but also reliable and stable.

Additionally, as part of Tyler's Evergreen Development Philosophy, all modifications are built into a single release stream and made available to all customers in subsequent releases. Enhancements and software corrections are fully documented and available on the company website for customers to review. User groups, forums, and direct customer feedback through Tyler's enhancement program allow *clients to influence changes and improvements* to the application by voting for features they feel are most beneficial to their organization.

Client enhancement requests can be submitted as either an Enhancement Suggestion or a Request for Development Quote.

Product Enhancement Suggestions

Tyler processes client suggestions for programming changes or enhancements by forwarding the submission to the appropriate Product Development team for review. Rather than tracking and responding to each suggestion, our product-specific Strategic Review Committees analyze suggestions throughout the year. During this process, we work to identify patterns within suggestions and to determine areas of the product that may need enhancement. We typically announce planned enhancements for the upcoming release during product-specific forums at Tyler's annual User Conference.

5. Scope of Services

Request for Development Quote

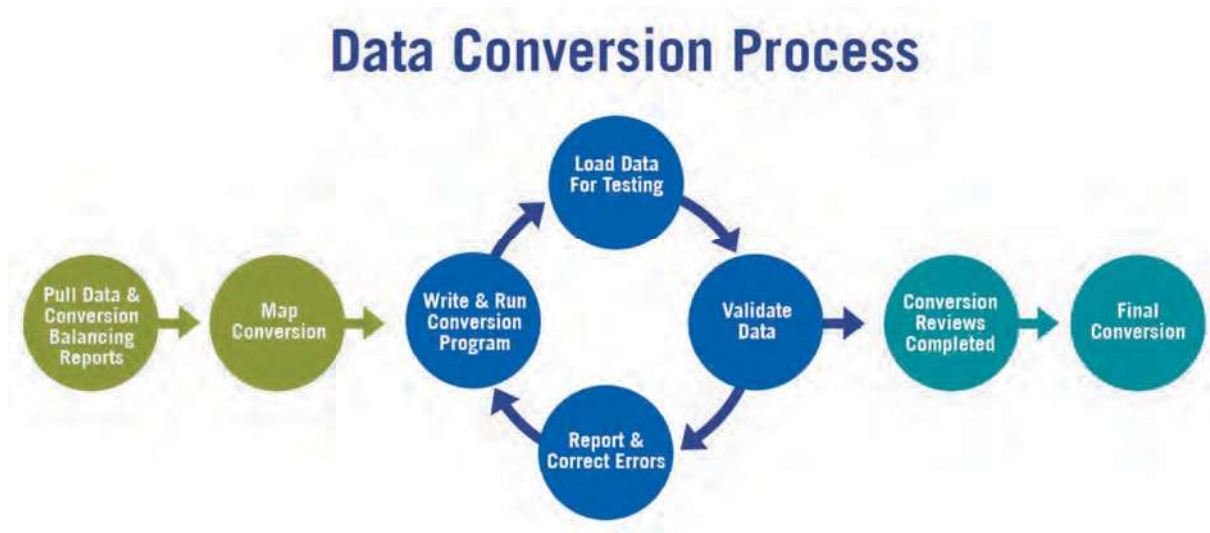
If program modifications and/or interfaces are necessary, Tyler will provide dedicated resources to ensure an accurate and timely delivery of the desired functional changes. A Business Analyst is assigned to manage and monitor activities such as discovery calls, definition documents, and delivery milestones. The Business Analyst works closely with Tyler Developers and Implementers, as well as the Client, to reach the goal of a successful modification delivery.

As previously noted, all program modifications are rolled into the base product and made available to all clients. Enhancement notifications are included in release notes that accompany every release.

- g. Describe the methodology by which the firm would convert our existing records for inclusion into the proposed system.

Data Conversion

At Tyler, our implementation is designed to ensure successful data conversion. Our data experts conduct hundreds of data conversions each year and, more importantly, we have experience converting clients from the Cityview application to the Tyler EPL solution. Below is an overview of the Tyler conversion methodology.



After Tyler's data experts have completed your conversion, Tyler will guide Augusta through a review of specific data elements, helping you to identify and report any discrepancies. Tyler will collaborate with Augusta to resolve any conversion discrepancies. This process ensures that only clean, reconciled data transfers from your source system(s) to the Tyler system(s).

Data Conversion Standards & Responsibilities

Achieving a seamless, high-quality migration requires collaboration between Tyler and Augusta. While Tyler's data experts have extensive experience with data mining, conversion, and migration, it is your responsibility to provide Tyler with readable conversion data and review the converted data for accuracy and completeness.

- The client is responsible for providing data from the legacy system in one of the following formats:
- MSSQL Database Backup (.bak).

5. Scope of Services

- When providing a MSSQL backup, copy only the tables needed for conversion into a new SQL database and please send the news database backup, not the original source database backup.
- Sending entire, large databases potentially slows down the transfer, conversion process and turnaround time.
- Files (ASCII)
- MS Access DB
- MS Excel
- If the data is not native to Excel, please review data thoroughly as Excel will make assumptions on formatting and possibly change the source data causing problems. If data is not native to Excel, text files are a better option.

Progression of Data Conversion Process

Step	Activity	Responsible Party	Notes
1	Provide data to Tyler in approved format	Augusta	• MSSQL Database Backup (.bak). • Files (ASCII) • MS Access DB • MS Excel
2	Load legacy data into template database	Tyler	• If there are multiple legacy data sources, all will be loaded into the one template SQL database.
3	Mapping process	Tyler /Augusta	• Dependent on completed Enterprise Permitting & Licensing configuration • Spreadsheets will be used to communicate mapping values. • Mapping questions may arise and both parties may need to discuss these until answers are agreed upon.
4	Import-specific configuration changes to Enterprise Permitting & Licensing	Tyler	• Certain fields or values may need to exist for imported records only. These usually require some minor Enterprise Permitting & Licensing configuration changes.
5	Customize conversion scripts	Tyler	• Minor customization can be expected for many conversions, based on special requests from client. • Any special requests would also be added into the conversion scripts at this time.
6	Conversion execution	Tyler	• Resulting Enterprise Permitting & Licensing database will be provided to Augusta team for review.
7	Review and either sign-off or request changes	Augusta	• Augusta's team will review the data and the interaction with it in the

5. Scope of Services

			Enterprise Permitting & Licensing software. If it meets the client's needs, sign-off will occur. If not, certain steps above may need to be repeated until Augusta signs off on the conversion.

Progression of Final Data Conversion / Cutover Process (Go Live)

Step	Activity	Responsible Party	Notes
1	Load current copy of legacy data into template database	Tyler	This should just be an up-to-date extract of the legacy data into the template db.
2	Conversion execution	Tyler	Resulting Enterprise Permitting & Licensing database will be provided to Augusta. This will be the production Enterprise Permitting & Licensing DB.
3	Go-Live	Tyler /Client	- Verification of Enterprise Permitting & Licensing db and site functionality - Data Conversion sign-off - Move to production phase

Enterprise Permitting & Licensing

Community Development

Business Management

Environmental Health

Solution Highlights

Tyler's proposed Enterprise Permitting & Licensing (EPL) solution is a purpose-built, end-to-end application designed to assist local government agencies in managing a more efficient, streamlined, accessible and constituent friendly operation. The platform includes product modules that are specifically designed to connect and automate business processes associated with Community Development operations including:

- Project Management
- Planning, Zoning & Land Use Management
- Permitting & Inspections
- Mobile Workforce Management
- Contractor Licensing
- Service Requests (311)
- Code Compliance
- Fire Prevention Mobile
- Civic Access (Online Application Processing)
- GIS (Built on ArcGIS)
- Tyler Cashiering (for EPL)

5. Scope of Services

- Tyler Payments (online and in-office)
- Reporting & Analytics
- Data and Insights

Modern Workflows

Unlike many other competitors who attempt to outfit CRM systems to accommodate the needs of public-sector community development departments, Tyler's EPL solution is purpose-built and designed specifically to meet the requirements of public-sector agencies. The differences between these two development approaches could not be more apparent when comparing the depth and quality of user experience and feature-richness. Indeed, no CRM system can rival the depth of functionality that Tyler's purpose-built systems provide.

Self-Contained and Integrated

Tyler's EPL solution is self-contained with all system components sharing a common framework which provides centralized and comprehensive access to information and key metrics across the organization. Mission-critical data points and operational insights are organized and available from an array of views including Projects, Properties, People, Parcels and Addresses to name a few.

Industry-Leading GIS Intelligence

Tyler has partnered with Esri technology and actively maintains support for the latest versions of the ArcGIS platform. This integration provides enhanced visualization, analysis and business management capabilities that are specifically related to community development operations. From a technical standpoint, the county's GIS functions as the sole, central, and authoritative data source for all property and spatial attribute data. Tyler's EPL application consumes this data in real-time via ArcGIS Map Services providing not only for the visualization of spatial information but for spatially enabled workflow creation, automation, and validation.

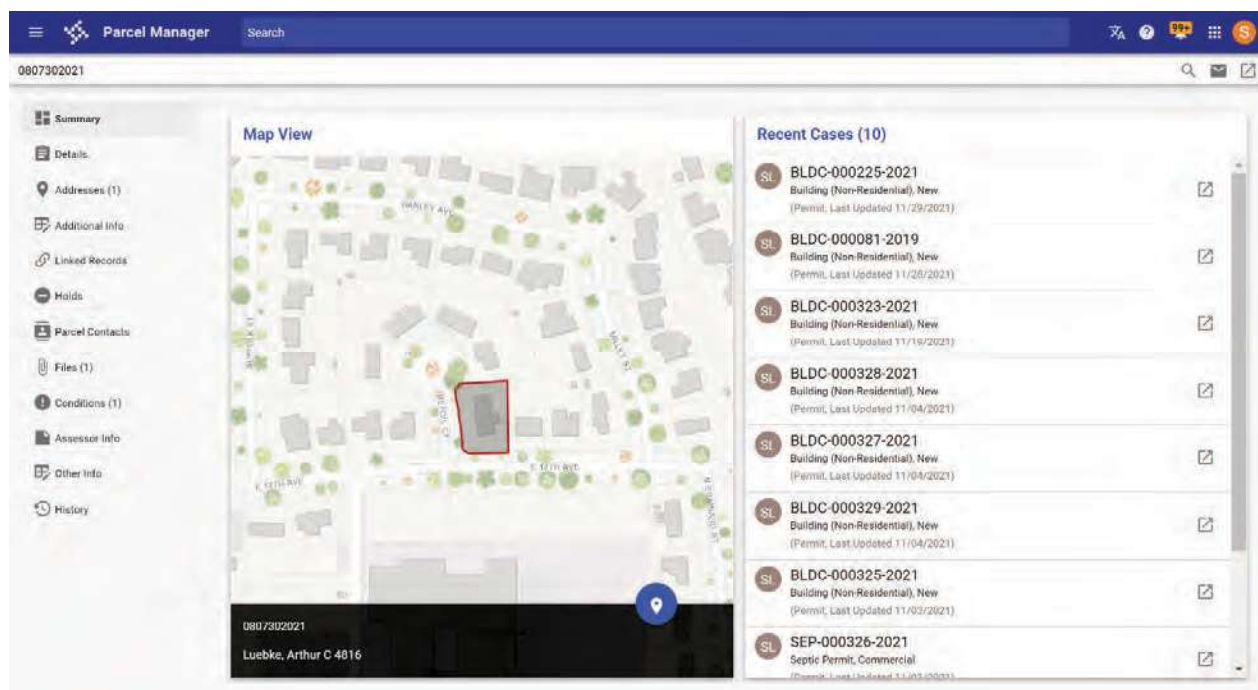


Figure 1. (Confidential and Proprietary)

5. Scope of Services

Personalized User-Experience Hub

Tyler Hub is a user-driven reporting and analytics console that connects user-defined data sources enabling your agency to surface key processes, quickly execute routine tasks, and eliminate time-consuming manual data searches.

A Tyler Hub page can be assembled to focus on a specific process such average time from permit application to issuance or average turnaround time for commercial plan reviews for example. A page can combine data analytics, reporting, and task functions, and users can add, modify and edit pages to their platform stack as their job functions evolve.

Real-time data analytics and active links give you an advantage. Instead of taking the time to open multiple programs to find data, Tyler Hub centralizes the data you need and makes it instantly accessible and allows you to access transactional details, locate a site on a map, approve or reject a transaction, plus a variety of other actions. By having everything visible and accessible, Tyler Hub gives you more time to analyze your data rather than searching for it.

Superior Configurability & Workflow Automation

With respect to configurability, Tyler's proposed solution is second-to-none. Specifically, Tyler's integrated workflow management system provides agencies the ability to design, administer, update, change, and report on the regulatory application process of any agency-defined project or application.

This includes, but is not limited to, application requirements, submittal processes and cycle reviews, multi-departmental / individual review assignment & turnaround times, expedition parameters, inspection routing, automation logic etc.

Additionally, utilizing native administrative tool sets, users can configure workflow rules and procedures for each unique business process scenario, including the integration of multiple modules, users and workload restrictions.

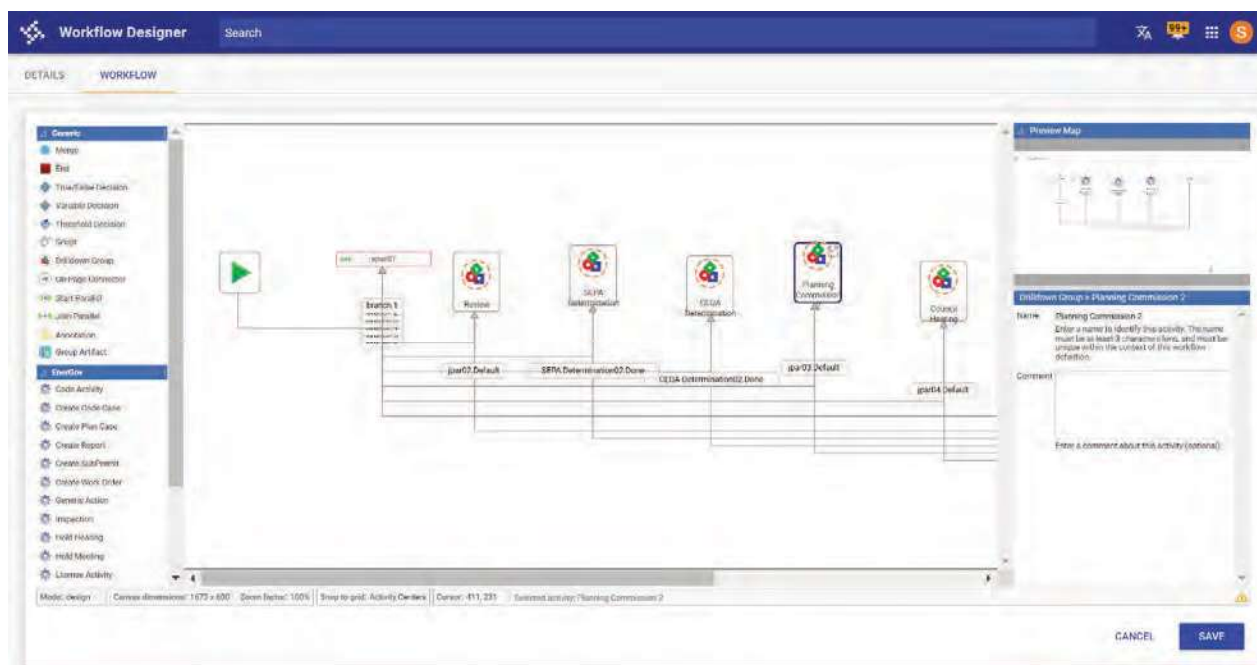


Figure 2. (Confidential and Proprietary)

5. Scope of Services

Moreover, the system is designed to allow multiple communication outlets with its embedded ""Intelligent Object Engine"" (IOE) and Geo-Rules Processor (GRP) to facilitate spatial attribute business intelligence and e-mail scripting / notification procedures.

Reporting, Benchmarking, and Performance Monitoring

Business Intelligence is one of the most important components of any enterprise application and Tyler solutions are equipped with extensive reporting options both in the traditional sense (canned reports) as well as in contemporary form (dashboards etc.).

One of the strengths of role-based user settings is the ability to add KPIs relevant to the user's work processes. Whether that's a list of permits to process, information about the status of an inspection set, or number of current tasks, KPIs are an instrumental part of developing a more efficient work process.

Tyler also enables users to stay connected and informed whether in the office or in the field through a centralized task and notification engine. Automated reminders and notifications of pending tasks / actions are routed to appropriate personnel according to the City's prevailing workflow.

Tyler provides multiple reporting options as well as graphical grid construction tools which enable system users to construct customized, on-demand views and filters of performance and process data which can be used to readily identify trends, associations, performances, and relationships.

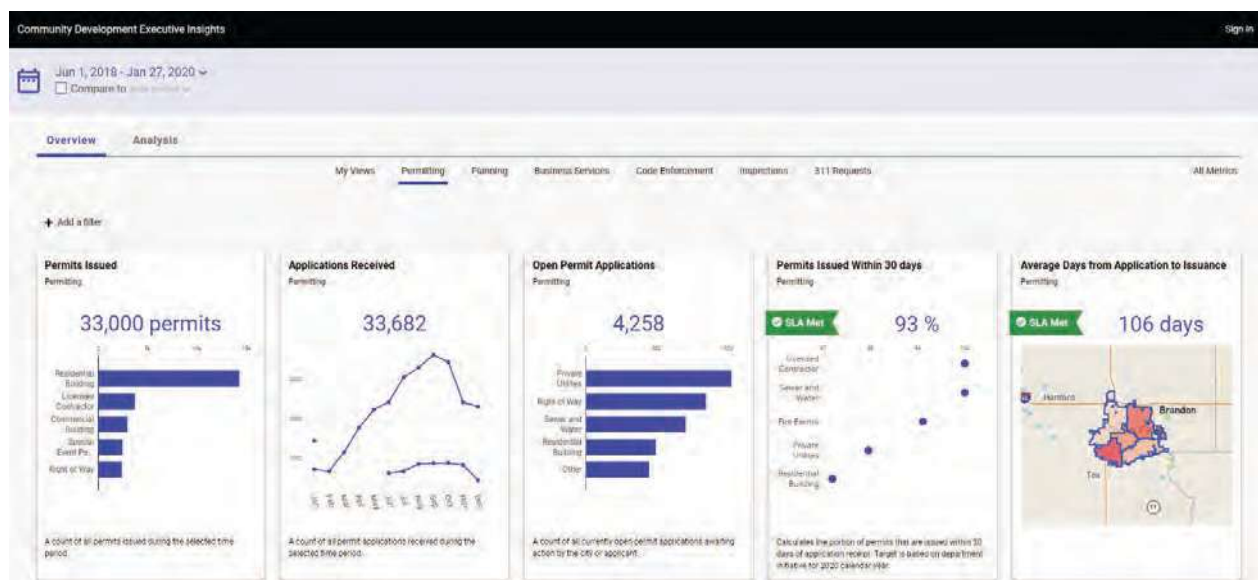


Figure 3. (Confidential and Proprietary)



Tyler's Workforce Mobile Suite includes powerful mobile applications that allow field staff to manage inspections, investigations, and compliance activities quickly and easily for buildings, land use, environmental, health, and safety operations.



5. Scope of Services

This includes comprehensive management of the daily inspection process from logistical routing, research, review and checklists to photo captures, digital signature collection, email, and printing capabilities. Moreover, the entire application is mobile-enabled and can be accessed from web-enabled devices in the office or field.

Automated Notifications and Tasks

Tyler's solution enables users to stay connected and informed whether in the office or in the field through a centralized task and notification engine. Automated reminders and notifications of pending tasks / actions are routed to appropriate personnel according to your workflow.

Central Contact Management

By enabling enterprise access to contact records, correspondence, fees, applications, documentation, and more, our contact management console catalogues and tracks citizens making a request and the individuals conducting business. Moreover, ensuring that contact data is accurate, reliable, and non-duplicative is one of the single most important elements to maintaining an enterprise business system. Tyler's Global Contact Management provides safeguards and policy enforcement tools to ensure contact data is clean and singular to the highest degree.

Tyler Civic Access Empowers Contractors, Business Owners and Constituents

The public's view of local government is vitally important to community development. Citizen demands can push or sink local projects, as well as impact budgets and staff morale. We understand that maintaining effective communication with your citizens and incorporating them into the community development process is vital to your organization.

Tyler's Civic Access web portal gives your constituents and development community dynamic access to information and enables them to perform a wide range of tasks at the click of a button.

Civic Access provides your citizens with 24/7 access to application-related services online. Civic Access is highly configurable, which enables each district to define the specific information and processes that will be made to your citizens on-line.

Additional Civic Access benefits include:

- Online tools that ensure effective communication with residents and contractors.
- The ability for residents and contractors to search for an address or parcel, submit an application, request an inspection, pay invoices, and more 24/7/365.
- Efficient online project management tools for business owners and contractors, and full transparency into the review process.
- Real-time actionable intelligence informs user of progress and notifies them of necessary actions

5. Scope of Services

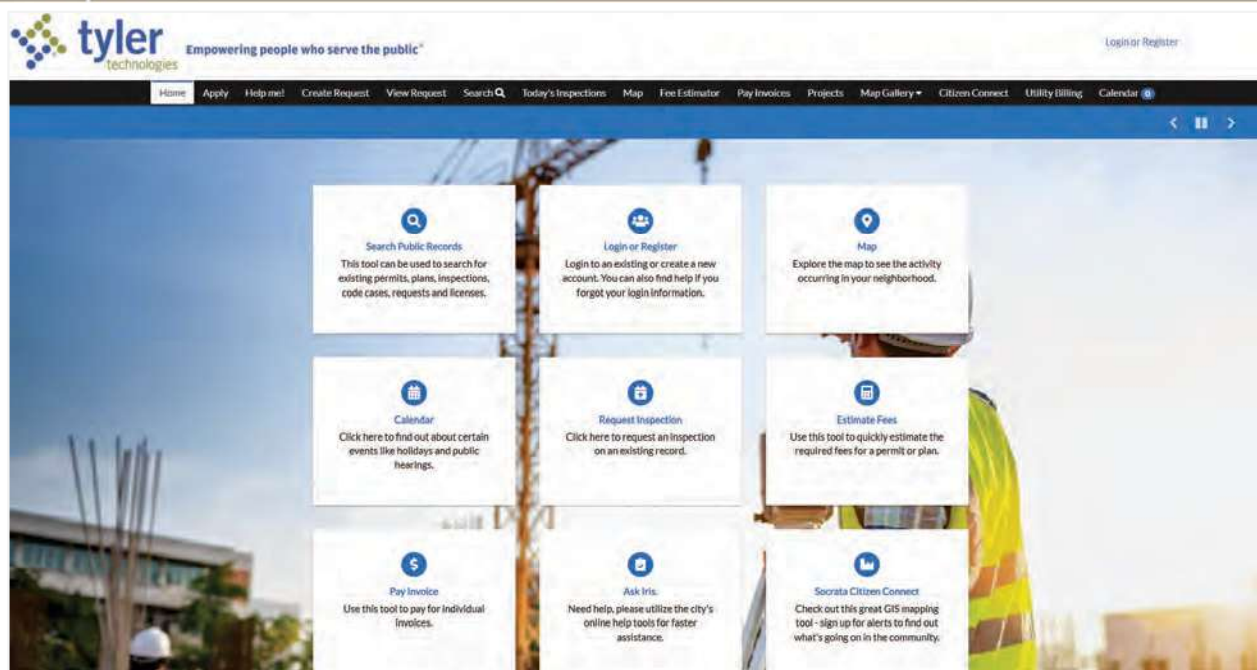


Figure 6. (Confidential and Proprietary)

Additionally, Civic Access includes the ability to guide the applicant through the appropriate process based upon an interactive Q&A component which utilizes branch and skip logic. The culmination of any process can result in either the creation of an application with associated documentation or the provision of application-related information to the customer.

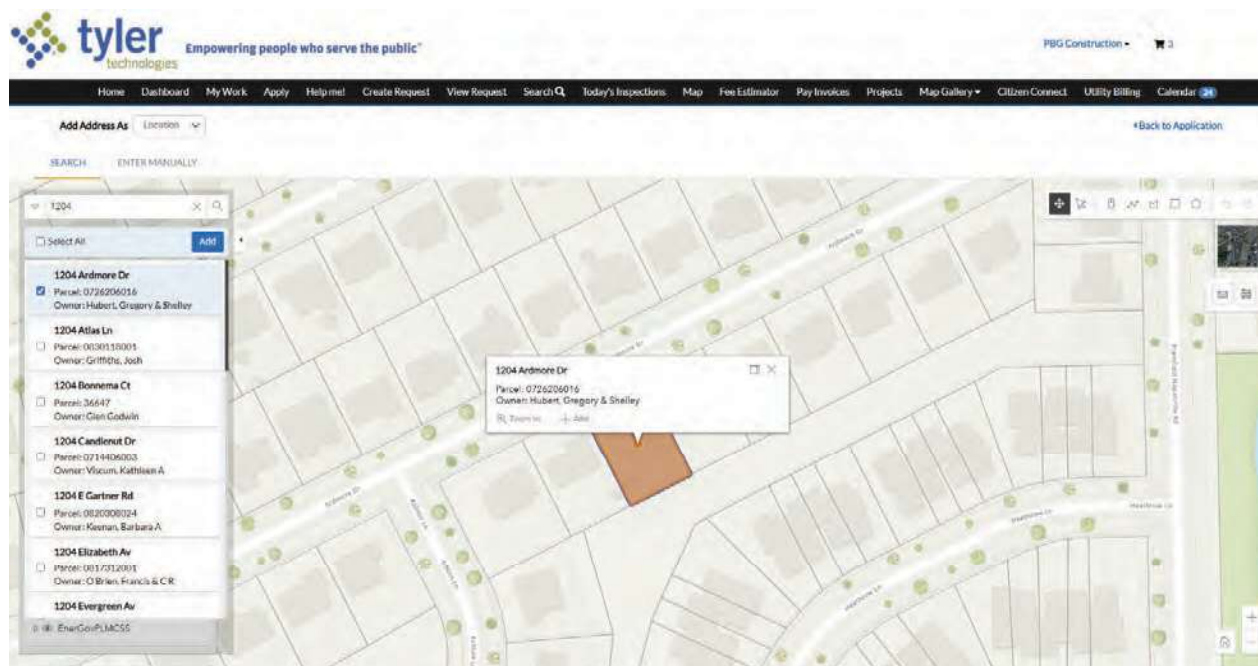


Figure 7. (Confidential and Proprietary)

5. Scope of Services

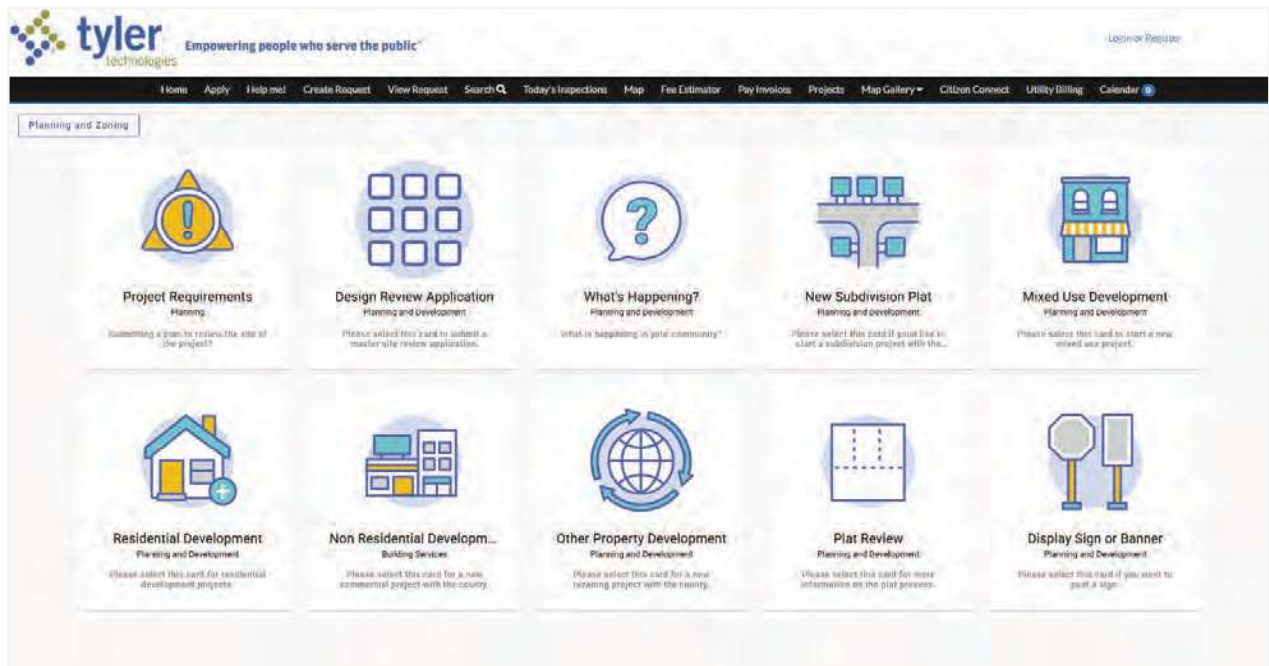


Figure 8. (Confidential and Proprietary)

Extend Engagement with Tyler Citizen Facing Mobile App

Tyler's My Civic is a user-friendly mobile app designed to empower community engagement. Residents can easily submit service requests, pay bills, and stay informed with alerts about the latest news and events—all using one convenient platform. By centralizing community resources and information, My Civic breaks down communication barriers and empowers residents to actively participate in their community.

Communicate Urgent Information

From office closures to severe weather alerts, your organization can swiftly reach residents by sending push notifications targeted to specific zip codes or geographic areas.

Increase Public Transparency

Community members can quickly and easily search for elected officials, organizational staff, and community groups. Users also have easy access to information about community facilities and public transportation.



(Confidential and Proprietary)

5. Scope of Services

Share Interactive Maps

From public transportation routes to walking tours and community trails, GIS integration makes it easy to create and share maps for your community.

Streamline Payments

With My Civic, users can quickly pay fees and bills using their community app.

Engage Across Platforms

Choose how you'd like to gather and display content from various sources. My Civic supports RSS feeds, Facebook®, Instagram®, X®, YouTube®, and photo albums.

Centralized Cashiering & Payments

[Tyler Cashiering](#) streamlines cash management by creating a single point of entry for data from multiple applications. This scalable application has a familiar Microsoft Windows look and feel and was designed with user experience in mind. Cashiering allows for a wide range of customization based on payment type—and it integrates with local resources such as OCR and handheld bar code scanners, printers, validators and MICR devices, making it an essential addition to any agency's collection process. Other benefits include:

- On-screen running batch and transaction totals displays
- Unlimited, user-defined tender types.
- Various user permission and controls over POS actions – such as voids, cash drawer opening, and more.
- Robust reporting on batch totals, user activity, and overall collection totals/trends
- Compliant with PCI/PA-DSS security standards
- Full Check-21 compliance which allows for creation of an electronic cash letter containing images of checks to be submitted to a bank in lieu of a traditional deposit with paper checks
- Support for EMV chip credit card processing

[Tyler Payments](#) is an integrated, cloud-based solution that makes it easy for the public sector to accept payments both online and over the counter for bills, fees, tickets, and fines. It manages all aspects of merchant services, including onboarding, shopping cart, check-out, fee handling, and receipts.

Tyler is a registered merchant service provider (MSP) and is equipped to handle all aspects of the payment process, reducing the number of entities required to handle citizens' sensitive information. Tyler Payments is a tightly integrated, secure payment platform for online payments that is compliant with PCI/PA-DSS standards.

5. Scope of Services

Tyler Cashiering

\$250.00 Due Hardware Health

115 - Sample Department (\$245,795.25)

CASH (F2) | CHECK (F1) | **CRED CARD (F3)** | ACCOUNT | OTHER

Amount: 250.00 | Cardholder name: Wesley, Charles

Card number: 5555555555 | Card type: MasterCard | Month: 02 - February | Year: 2025

Authorization code: | Reference id: | ☒ Card present

Back | Complete

Current Tenders

Type	Number	Amount	Delete
NO CURRENT TENDERS			

Receipt Details

Comment: |

Current Amount: \$250.00 | Change Due: \$0.00

Figure 9. (Confidential and Proprietary)

Enterprise Community Development

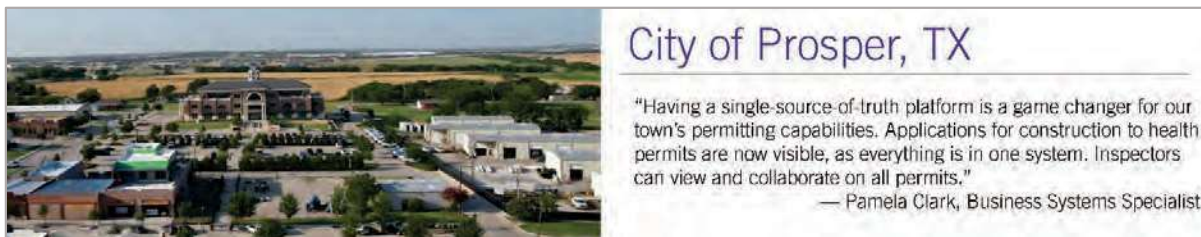


Revolutionize your permitting processes, increase efficiency, and reduce errors with Enterprise Community Development. By fostering collaboration across departments, reviews and inspections are expedited. Automated workflows manage the often-complex processes of regulatory approval and permit issuance. Intelligent tools ensure accurate project verifications, including contractor license checks and review/inspection assignments. Dedicated mobile apps enable secure on-the-go workflow, while electronic plan reviews support digital plan intake, online processing, and transparent communication with constituents.



Figure 10. Easily access key metrics from your Community Development dashboard. (Confidential and Proprietary).

5. Scope of Services



Land Use and Permits

Easily customize Tyler's Community Development solution to work with your specific land use and permitting processes. With Enterprise Permitting and Licensing, you can:

- Ensure accordance with local ordinances by establishing and controlling the number and type of permits you allow.
- Group related land use cases, permits, and code enforcement activities into one project. You can also create project hierarchies to manage relationships between multiple projects.
- Track the amount of time spent on a project, allowing you to create accurate reports and easily calculate fees.
- Utilize timelines and maps to gather visual displays of a project's history and progress.
- Automatically verify contractor and subcontractor licenses at the time of permit issuance.
- Visualize data about site histories as well as Augusta's regulations with Esri-based GIS tools. Easily overlay differing data sets to obtain a full picture of a specific site or area.
- Establish recurring reports and systematically share information with citizens and key stakeholders via citizen portals, community forums, or simple document sharing.

Permitting

Automate permitting processes from intake to issuance with Tyler's electronic permitting solution. With Enterprise Permitting & Licensing will make it easy for Augusta to:

- Reduce resident office trips and save your staff time with
- Establish conditions and approval processes to ensure all permits meet your standards.
- Prevent actions from happening on permits unless certain milestones have been reached, or critical issues have been addressed.
- Allow permits to automatically extend their expiration date based on inspection results.
- Store and copy similar permit types to decrease manual data entry and save time.
- Automate reporting and data sharing to improve workflow and ensure both staff and managers are informed.

5. Scope of Services

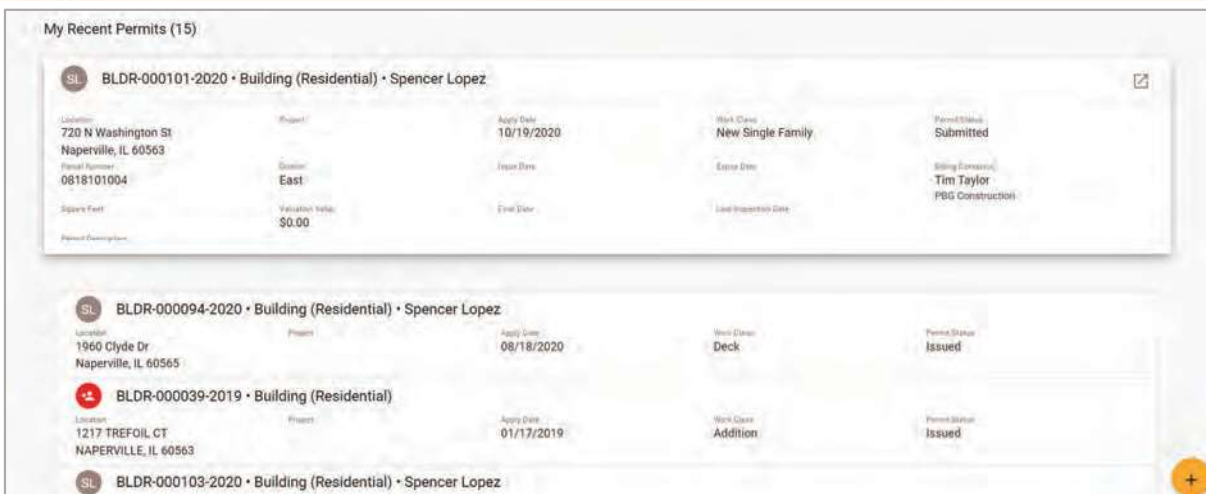


Figure 11. Access and drill down into Permitting data from a centralized dashboard (Confidential and Proprietary).

Land Use Management

Enterprise Community Development promotes data-driven decisions about land use management. Community Development makes it easy for users to:

- Visualize data about site histories and city regulations with GIS.
- Easily overlay different data sets to get a comprehensive view of a specific site or area.
- Access detailed information, including zoning regulations, property ownership, and previous permitting data.
- Establish automated recurring reports to track the progress and management of upcoming tasks.

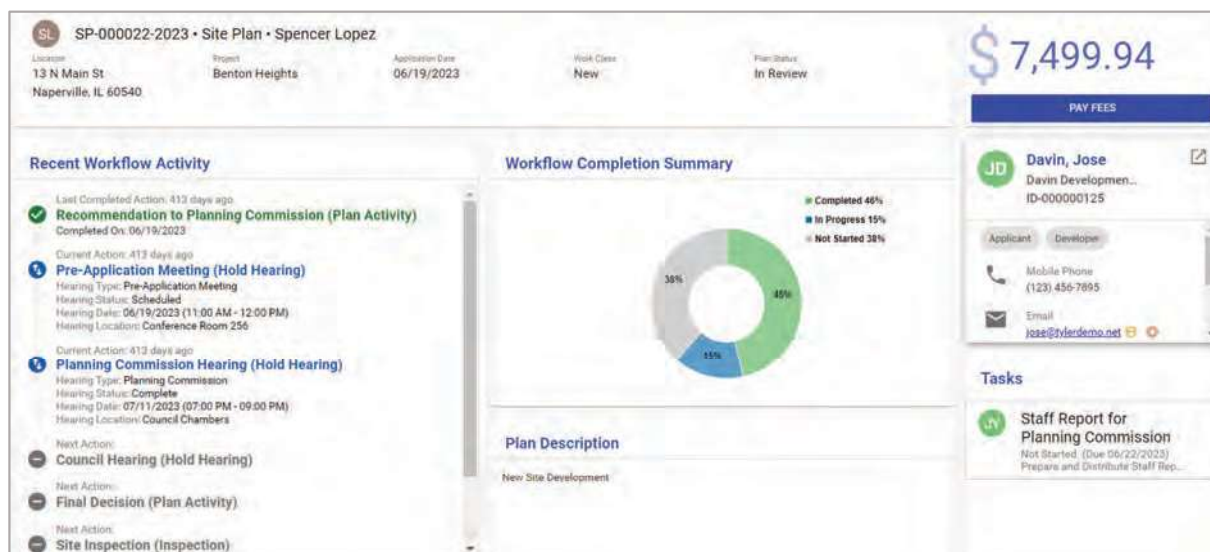


Figure 12. Drill a specific site plan to see associated workflows and tasks (Confidential and Proprietary).

5. Scope of Services

Inspections

Automate and streamline the intake and scheduling of inspections. Online inspection requests save staff time and agency resources, while also improving ease-of-use and satisfaction for residents. Tyler's Inspection Mobile application allows inspectors to complete tasks and gain comprehensive information about a site, all in the field.

With tools designed to streamline inspection processes and improve workflow, Enterprise Permitting & Licensing helps agencies like yours save time and money. Enterprise Permitting & Licensing makes it easy to:

- Auto-schedule inspections and create assignments based on GIS zones, workloads, deadlines, or agency-specific parameters.
- Review inspection statuses, code information, previous violations, and how many times an inspector has had to visit a site.
- Research, update statuses, take pictures and notes and share reports with back-office staff directly from the field with the Inspection Mobile application.
- Allow community users to request inspections online through Tyler's Civic Access portal or through an automated phone system (IVR).
- Route important data to key stakeholders automatically.
- Utilize customized inspection templates to streamline data intake.

Inspections Mobile

Inspections Mobile makes it easy for field staff to quickly manage daily inspections. Users can research and review, record comments, gather digital signatures, and print necessary documents while on the go.

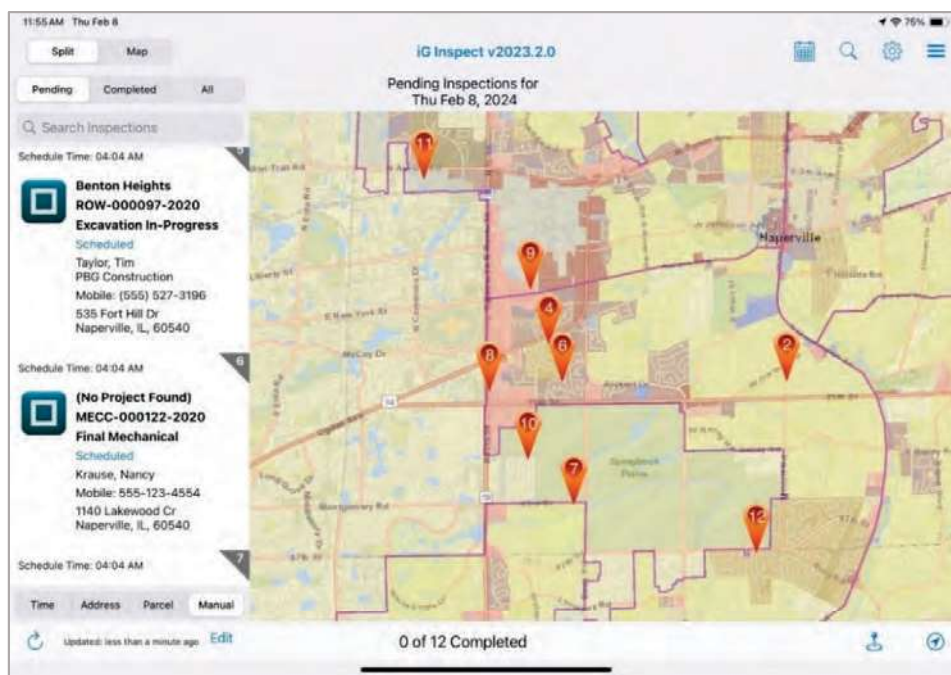


Figure 13. Easily manage cases, code enforcement, and inspections in the field with mobile applications (Confidential and Proprietary).

5. Scope of Services

Code Enforcement

Access comprehensive views of code case histories. Whether in the field or in the office, Tyler's Code Enforcement solution can ensure the correct tracking and management of crucial details such as active permits, owner information, violations, and more. With Tyler's Code Enforcement modules, Augusta can:

- View a case's entire history and add new details to the case, including time-stamped photos, notes, violations, and more.
- Access to data in real-time with centralized dashboards. Easily view owner information, violations, notes, inspection details, and more.
- Track insights to understand code enforcement trends in your community.

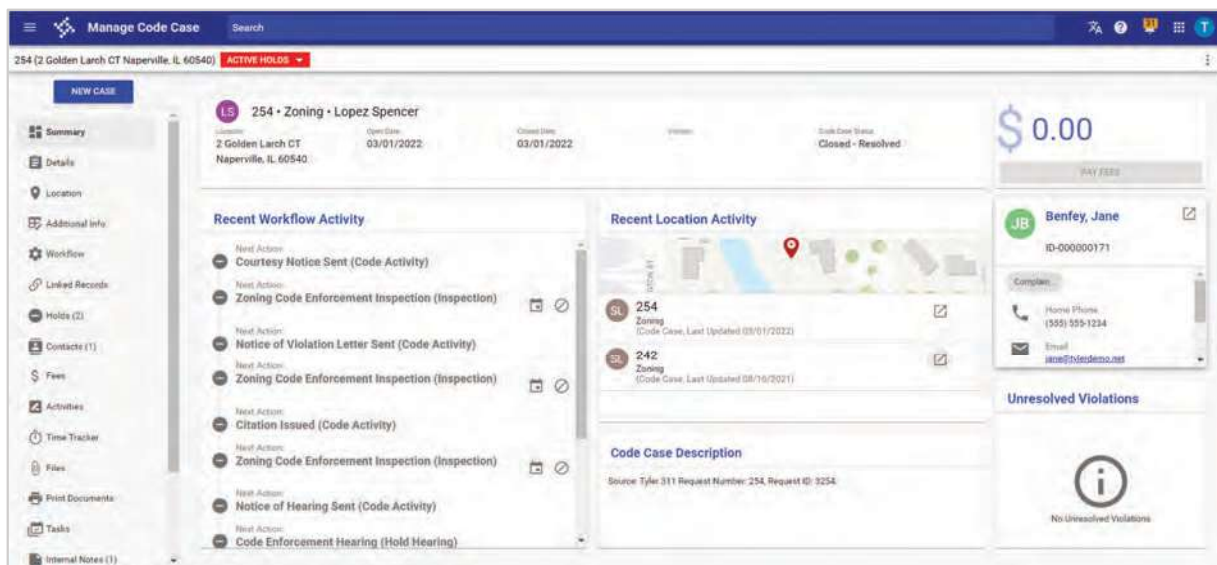


Figure 14. Easily gain comprehensive insight into the specifics of an individual case (Confidential and Proprietary).

Code Enforcement Mobile

Code Enforcement Mobile allows staff to:

- Capture and save findings and photos in real time.
- Efficiently organize workflow with automated to-do lists
- Plan routes and get to the next location without having to go to the office.

Enterprise Business Management

Business & Professional Licensing

Code Enforcement & Compliance

Fee Collection

Accelerate and automate business licensing processes with Tyler. Enterprise Business Management simplifies workflows, allowing you to facilitate efficient inspections and reviews for new applications and renewals. Automated notifications keep license holders informed of renewal and application statuses, enhancing the customer experience. A centralized business record provides visibility into current records, violations, fees, and other regulatory details. You will also benefit from advanced fee configuration and calculations that allow you to efficiently manage and collect all associated license and tax fees.

5. Scope of Services

Business Licenses

The Enterprise Permitting & Licensing Business Management suite helps local governments support local businesses. Enterprise Business Management makes it easy for businesses to register for licenses and manage associated documents online or in person. Your organization can use individual business records to create licenses and/or tax remittance accounts, establish recurring inspections, and manage critical information such as tax ID numbers and dates of operation. Additional benefits include:

- Customizable application and renewal processes.
- The ability to automatically share recurring expiration dates with business owners to prevent expired licenses.
- User-friendly screens that streamline the payment and issuance process for license applications and renewals.
- Recurring reports that can be easily customized to share the information most important to your agency.
- Advanced GIS capabilities that allow you to track and visualize business locations using multiple data points such as the address(es), parcel(s), and location.

My Recent Business Licenses (9)

	RETL-000011-2020 • 2020 • Reynholm Industries • DoubleTree By Hilton	
Location 103 S Washington St Naperville, IL 60540	Apply Date 03/24/2020	License Type Retail
License Classification Convenience	Industry Classification 445120 • Convenience food stores	
	000003-2018 • 2018 • Tyler Corporation • Tyler Grand Hotel	
Location 513 N MAIN ST NAPERVILLE, IL 60563	Apply Date 12/03/2016	License Type Liquor
License Classification Full Service	Industry Classification 722410 • Drinking places (i.e., bars, lounges, taverns), alcoholic	
	ENVH-000029-2021 • 2021 • Reynholm Industries • Yard House	
Location 55 S Main St Naperville, IL 60540	Apply Date 06/01/2021	License Type Environmental Health
License Classification Food Establishment	Industry Classification 722511 • Restaurants, full service	
	BUS-000027-2020 • 2020 • FKP Architects	
Location 1504 Mirror Lake Dr Naperville, IL 60563	Apply Date 05/19/2020	License Type Business Registration
License Classification Construction	Industry Classification 541310 • Building architectural design services	
	RETL-000025-2020 • 2020 • Grainger • Grainger	
Location 1600 Whitley Rd Naperville, IL 60563	Apply Date 05/19/2020	License Type Retail
License Classification Home Improvement	Industry Classification 444110 • Home improvement centers	

Figure 15. Easily access recent business licenses (Confidential and Proprietary).

Professional Licenses

Enterprise Permitting & Licensing assists citizens with applying for and renewing their professional licenses, both online and in person. With Professional Licensing, you can:

- Seamlessly track important information about licensing applications, including information about which licenses individuals have applied for, and which licenses they currently possess.
- Verify that proper professional licenses have been established and that all licenses align with your Augusta's specific ordinances.
- Automatically share recurring expiration dates with community users to prevent expired licenses.

Rental Management

Enterprise Permitting & Licensing assists you with the management of your community's rental properties and makes it easy to:

- Identify rental property owners or managers, as well as their licenses and inspection history.

5. Scope of Services

- Establish recurring or one-time inspections for rental properties.
- Ensure that all rental properties meet Augusta ordinances.

Comprehensive Business Histories

Enterprise Business Management can provide complete histories of a site or project, including all notes and reports. With Enterprise Business Management, you will benefit from:

- Full access to site histories with automatic history-tracking and the ability to search for a project using both current and historic names.
- Superior GIS integration to provide full pictures of Augusta sites and work.
- Advanced workflow tools that allow your agency to track who worked on what and when.
- Versioned site histories that allow you to stay informed about what fees have been or may need to be collected.

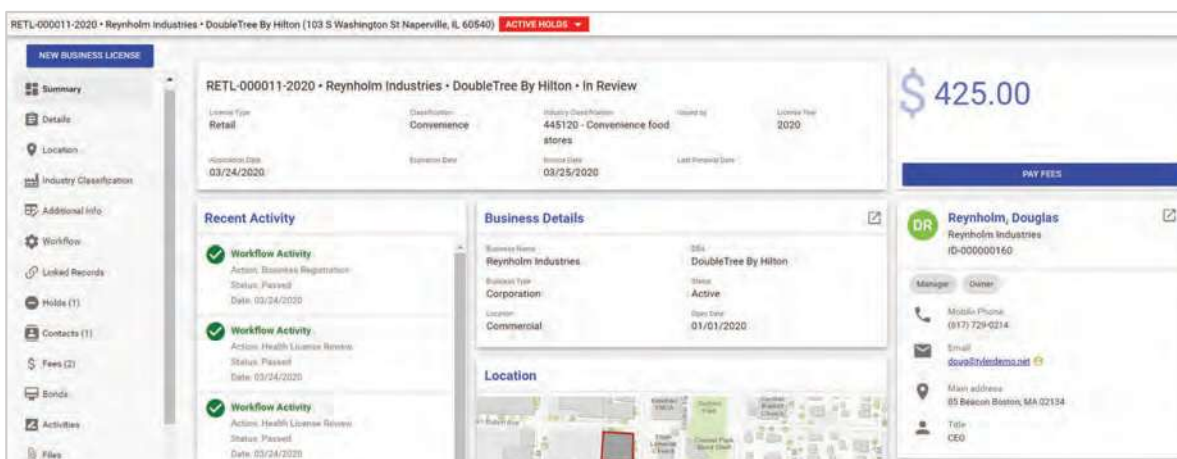


Figure 16. Access comprehensive site and project histories (Confidential and Proprietary).

Electronic Plan Review

Tyler's web-based electronic plan review software will streamline your agency's plan review and submittal processes.

With eReviews, you will be able to:

- Provide clear task lists and step-by-step guidance to staff and applicants.
- Efficiently route, distribute, and manage review tasks with a user-friendly, web-based interface.
- Highlight overdue or upcoming deadlines and allow managers to reassign work when necessary.
- Track important metrics and timelines to better monitor SLAs and understand the full submittal timeline.
- Enhance transparency by providing constituents and government agencies with detailed submission and review timelines.
- Utilize version controls to access comprehensive audit trails.
- Easily manipulate and edit individual forms.

5. Scope of Services

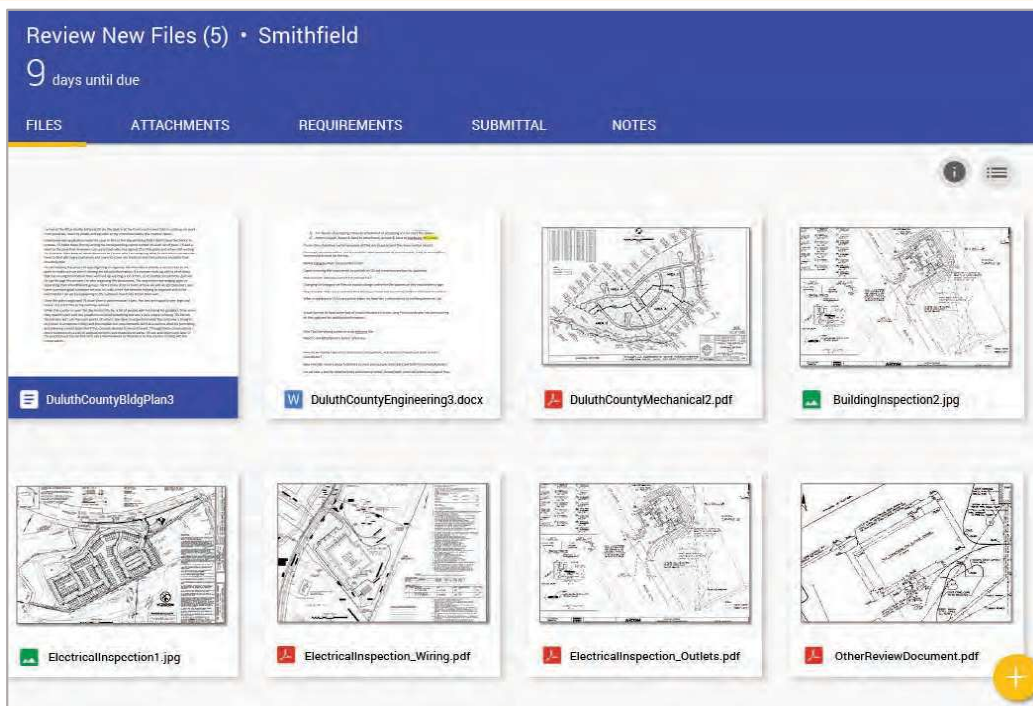


Figure 17. *Simplify and streamline review and submittal processes with eReviews (Confidential and Proprietary).*

eReviews also provides the tools you need to easily manipulate and edit individual forms, including:

- Digital markups and approval stamps.
- Version overlays for comparisons and analysis
- Calibration, scaling, and snap functions for measurements.
- Seamlessly integrated with DigEplan by Avolve

See Appendix for additional information on Tyler's integration with DigEplan.

Tyler Content Manager Core

Content Manager includes a site license for viewing content for ERP Pro users and an expanding library of more than 100 documents types to use with more than 98 screens are built in. Content Manager also includes pre-configured solutions like our invoice processing module, mail merge functionality, barcode recognition, full text searching and much more.

How Content Manager works

Content Manager is pre-configured and fully integrated with several document types. Using TylerForms, Tyler automated the capture of thousands of form images that are normally printed. Clients scan additional documents related to core ERP Pro business processes that originate externally. Users have easy access to all these securely archived documents, retrieving images directly from their inquiry screens or directly from Content Manager. Additionally, system generated reports are archived for later retrieval. Content Manager is ideal for clients who wish to eliminate paper, protect images, and retrieve a variety of related documents.

5. Scope of Services

Benefits

- Manages electronic documents and lessens the need for file cabinets
- Eliminates misfiled documents, lost paperwork, and the search through paper files, saving time and money while increasing productivity
- Provides user access to documents associated with ERP Pro transactions
- Automatically captures your forms and reports
- Users retrieve from their familiar interface from all inquiry screens
- Eliminates liability that comes with employees deleting (or not deleting) documents per best practices
- Multiple users can simultaneously retrieve vital business documents
- Conforms to Records Management requirements, including retention schedules and file plans
- Responds to audit information requests, subpoenas, and other mandatory requirements
- Disaster Recovery and Long-term protection is assured with a minimum of administration
- Mark up and annotate documents creating Sticky Notes, Text Stamp and more
- Indexes each word in a document for key word searches

Control Your Paperwork Process

With Content Manager, all documents are linked together through one solution. For instance, users can view a vendor invoice and its related credit memo, quotation, contract document, packing list, or any other incoming correspondence. Human Resources users can view documents related to Personnel Action, New Hire, and Employee files. This feature is leveraged across the organization in multiple business scenarios. Because some ERP Pro content is central to the needs of all users, authorized personnel can display all the associated documents with just a few clicks of the mouse.

Features of Content Manager

Batch Invoice Processing

To make invoice processing easier, Content Manager supports invoice batch scanning. Content Manager saves time by providing a batch scanning utility for vendor invoices, thus streamlining the invoice capture process.

Automatically archive ERP Pro Mail Merge documents to Content Manager

Users create, print and archive documents sent to employees, citizens, or vendors.

Basic OCR

Capture text from attachments to provide users full-text searching over all content stored in Content Manager. The OCR (optical character recognition) data will also provide rope-able indexing for quick indexing with extensive data such as long addresses or names.

Advanced search

- Key Word Search capabilities for content via the full text of attachments through the Content Manager application and optional Content Manager Self Service interface.
- Customize “search” criteria for better search results using Content Manager filters.

Scheduler

Include links to reports submitted to Content Manager during execution of a scheduled job.

5. Scope of Services

Self Service viewing

Retrieval of Images from Self Service for Employees, Vendors, and Citizens i.e., Employees can view P/R check and W-2 images (ERP Pro).

Security

- Extensive capabilities ensure accuracy and integrity of stored documents and content.
- Flexibility within security, providing authorization to certain users, security, redaction, records management and more.

Audit Trail/Versioning

With built in versioning and audit trail functions, see who has modified content; also, compare versions or restore content from previous versions.

Optional Modules

Content Manager Self Service

Provide restricted access to specific Content Manager content through Content Manager's public Web interface.

eCommerce

Offers users the ability to purchase documents and/or subscriptions to content through Content Manager Self Service interface.

Auto Indexing and Redaction (optional)

Auto indexing can be configured to recognize forms, and automatically index data from the images. Based on the form configuration portions of the image can be redacted to SSNs, bank account numbers, etc. This feature is beneficial with standard forms and type-written data.

Content Manager Disaster Recovery services (optional)

Will restore your latest data and images and in most cases, will have you up and running within hours of reporting a disaster. (Clients are expected to continue their backups for retention purposes.)

Go Green with Tyler Content Manager Core

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

Payments

Payments is a public-facing, cloud-based payment solution that integrates seamlessly with Enterprise Permitting & Licensing. Designed for the public sector, Payments simplifies complex online payment and collection processes by allowing organizations like yours to accept online payments without relying on third-party payment providers.

Tyler Technologies is a registered merchant service provider (MSP) equipped to handle all aspects of the payment process, allowing Augusta to reduce the number of entities required to handle billpayers' sensitive information.

5. Scope of Services

Payments has a flexible fee structure with no subscription or licensing costs, ensuring that you can provide predictable rates for your online payers, whether you pass the fees along or absorb them.

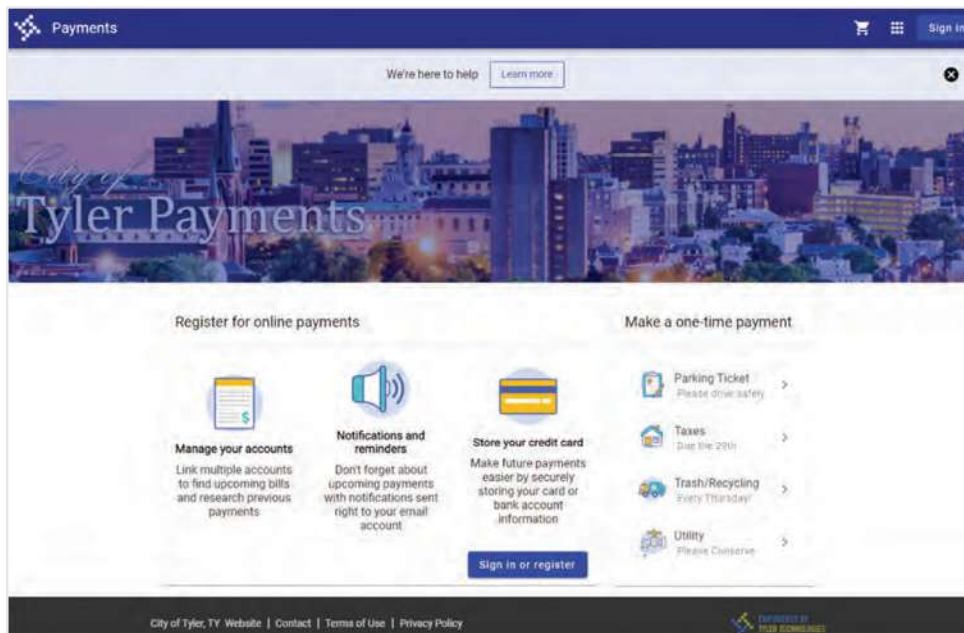


Figure 18. Residents can easily access and manage all bills from a single dashboard (Confidential and Proprietary).

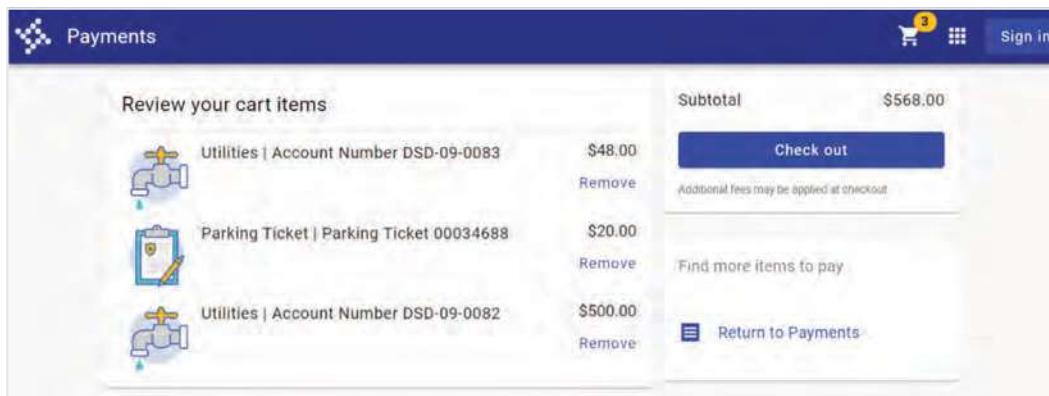


Figure 19. Residents can pay all bills with a single checkout (Confidential and Proprietary).

Maximize Electronic Payment Adoption

Maximize electronic payment adoption when you provide your residents with:

- A secure payment platform, compliant with PCI/PA-DSS standards.
- Real-time payment processing that reflects updates to payer account balances immediately, eliminating the “pending web payment” status on accounts.
- Online accounts that allow users to set up recurring payments and schedule future payments.
- The flexibility to pay in multiple ways, including Apple Pay®, credit cards (such as Amex®), and e-checks.
- Mobile options that allow residents to make payments from any device, anywhere, at any time.

5. Scope of Services

- Seamless integration with your community's Resident Access portal for simplified account and payment management.

Benefits for Billers

With Payments, Augusta will:

- Maintain only a single vendor relationship. Tyler supports all aspects of the payment process, including onboarding, payment support, reconciliation, and hardware.
- Enjoy better oversight. Easily review payment details with administrative transaction and reconciliation tools.
- Enhance operation budgeting and spending with no subscription fees, no licensing costs, and a flexible payment fee structure.

6. Contractual Requirements

6. Contractual Requirements

- a. Describe the contractual requirements for the service (i.e., such as term of the contract; return policy for defective product, early termination penalty, etc.). Because Augusta is exempt from federal excise tax and 911 fees, all contracts must reflect this status.

Please see Tyler's standard contract, attached hereto. Tyler's standard SaaS agreement term is 3 years, but other terms can be negotiated if the city prefers a different arrangement. Tyler expects to use its contract as the basis for beginning contract negotiations, as it contains language specific to the software industry, such as license grant and intellectual property infringement. Tyler recognizes that there may be clauses of particular importance to the Client that may not be included in the Tyler contract. Tyler is amenable to accommodating the Client's contract requests by incorporating mutually agreed clauses into the Tyler contract. Unless expressly indicated otherwise, the fees we have quoted do not include any taxes.

- b. Provide a statement regarding willingness and ability of the firm to acquire a Performance Bond worth not less than the amount of the project for which the vendor is responsible (to include software licenses, project management, etc.) if selected.

A performance bond will have an associated cost based upon the total bond amount. The final bond cost may be subject to change based upon changes in project scope. Tyler will obtain the performance bond only after a contract is executed. The performance bond shall be effective for a period of two (2) years. In the event the implementation project is not complete within two (2) years and the Client desires to extend or renew the performance bond, additional premiums will apply.

- c. Please include a copy of your general customer contract as part of your proposal. This will not be counted toward any page limits.

Please see the Tyler Technologies standard Terms and Conditions contract in this section of this RFP Response. Tyler Technologies is willing to negotiate contract terms to suit both parties upon award of contract.

<https://www.tylertech.com/portals/0/terms/public-administration/New-Public-Administration-Group-Clients-SaaS-Agreement.pdf>

6. Contractual Requirements

Please see the following pages for exceptions to Augusta, Georgia's terms outlined within this RFP for Permitting, Licensing and Code Enforcement Regulatory Services System.

Augusta, GA ("Client")

Request for Proposals #25-167 Permitting, Licensing and Code Enforcement Regulatory System

Tyler's Statement of Exceptions to the Procurement Documents

Tyler's Proposal is based on the delivery of the requested software and services according to Tyler's standard implementation methodology and Tyler's standard contract. That methodology, and that contract, have been refined and enhanced over Tyler's many years of operation in the public sector information technology market. ***Tyler's submission of its Proposal does not waive Tyler's right to negotiate any and all terms to the mutual satisfaction of the parties.*** Tyler will be obligated to provide products and services only upon execution, and under the terms and conditions, of the mutually negotiated contract between Tyler and the Client.

Tyler considers its implementation methodology and its contract to be the starting point for those negotiations. A link to, or copy of, Tyler's standard contract is included for your reference. If you ask to incorporate your procurement documents and our Proposal documents into the contract package, we will agree to do so as long as the order of priority is: (a) the final, negotiated contract; (b) our Proposal documentation; and (c) your procurement documentation.

Tyler is providing representative exceptions to standard procurement terms and conditions for your review. This list may not include all RFP terms and conditions Tyler may wish to negotiate if selected, and it does not negate any of the expectations Tyler has stated above.

- Contract Document: Tyler expects to use the standard Tyler contract as the basis for beginning contract negotiations, as it contains language specific to the software industry, such as license grant and intellectual property infringement. Tyler recognizes that there may be clauses of particular importance to the Client that may not be included in the Tyler contract. Tyler is amenable to accommodating the Client's contract requests by incorporating mutually agreed clauses into the Tyler contract.
- Insurance: Tyler has provided its evidence of insurance certificate. Tyler's insurance program is established at a corporate level and is not subject to change for individual customers. While performing services under an agreement with the Client, we will agree to maintain the following levels of insurance: (a) Commercial General Liability (CGL) of \$1,000,000 per occurrence and \$2,000,000 in the aggregate; (b) Automobile Liability of \$1,000,000; (c) Professional Liability (including Cyber Liability) of \$1,000,000; (d) Workers' Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of \$5,000,000 per occurrence and in the aggregate.
- Ownership: We do not agree to work-for-hire provisions. Tyler retains all intellectual property and confidentiality rights in and to our proprietary and/or confidential information and deliverables.
- Public Disclosure: Tyler will comply with applicable public records laws. Disclosure may be made only to the extent disclosure is required by law, provided, however, that the Client shall give

6. Contractual Requirements

prompt notice of the service of process or other documentation that underlies such requirement to Tyler so that it may obtain a protective order or otherwise protect the confidentiality of Tyler's confidential information.

- Pricing: Tyler adheres to its pricing as set forth in its Proposal. Any fees for subsequent periods of time or additional services not addressed in Tyler's Proposal shall be at Tyler's then-current rates. Unless noted otherwise, our services rates do not include travel expenses, which are separately estimated and are payable in accordance with our then-current Business Travel Policy. Unless expressly indicated otherwise, the fees we have quoted do not include any taxes.
- Information Security and Privacy: Information security is important to Tyler and to every agency and jurisdiction we serve. Tyler agrees to comply with all relevant federal and state laws and regulations on security and privacy, and its handling of security breaches, including notification to customers, conforms to applicable state and federal law. Tyler maintains industry-standard information technology and security policies and practices at a company-wide level, including a documented security incident response plan, that are not subject to change on a client-by-client basis. For hosted services, Tyler utilizes industry standard public cloud deployment methods that provide the highest commercially reasonable system availability and performance. Tyler implements systems utilizing shared responsibility models where responsibility for physical infrastructure is provided by the public cloud provider, application deployment is managed by Tyler, and application configuration is maintained by the customer, where applicable. Tyler follows security best practices dictated and defined by the following three assurance audits: SOX-404 Financial and IT General Controls, PCI Security Council PA-DSS/PCI-DSS, and the AICPA SSAE-21 SOC 1 & SOC 2 Assurance Audits. Our security policy is based on the full NIST Cybersecurity Framework and is reviewed during each audit.
- Compliance with Laws and Regulations: We will comply with all applicable state and federal laws, ordinances, orders, decrees, and regulations. Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract. The quoted fees are based, in part, on the cost of compliance with applicable laws existing as of the Proposal submission date. Should laws applicable to Tyler's performance under the contract change, Tyler reserves the right to, for example, seek a change order for the additional work, time and/or cost that may be required to comply with the new law, ordinance or regulation. To the extent compliance requires a modification to the Tyler software, Tyler will provide that modification according to the provisions set forth in the Tyler contract or as otherwise agreed to by the parties.
- Termination: Tyler's standard practice is not to include a termination for convenience provision in its contracts, given the significant investments made by both parties to the procurement and implementation. Tyler relies instead on its termination provisions for cause, non-appropriation, and/or force majeure. The Client may terminate the contract for cause in the event Tyler fails to cure a material breach according to the terms of the dispute resolution process set forth in Tyler's standard contract. The Client will make payment to Tyler for all products, services and expenses delivered or incurred through the effective date of termination that were not previously disputed under the contract. Payment for disputed products, services and expenses,

6. Contractual Requirements

and the Client's remedies, will be determined through the mutually agreed dispute resolution process.

- Warranties: Tyler provides a comprehensive, objective software warranty tied to functional descriptions of the Tyler software. Tyler does not provide implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, as they are subjective. For as long as the Client is current on paying its fees, Tyler warrants that the Tyler software will substantially conform to the functional descriptions of the Tyler software contained in Tyler's Proposal, 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. Tyler warrants that it will perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to the Client. Tyler passes through to its clients all warranties received on third party products. Tyler disclaims all other warranties.
- Limitation of Liability: Except as otherwise expressly set forth in the agreement, Tyler's liability for damages arising out of the contract, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the lesser of (a) Client's actual direct damages or (b) the amounts paid by Client under the contract for the then-current term. To the maximum extent permitted by applicable law, in no event shall Tyler be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever, even if Tyler has been advised of the possibility of such damages.
- Indemnification: Tyler shall defend, indemnify and hold harmless the Client from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) from third parties for personal injury or property damage arising from Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to Tyler's performance under the contract. The Client must notify Tyler promptly in writing of the claim and give Tyler sole control over its defense or settlement. The Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at Tyler's expense.
- Assignment: Neither party may assign the contract without the prior written consent of the other party, except that Tyler may, without the prior written consent of the Client, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets.
- Task Order: Tyler reserves the right to fully negotiate the form and substance of any task order or change order or the equivalent.

7. Financial Stability

Provide financial information that would allow proposal evaluators to ascertain the financial stability of the Proposer.

- a. If a public company, include a recap of the most recent audited financial report.

2024 Financial Report Recap

Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL). In 2024, Tyler achieved or exceeded its objectives across virtually all key financial, operational, and strategic metrics. Total revenues reached \$2.138 billion, reflecting 9.5% growth. Recurring revenues grew 11%, comprising 84.5% of total revenues. Software as a service (SaaS) revenues rose 22%, surpassing the target of a 20% CAGR through 2025. SaaS arrangements represented 96% of total new software contract value, underscoring the growing adoption of cloud technology among our clients. Tyler also delivered strong profitability, with its non-GAAP operating margin improving by 150 basis points to 24.5%, driven by operational efficiencies from its cloud transition and leverage in operating expenses. GAAP net income was up 58.5% at \$263.0 million, or \$6.05 per diluted share, while non-GAAP net income grew 24.5% to \$415.3 million, or \$9.55 per diluted share. Free cash flow growth was exceptionally strong at 75.5%, driven by earnings growth and effective working capital management. Beyond Tyler's financial results, it achieved significant milestones in advancing our strategic initiatives. From accelerating cloud adoption to enhancing our sales alignment and strengthening our balance sheet, Tyler continues to position itself to deliver durable growth and value for the long term.

Please find our complete 2024 Annual Report linked below.

https://s201.q4cdn.com/385562537/files/doc_financials/2024/ar/Tyler-2024-Annual-Report_Digital_FINAL.pdf

- b. If a private company, provide a recap of the most recent internal financial statement; and a letter, on the financial institution's letterhead, stating financial stability.

Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL)

- c. Is there, or within the latest three (3) years has there been, any litigation or governmental or regulatory action pending or threatened against your organization that might have a bearing on your ability to provide services to ARC? If so, identify and describe each such lawsuit or proceeding.

Tyler has never been subject to any litigation or governmental regulatory action that had a bearing on its ability to deliver services.

7. Financial Stability

- d. Identify any and all lawsuits filed during the past five (5) years in which a business or government customer of your organization has claimed that your organization failed to properly provide any aspect of the type of services requested by this RFP.

In the past five years, one (1) government client has filed a lawsuit against Tyler claiming that Tyler failed to properly provide an aspect of the type of service requested by this RFP. Tyler disputes the allegations, summarized below. The identified matter will not in any way affect Tyler's ability to deliver on its proposal.

Cobb County v. Tyler Technologies, Inc. (Cobb County Superior Court, GA, No. 0165432-cv-2023): On December 6, 2023, Tyler was served with the above-captioned lawsuit. It alleges a single claim for breach of contract arising out of Tyler's engagement to implement business licensing and community development solutions for the County. The complaint is legally and factually deficient. Tyler is confident there is no basis for the County's position, and that if any party breached the contract, it was the County. Tyler has filed a counter-claim for breach of contract against the County.

NOTE: Financial Stability is part of the evaluation criteria. Failure to include the requested information will impact your evaluation score. You may mark the information as confidential. See the Trade Secret Affidavit. Vendors are required to submit a redacted copy of their RFP submittal for any trade secret information contained in their RFP submittal.

Financial Stability

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 44 consecutive quarters of profitability, and a total revenue for 2024 of \$2.14 billion. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and innovative technology will accelerate this growth in the future. We believe a low-debt balance sheet, substantial cash reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.

For additional revenue information on Tyler's annual report for 2012 to current. investors.tylertech.com



8. References

8. References

All proposers shall include the name, address, e-mail, fax and telephone numbers of **at least three (3) customers**. References should be organizations of comparable size, should have been using the proposed software for at least one year, and should have a situation similar to that which you are proposing for Augusta. **Provide the reference contact name, address, email address, telephone numbers and date of the contract.**

As previously noted, Tyler is the **largest public sector software provider in the United States** with over 45,000 installations, 1+ million SaaS Subscribers, over 4,500 employees, and over \$2 billion dollars a year in revenue.

Our experience implementing our solutions in the public sector is unmatched by any competitor as for more than 30 years we have focused exclusively on designing, developing, implementing, and supporting our enterprise software applications exclusively for local governments. In fact, Tyler's proposed Enterprise Permitting & Licensing solution is the most widely used permitting system in the United States.

Furthermore, Tyler brings more experience and more investment in professional services than any other solution provider in this space. Whereas many other companies outsource their implementation resources, Tyler maintains its commitment as a direct from source provider and does not utilize 3rd Party implementers or systems integrators. Below are just a few examples of large-scale public-sector agencies who are benefitting from Tyler enterprise solutions.

Clayton County, GA

Contact	Patrick Ejike, Community Development Director
Address	121 South McDonough Street Jonesboro, Georgia 30236
Email	patrick.ejike@claytoncountyga.gov
Phone	(770) 477-3569
Web Site	https://www.claytoncountyga.gov/government/community-development/
Date of Contract	Contract Renewed and Effective 2024 - Present

Albemarle County, VA (Cityview Replacement Project)

Contact	Ethan Busching, Sr. Planner, Community Development
Address	401 McIntire Road Charlottesville, VA 22902
Email	busching@albemarle.org
Phone	(434) 296-5832 ext. 3004
Web Site	https://www.albemarle.org/
Note	<i>*Cityview by Harris Replacement</i>
Date of Contract	Contract Renewed and Effective 2024 - Present

8. References

City of Johns Creek, GA (Central Square Replacement Project)

Contact	MaryAnne Koutrelakos, IT Applications
Address	11360 Lakefield Drive Johns Creek, GA 30097
Email	maryanne.koutrelakos@johnscreekga.gov
Phone	(678) 512-3289
Web Site	https://johnscreekga.gov/departments/community-development/
Note	<i>*SunGard OneSolution Replacement</i>
Date of Contract	Contract Renewed and Effective 2024 - Present

City of San Mateo, CA (Cityview Replacement Project)

Contact	Mary Eusebio, Deputy Building Official
Address	330 West 20th Avenue San Mateo, CA 94403
Email	meusebio@cityofsanmateo.org
Phone	(650) 522-7200
Web Site	https://www.cityofsanmateo.org/306/Community-Development
Note	<i>*Cityview by Harris Replacement</i>
Date of Contract	Contract Renewed and Effective 2024 - Present

City of Goldsboro, NC (Cityview Replacement Project)

Contact	Scott Williams, IT Director
Address	200 N Center St, Goldsboro, NC 27530
Email	swilliams@goldsboronc.gov
Phone	(919) 580-4284
Web Site	https://www.goldsboronc.gov/
Note	<i>*Cityview by Harris Replacement</i>
Date of Contract	Contract Renewed and Effective 2024 - Present

City of Kansas City, MO (Accela Replacement Project)

Contact	Rochelle Richeson, IT Senior Specialist, Neighborhood Services
Address	City Hall, 4th Floor 414 E. 12th Street Kansas City, Missouri 64106
Email	rochelle.richeson@kcmo.org
Phone	(816) 513-6615
Web Site	https://www.kcmo.gov/
Note	<i>*Accela Replacement</i>
Date of Contract	Contract Renewed and Effective 2024 - Present

8. References

City of Mobile, AL (Accela Replacement Project)

Contact	Scott Kearney, Chief Technology Officer
Address	Mobile Government Plaza, 205 Government St Mobile, AL 36602
Email	kearney@cityofmobile.org
Phone	(251) 208-7942
Web Site	https://www.cityofmobile.org/
Note	<i>*Accela Replacement</i>
Date of Contract	Contract Renewed and Effective 2024 - Present

Onslow County, NC (Accela Replacement Project)

Contact	Lilianna Kalinowski, Application Support
Address	234 NW Corridor Boulevard Jacksonville, NC 28540
Email	Lilianna_Kalinowski@onslowcountync.gov
Phone	910-455-3926
Web Site	https://www.onslowcountync.gov/
Note	<i>*Accela Replacement</i>
Date of Contract	Contract Renewed and Effective 2024 - Present

9. Fee Proposal

9. Fee Proposal

Fee proposal is to be submitted in a separately sealed envelope. Fee proposal must be sealed and labeled on the outside of the package to clearly indicate that it is in response to RFP #25-167 Permitting, Licensing and Code Enforcement Regulatory Services System

The fee proposal is a simple document, no longer than three (3) pages in length, that describes the pricing model and provides a final price subject to any changes that might occur during contract negotiation. The proposal should provide a cost breakdown by category (dollars per module, dollars per license, manhours to implement, customization cost, etc.).

A sample fee proposal is provided below (items marked with a * are **required**):

Item	Cost
Software/Solution Cost* Indicate Per Seat Cost, Cost Per Module, Tentative Customization Costs (based on this RFP), Other as needed.	
Management/Implementation Cost* Include hours, travel, lodging, meals, etc.	
Training Cost*	
Conversion of Existing Data*	
Annual Support (starting 2nd year)*	
Hardware Costs Augusta reserves the right to purchase hardware from our own sources, but the vendor is asked to denote all of the equipment required to implement their solution so that Augusta IT staff can do hardware cost estimates. If specific equipment is necessary for your solution, please provide costs for those as well. Include servers, mobile devices, or other equipment recommended for use with the vendor's solution.	
Total	

Please find Tyler's Fee Proposal in a separate envelope per the RFP instructions.

Appendix

Why Enterprise Permitting & Licensing

From planning and permitting to inspections and compliance, Tyler's Enterprise Permitting enhances efficiency and boosts productivity and collaboration. Mobile apps and advanced, ESRI-based GIS technology allow fieldworkers to work more effectively, while an intuitive web portal simplifies permitting and licensing processes for your community.

Community Development

With automated workflows, easy-to-use community interfaces, advanced reporting, and GIS technology, Tyler's Community Development software simplifies operations from planning, through permitting, code enforcement, and inspections. By minimizing manual entries and repetitive tasks, Tyler's Enterprise Community Development application saves your staff time and reduces potentially costly errors. With mobile functionality, your organization will optimize processing time, improving both citizen satisfaction and agency efficiency.

Business Management

Bolster your community's economic health with software that supports the success of your Augusta businesses. With Enterprise Permitting & Licensing's highly automated Business Management application, you will expedite approval, issuance, and renewal processes for both your staff and your community. With online fee collection, Business Management makes payment processes more convenient for community users, while the automatic routing of funds reduces staff hours and the potential for clerical errors.

Our Experience

Over the past three decades, Tyler has developed an unmatched level of industry knowledge. Having served more than 44,000 public sector organizations during this time, we understand the unique and ever-changing challenges and requirements of the public sector. With a dedication to helping organizations like yours better support staff, residents, and stakeholders, Tyler continues to set the industry standard for public sector software.

A Growing Partnership

Tyler's ongoing ability to successfully support Augusta's software needs proves that we are equipped to deliver efficient and effective solutions and services. When you choose Tyler, you choose what you know. If our ongoing relationship and unwavering commitment to the operational success of Augusta, Georgia reveals anything, it is that you can trust us to deliver a solution that can meet your evolving needs. You know our company—our mission, our solutions, and the team members who drive it all forward. Continuing to build with Tyler provides Augusta with the unique opportunity to develop a unified software solution with a partner you know and trust.

Building a Smarter, Safer, and Stronger Augusta with Tyler

We understand that demands on the public sector are continuously growing while resources aren't. At Tyler, we are committed to ensuring that our clients can continue to serve their communities efficiently and effectively, with a higher ROI and access to the mission-critical tools you need to move your organization forward. Simply put, our mission is to empower the public sector to create smarter, safer, and stronger communities. When you partner with Tyler, you join a community of thousands of employees, customers, and partners, all dedicated to serving the public with efficient state-of-the-art technology and security, streamlined processes and procedures, applicable regulatory safeguards, and a solid partnership that is focused on our clients. We are pleased to be considered as a partner in your success, and we welcome the opportunity to continue to build our exceptional community through a partnership with Augusta, Georgia.

Implementation Methodology

At Tyler, successful implementations are more than an objective—they're an expectation. To consistently carry out implementations that are on time, within budget, and capable of meeting the unique needs of the public sector, Tyler utilizes a proven implementation process built on three foundations:

- Decades of Experience
- In-House Expertise
- A Globally Recognized Project Management Approach

Industry Experience

Having completed over 45,000 installations for more than 13,000 local governments, Tyler continues to lead the industry in successful public sector implementations. By pairing a deep understanding of your specific needs and processes with our decades of industry expertise, Tyler will provide Augusta with the tools and resources you need for a successful go live. Tyler will work with Augusta to ensure that your organization is well-prepared for future technology developments and releases.

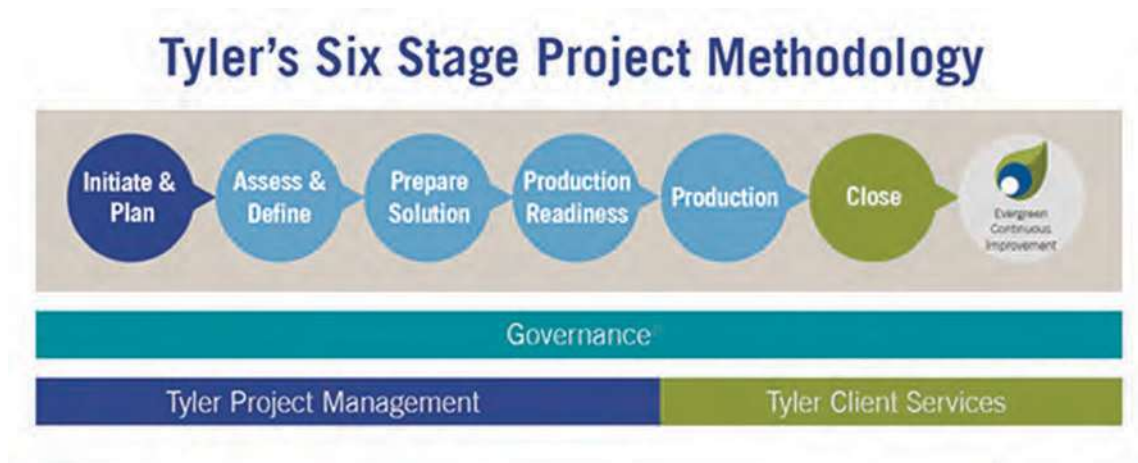
In House-Expertise

As a Tyler client, you will receive ongoing support from Tyler's in-house professionals. No one knows our software better than we do, which is exactly why we continue to perform our own implementations.

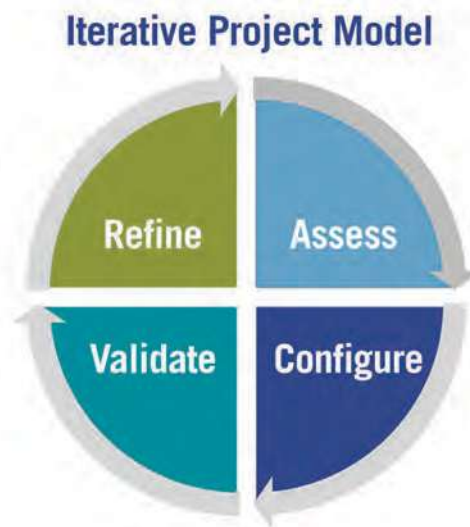
A Globally Recognized Project Management Approach

While each project is unique, all Tyler implementations follow the same six-stage methodology. All six stages are comprised of multiple work packages—groups of related tasks required to meet individual deliverables. To ensure seamless execution, every work package includes a narrative description, defined objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Stage Acceptance Control Points are applied at every phase to ensure alignment with scope, budget, timeline, and quality standards. This structured, systematic approach allows Tyler to reduce variability, mitigate risks, and tailor solutions to your organization's unique needs.



The methodology adapts to both single-phase and multiple-phase projects. To achieve Project success, it is imperative that both clients and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that clients and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler’s Implementation process is to employ an iterative model where client business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.



The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called “Stages” and the second level components are called “Work Packages”. The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a “Control Point”, confirming the work performed during that stage of the Project has been accepted by the city.

Work Breakdown Structure



Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

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

Project Governance Relationships



Implementation Plan Stages

Stage 1: Initiate & Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify client project team.

Stage 2: Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current Augusta business processes. This information will be used to identify and define business processes utilized with Tyler software. Augusta collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

Objectives:

- Provide a basic understanding of system functionality.
- Prepare Augusta for current and future state analysis.

Stage 3: Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by Augusta against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

Objectives:

- All licensed software is installed and operational.
- Augusta is able to access the software.

Stage 4: Production Readiness

Activities in the Production Readiness stage will prepare the client team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with Augusta to review the status of the project and the organizations readiness for go-live.

Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure Augusta organization is ready to move forward with go-live and training (if applicable).

Stage 5: Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and Augusta will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with Augusta to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

Objectives:

- Execute day to day processing in Tyler software.
- Client data available in Production environment.

Stage 6: Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. Augusta transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).

Objectives:

- Agreement from Tyler and Augusta teams that activities within this phase are complete.

Project Management

At Tyler, we have been perfecting our project governance approach for over 35 years. Our seasoned implementation staff each possess their own unique qualifications and knowledge base. Throughout the project, Augusta will be supported by Project Managers (PMs) assigned to each phase.

Project Management Triangle



Project Communication

During implementation, each Tyler client is provided with a project portal. This site will allow you to plan, store, and access pertinent documentation and information related to your implementation project—all from a central location. The site will be jointly maintained by both Augusta and Tyler for up to a year after go-live.

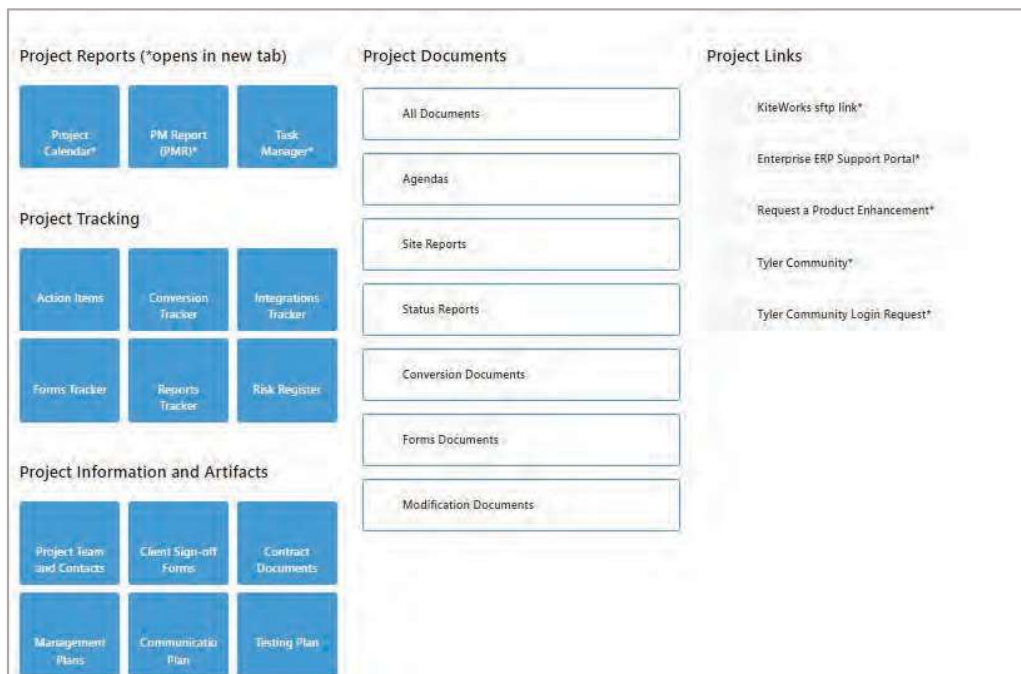


Figure 20. Easily access important information project information and documents from your centralized Project Portal (Confidential and Proprietary).

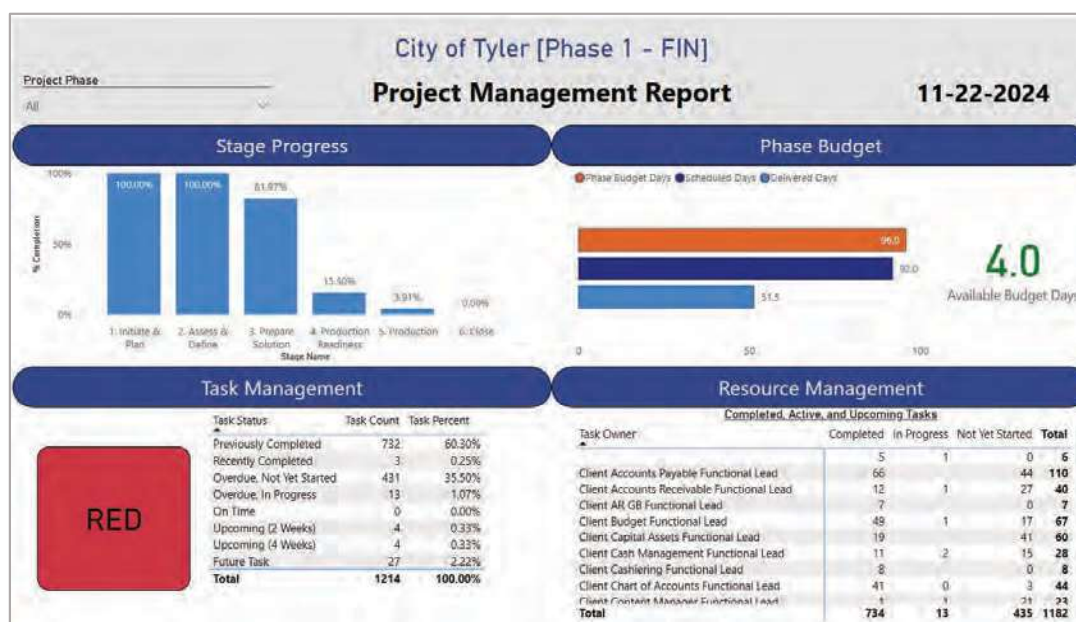


Figure 21. Drilldown into your Project Portal to gather information about your project's progress (Confidential and Proprietary).

Management and Scope

As individual project deliverables are met, your implementation team will generate detailed reports. These reports will contain analyses of staff participation, information about material absorption, and an assessment of completed tasks. Tyler Project Managers will evaluate and measure these report results and communicate all gaps and adjustments. Should issues arise during the project, several escalation paths can be laid out according to the communication plan.

Solution Validation Responsibilities- Augusta versus Tyler

Tyler implementation consultants (ICs) are responsible for updating the solution validation plan and follow-up on all required issues. Tyler's project manager (PM), is held accountable for ICs completing these items. Augusta functional leads are responsible for updating validation scripts, performing solution validation, and documenting issues that arise during solution validation. Augusta PMs are accountable of ensuring functional leads complete all tasks for which they are responsible.

Go-Live Readiness Responsibilities- Augusta versus Tyler

The Tyler PM(s) are responsible for performing readiness assessments for Augusta and conducting go-live planning session with Augusta project team. The Tyler PM(s) are also responsible for confirming procedures for go-live issue reporting and resolution and developing a go-live checklist. Tyler's implementation manager(s) are ultimately accountable for ensuring Tyler PM(s) complete all tasks for which they are responsible. Tyler's technical services team is responsible for completing the final system infrastructure review prior to go-live.

Augusta PM is responsible for ordering any peripheral hardware, where applicable. All other Augusta team members are consulted or kept informed throughout the go-live readiness stage.

Knowledge Transfer Approach

During the implementation of our products, Tyler's goal is to educate your resources so that they are self-sufficient users of the solution. Tyler uses a train-the-trainer model to transfer knowledge.

Tyler's project team will provide comprehensive training to your team, which includes the project manager, functional leads, and power users. Tyler provides one occurrence, or more, of each scheduled training or implementation topic. The first time focuses on the process steps, while the second time, the training is more advanced. Sessions for each topic will also cover configuration for functional leads and power users, so that future changes can be easily made.

Ensuring comprehension of daily job functions is essential to a successful go-live and product adoption. The goal of our train-the-trainer approach is to expose the most sophisticated users to the system first, so system configuration, converted data, and new procedures are thoroughly vetted by your team before being introduced to end users. During training, Tyler implementation consultants measure knowledge transfers through assessments and lead mini parallel processes and validations.

Tyler Technical Support

Tyler's in-house support team is dedicated to delivering superior service in a timely manner. We strive to help our clients resolve issues and improve operations quickly. No one knows Tyler software better than us, which is why we provide all customer support services in-house—unlike other companies who outsource their application support to a third party.

Educational Resources



Tyler provides online and continuing education resources for our clients, including but not limited to the following:

- **Tyler Search**—An online query tool that provides answers to your questions by culling through all of Tyler's online resources.
- **Tyler Knowledgebase** – Tyler's centralized documentation library.
- **Tyler Community** – An online forum where Tyler clients can ask questions and share tips and tricks.
- **Tyler Coach** – Tyler's e-learning platform that leverages your data to optimize staff training.
- **Tyler Release Management Console** –Provides comprehensive release details, including summaries of each release, associated enhancements, and the status of all open, closed, and non-critical issues.
- **Online Help** – Offers context-sensitive field assistance and step-by-step guidance to assist your team in completing program tasks.
- **Answer Panel** – Enter a case, and Tyler's search will deliver results that best match your query.
- **Online Support Portal** – Tyler's Online Support portal allows you to log or manage incidents and attach documentation and screenshots.
- **GoToAssist & Bomgar**- GoToAssist and Bomgar are assistance software used by support to remotely connect to your desktop.
- **Phone**—Tyler provides a dedicated number your staff can use to make unlimited calls.
- **State User Groups** – State User Groups are forums organized by Tyler to bring together existing clients and share the latest information on Tyler products.

- **Tyler Connect**—Tyler Connect is our annual user conference, where subject matter experts teach various courses designed to provide insights and strategies for effectively utilizing Tyler products.

Focused by Application

Tyler Technical Support is divided into application-specific teams. By facilitating product specialization, we ensure that our staff can develop the product expertise they need to address your issues quickly and fully. Our customer support staff aims to return all requests for Support within one business hour.

Transparency

Tyler is committed to transparent issue resolution. All support incidents are logged into Tyler's Customer Relationship Management System (CRM) with a unique incident number. Our CRM maintains a comprehensive record of every incident, including contact information, timestamps, priority levels, case descriptions, correspondence, attached files, support recommendations, and final resolutions.

Tyler provides online and continuing education resources for our clients, including but not limited to the following resources.



Support Availability

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

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Software Updates & Maintenance

Tyler's Evergreen Philosophy guarantees ongoing upgrades at no extra cost. We offer a consistent stream of enhancements designed to bring substantial improvements while minimizing disruptions.

Tyler application upgrades are released quarterly. Software corrections, known as cumulative updates, are made available for download between quarterly releases. All releases are cumulative, meaning that clients are always upgraded to the latest application version.

Tyler University

Tyler University* is an e-learning solution to enhance support and training of your employees. Through this learning management system developed by Tyler Technologies, new and existing employees are provided an on-demand solution to acquire and refresh the skills needed to successfully implement and use your system day-to-day.



Tyler University's core modules include: financials, human resources, payroll, and technology. Employees in the finance department can train on a wide range of topics from req-to-check, including requisition entry, creating a change order for a purchase order and purchase order receiving. For the human resources and payroll staff, Tyler University offers courses on the complete payroll process, the power of employee building and applicant tracking. For system administrators, courses include topics on role based security design, administering the dashboard and role synchronization into Tyler Content Manager. Courses are being added continuously into Tyler University, making it a vital resource for new employees and cross training your team.

*Not available for all Tyler solutions and products.

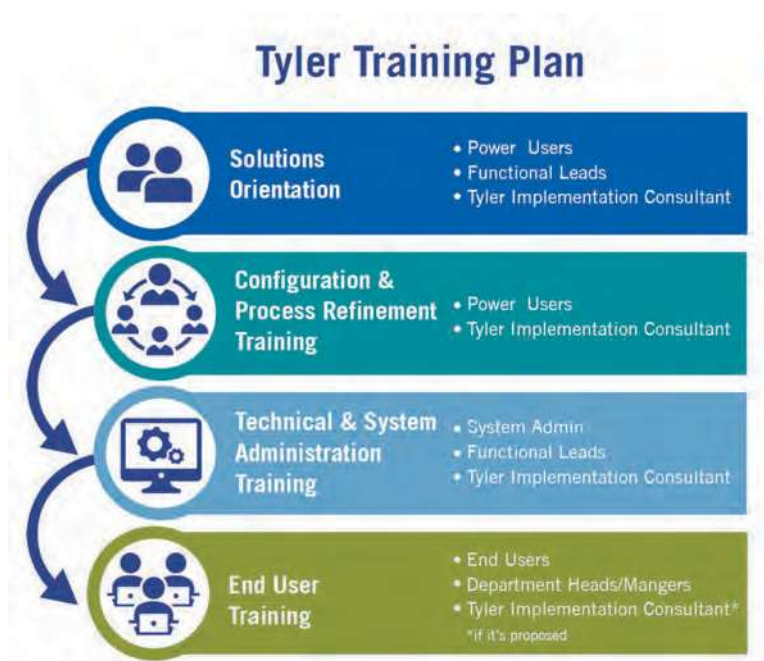
Tyler Training Plan

Everyone's learning style is different. That's why Tyler offers several training formats to accommodate our diverse clients' needs. Training by Tyler staff provides hands-on learning in your own labs. Your resources receive consultative knowledge transfer sessions that are a combination of lecture and hands-on education, using your organization's own data.

A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. The purpose of the education plan is to:

- Communicate the process to stakeholders and functional leaders
- Answer specific questions (where classrooms will be established, what database environment will be utilized, etc.)
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the plan has been successfully followed

Your organization is set up for success with Tyler's train the trainer approach to training and education plan developed over years of industry experience.



Responsibilities

Tyler knows the value of being prepared for the use of our software in production. Our goal is to partner with you and lend our expertise based on experience, in order to allow your resources to be successful at go-live.

Both teams collaborate on all aspects of training, discussed, and documented during the planning stage of the project. The expectation is for Tyler to provide one or more occurrence of each scheduled training. You will be responsible for the logistics of the training by completing such tasks as scheduling resources and ensuring facilities are available. These sessions are to be attended by

your key staff members (i.e. functional leads and power users) so that they can then disseminate the information they learn to others in your organization if or when necessary.

Scheduling and Attendance

Tyler prefers a classroom and curriculum approach for training to ensure knowledge transfer, comprehension, and retention. A successful user training session is in a classroom environment with a computer for each user, whiteboard, printer in the room or nearby, and one computer connected to a projector.

Class size should be limited to twelve (12) users in attendance to the training is critical to gain hands-on experience with the system.

Tyler System Specifications

Rev. 20210406

Tyler software-as-a-service (SaaS) solutions are subscription-based cloud applications running on AWS, the world's most comprehensive and broadly adopted cloud platform. Applications are available securely from any internet connection, anywhere, anytime. Tyler Technologies manages all client hosting operations, including application upgrades and platform administration, providing clients with a single point of contact for all software and hosting needs.

Tyler Technologies applications are designed to operate on systems that meet specific requirements. Systems that do not meet the required specifications may not provide reliable or adequate performance, and Tyler cannot guarantee acceptable results.

Network Requirements

Bandwidth Requirements

Bandwidth usage can vary depending on application user type and daily functions; however, Tyler recommends 30 Kbps per concurrent user session for bandwidth utilization estimates

Application Authentication

Tyler's Identity solutions are foundational components for a zero-trust identity strategy that enables cloud-based authentication for Tyler application users, regardless of location, device, or network. Tyler's Identity Workforce and Identity Community are cloud Identity as a Service (IDaaS) solutions that improve the sign-in experience, enhance security, and simplify identity management.

Identity Workforce connects Tyler back-office applications with your organizations identity provider (IdP) such as Microsoft Entra ID, Google Cloud Identity, and Okta Workforce Identity Cloud, aligning with your overall identity and access management (IAM) strategy. Federation with your IdP provides end-users with seamless, single sign-on across Tyler and organizational applications, while centralizing credential management policies such as password requirements and the use of multifactor authentication for enhanced identity verification.

Identity Community is Tyler's secure authentication service to access public-facing self-service applications, such as those used by vendors, businesses, and residents. One account provides community members with single sign-on to Tyler applications, including across multiple jurisdictions that also use Tyler applications.

Email Server Integration

An SMTP / IMAP email server is required for sending application notifications.

The following advanced scheduling functionality is supported with Microsoft Exchange only.

- Appointment creation on records directly from select Enterprise applications.

End-User Requirements

Microsoft Windows Workstation Requirements

Component	Requirement [1]
Workstation	Microsoft Windows Certified PC (Nationally recognized brand)
Processor	Intel Core i3 1.8 GHz minimum; Intel Core i3 2.5 GHz+ recommended
Operating System	Windows 10 or 11 (64-bit)
Memory	6GB RAM minimum; 12GB recommended
Disk Space	500 MB
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended Enterprise Permitting & Licensing: 1680 x 1050 minimum, 1920 x 1080 recommended; eReviews: 2560 x 1600
Productivity Software	Microsoft Office 2013, 2016, 2019 Microsoft Office 365 (requires desktop client)

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate but will not guarantee performance. All performance and benchmark testing are done with PC's that meet (or exceed) the recommended hardware configuration.

Browser Compatibility

Browser [1]	Application Support
Google Chrome	Recommended.
Microsoft Edge	Supported.
Mozilla Firefox	Supported with Enterprise ERP, Enterprise Permitting & Licensing, and all Community Access solutions.

[1] Tyler only actively validates the latest version.

Apple macOS Workstation Requirements

Component	Requirement [1]
Operating System	macOS 10.15 or later
Processor	Intel Core i3 1.8 GHz minimum; Intel Core i3 2.5 GHz+ recommended

Memory	6GB RAM minimum; 12GB recommended
Disk Space	500 MB
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended Enterprise Permitting & Licensing: 1680 x 1050 minimum, 1920 x 1080 recommended, 2560 x 1600 for eReviews
Productivity Software	Microsoft Office for Mac 2019, 2021, or Microsoft 365 (requires desktop client)

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate but will not guarantee performance. All performance and benchmark testing are done with PC's that meet (or exceed) the recommended hardware configuration.

Browser Compatibility

Browser	Application Support
Apple Safari 12	Supported with Time & Attendance, Enterprise ERP, Enterprise Permitting & Licensing, and Access applications.
Mozilla Firefox (latest version)	Supported with Enterprise ERP, Enterprise Permitting & Licensing, and all Access applications.

macOS Limitations

Some Tyler applications or select application functionality are not supported on macOS. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or “Windows on Mac” virtualization solutions such as Parallels Desktop for Mac and VMware Fusion.

Enterprise Permitting & Licensing

Enterprise Permitting & Licensing is fully supported on macOS except for eReviews.

Enterprise ERP / Enterprise Asset Management

Enterprise ERP and Enterprise Asset Management are fully supported on macOS with the following exceptions:

- One of many reporting resources included with several Tyler solutions are OLAP cubes. Microsoft Office for Mac does not support connections to SQL OLAP cubes.
- Microsoft SQL Server Reporting Services reports cannot be created or modified.

Tyler Content Manager

Advanced Tyler Content Manager functionality such as batch document scanning is not supported on macOS.

Mobile Device Support

Tyler offers many mobile options to access select Tyler applications and functions from a mobile and/or touch-enabled device.

Application	Any Device	Android	iOS	Windows
Tyler Application Suites	Web App	Web App	Web App	Web App
Code Enforcement Mobile	--	--	App	--
Employee, Resident, & Vendor Access	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Field Inspector Mobile	--	--	App	App
Field Sheet Mobile	--	App	App	App
Field Surveyor Mobile	--	App	App	--
Inspections Mobile [†]	--	--	App	App
Enterprise Service Request Access & My Civic	Mobile Web	App	App	Mobile Web
Time & Attendance Mobile	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Workflow Mobile	Email	App	App	App

App: Native mobile app available for download from respective app store.

Mobile Web: Mobile optimized or responsive web site. Not all devices validated.

Web App: HTML applications only. Not all devices validated. Not all web applications optimized for mobile devices / smaller screens. Some applications may require remote access configuration by client.

Email: Enterprise ERP and Enterprise Asset Management Workflow can send emails with actionable links to process workflow from any device.

[†]: iOS recommended for broader feature set. Contact sales or implementation representative for more details.

Peripherals

Printers

Most application output can be printed to any printer accessible from an end-user's device. Tyler recommends laser printers for universal compatibility for all applications. Workgroup class laser printers are required for select print jobs.

Printer Type	Reports	Forms	Additional Notes
HP or HP Compatible Laser Printer	Yes	Yes	PCL 5 or above

Forms Output Management Printer Requirements

Tyler's Forms output management solution merges your application data with electronic form design templates. The results can be printed to your existing network printers, regardless of where the hardware is physically located in addition to automatically emailing, faxing, and archiving this output to Content Manager. Forms offers several libraries of form templates that are tailored to work specifically with your Tyler applications.

The following technical specifications must be met for all printers used with Forms.

- PCL 5e/6 Personality or Language Installed
- Automatic duplexing included and enabled
- Minimum memory - 1024MB
- Minimum of 80 internal TrueType scalable fonts
- 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

Check Printers

The following technical specifications must also be met for check printing with Forms Output Management.

- HP brand black/white laser jet networked printer with static IP address
- High speed USB port
- 80 HP font set
- MICR toner cartridge

Note: Tyler does not support HP printers that have been modified with TROY brand or any other 3rd party MICR security features for check printing.

Other (Non-Check) Forms Printers

Some non-check form designs require duplexing capabilities.

Enterprise ERP is designed for and guaranteed to work with approved HP black and white laser jet printers meeting the minimum requirements. For non-check forms, Tyler will make every effort to print to other networked printers if they meet the technical requirements. While Tyler routinely and successfully prints other forms to many brands of laser printers, if we are unable to print to a printer on your site, clients may be required to provide an alternate printer.

Scanners

Tyler solutions support two methods of scanning documents. Documents can be scanned to a file system (e.g., network share), then batch imported. Any scanner capable of scanning to a file system can be used with this method.

Tyler solutions also support direct scanning using a scanner attached to a workstation. This method should be supported with TWAIN compliant scanners. When choosing a scanner, please confirm that it has TWAIN drivers available from the manufacturer's website for your operating system.

Time Collection Devices for Time & Attendance (Time Clocks)

Collecting time entries is a key component to the system and incorporating the ability to manage time around specific criteria and policies for departments that are in operation seasonally, Monday through Friday or 24x7/365 is the key for a client-wide enterprise system.

Time & Attendance online devices can be configured to identify the employee by reading Proximity, Magnetic Stripe, Barcode and/or Biometric (fingerprints). They are equipped with a keypad so simple entry of a badge number is also an option for identification. They require an electrical outlet (POE is also an option) and Ethernet connection (to be provided by the customer). Devices allow employees to clock in/out, salaried check-in (attendance), quick punch, view hours, view benefit accruals, approve timesheet, request time off and some job costing.

Time & Attendance also supports two-factor authentication technology. When enabled the user will be required to provide two different types of authentication to log into the device. These can be any combination of keypad, biometric, or badge swipe entry.

Time & Attendance also supports an off-line clock that can be used in remote locations where internet and/or network connectivity is not an option. These devices will capture employee in/out times and store the entries until it is connected to the network so all entries can be passed to Time & Attendance Software and populate the appropriate employee timesheet.

For clients currently utilizing proximity, magnetic stripe, or barcode badge(s), we recommend a sample badge be supplied to Tyler for testing to confirm compatibility. If clients are interested in purchasing new badges to use with the time collection devices, Tyler recommends one of the following badge types:

- Proximity – HID 26 bit

- Magnetic Stripe – Track 1 or 2
- Barcode – 3of 9, code 39

Clients may purchase badges directly from a vendor of their choice. For pricing and product information, we recommend the following source: IDWholesaler: www.idwholesaler.com

Fingerprint readers or keypad code entry devices are also supported and can eliminate the need for a badge. Fingerprint readers add an additional layer of accountability and can be an ideal way to ensure employee time entry and eliminate buddy punching.

Cashiering Rev.20210629

Details on supported hardware for Tyler's Cashiering point-of-sale solution, visit: <https://tylernow.atlassian.net/wiki/spaces/KA/pages/633635005/Supported+Cashiering+Hardware>

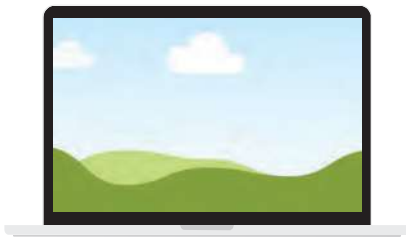
Ref: SaaS

DigEplan and Tyler's EP&L integrated Electronic Plan Review

DigEplan, electronic plan review is fully embedded to Tyler's Enterprise Permitting & Licensing (EP&L) software, providing an efficient, flexible, and secure method to streamline electronic plan review and provide process improvements. Enabling cities, counties, and public sector organizations to accelerate permit application processes, DigEplan removes the need for paper, complex third-party integrations or disconnected PDF mark-up tools.

Working with Tyler Technologies

Avolve is a partner centric organization, working to provide close-knit integrations to your land use platforms. Together, Avolve and Tyler enable seamless end-to-end permitting and plan review processes that meet government objectives for community development efficiency gains.



The DigEplan and EP&L Advantage

- Enhance your applicant experience with digital community development services
- Remove paper and PDF tools to enhance turnaround times for permit approval
- Build efficiency within your plan review team, removing the need to download/upload plan sets.

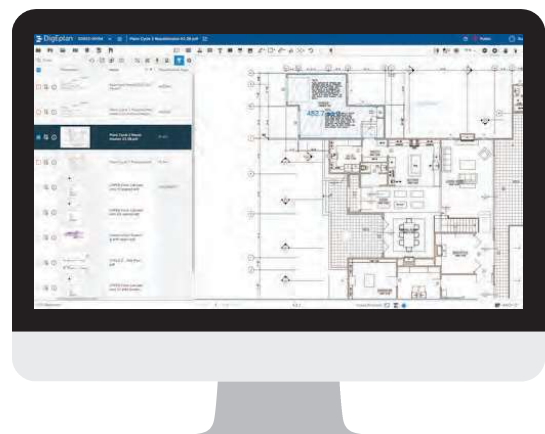
Why DigEplan?

Maximize your digital permit system investment

DigEplan enables users to efficiently work with electronic plans direct from your government land use platform, so they can easily be viewed, commented upon, stamped, and rejected or approved.

Users can instantly access plans and other supporting documents for analysis, viewing, annotation, stamping, printing, and archiving.

All comments, corrections and documents are all stored back into the system of record, ensuring versioning control and visibility throughout.



DigEplan is fully integrated with EP&L so all interactions with the plans are recorded and available in the system of record

Reduce complexity, simplify your IT

DigEplan does not require a separate portal, workflow, database, client installs, or file upload / download. It is fully integrated, so document management and access, screens, workflows, and tasking is easy. This reduces complexity and provides an integrated user experience.

Managing duplicate functionality for workflow, document management and portals, alongside complex third-party integrations is an overhead on day-to-day operations and creates unnecessary delays in customer support.

Remove inefficient, non-integrated PDF desktop tools

Permit applications are typically reviewed by multiple departments and external stakeholders. Traditionally, with paper-based processes or non-integrated desktop PDF tools, reviews were completed in a consecutive manner with the application being passed around to each reviewer.

Desktop-based PDF tools require users to download and upload plans, and supporting documents, alongside a significant amount of manual data entry. This slow and inefficient practice leads to delays and less than timely approvals.

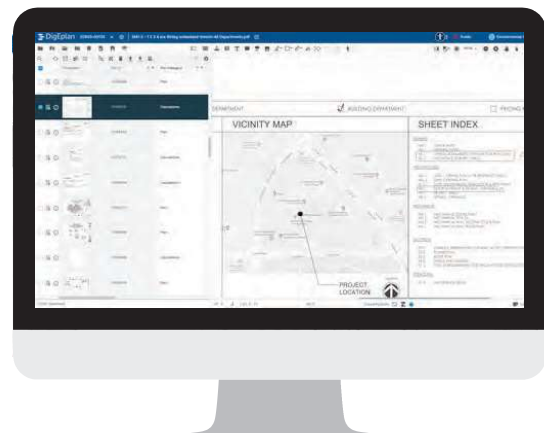
Using DigEplan, a fully integrated electronic planning review tool, reviewers can review planning applications without any downloads, add their digital comments, and redlines at the same time. This aids collaboration between reviewers, and departments, as well as serves to standardize, streamline, and accelerate workflows for the electronic planning process.

Lightning performance and reliability removing the need to triage plans

DigEplan's performance is comparable with desktop PDF viewing applications, but with all the advantages of full integration to your land use system.

This allows organizations to work with large plan sets experiencing high performance for page loads and sheet navigation with engineering-grade reliability. No more wait time, file opening issues or triage for plans required.

DigEplan provides a rich set of engineering-grade annotation features that allow reviewers to communicate, comment and add in-context observations and instructions, directly within plans and supporting plan documents.



DigEplan enables users to work with electronic plan workflow review cycles directly from EP&L

Instantly analyze resubmitted plans with the compare and overlay function

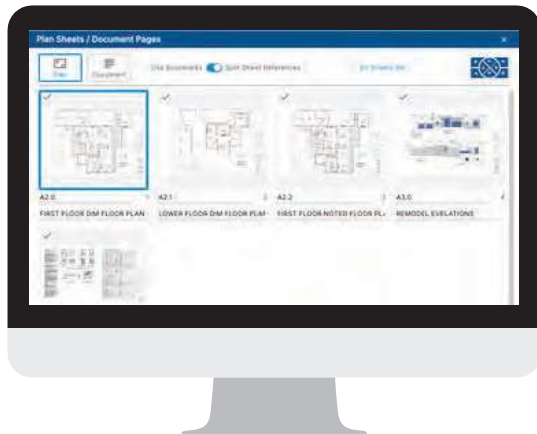
Users are able to instantly determine what has been added, removed, or changed in documents using the compare and overlay capability. This is particularly useful during the review of resubmitted plans or documents. Hard to spot differences between the original file and subsequent re-submittals can be easily identified, saving time and quickly catching accidental, or intentional, changes beyond what was requested.



Quickly and easily spot hard to see differences in subsequent review cycle

Increased productivity and simplified submission standards with sheet management

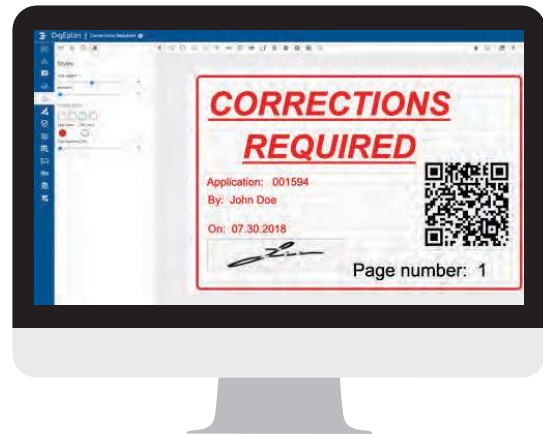
DigEplan supports the management of plans at a sheet level, removing the need to force applicants to resubmit entire plan sets at each cycle. Or requiring plans to be split on upload, which is complicated and cumbersome.



Sheet management is automatic with DigEplan, so applicants and plan reviewers do not need to split plans on in-take

Intelligent and batch stamping processes

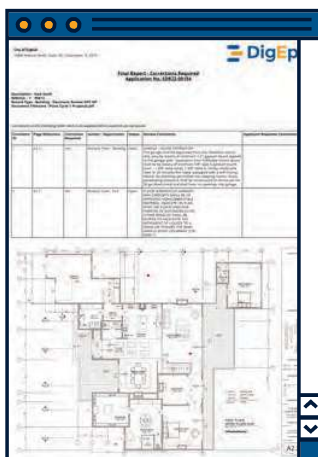
Reviewers can apply Intellistamps to electronically sign and stamp document sets with attributes from your government permitting platform. Intelligent stamps retrieve and insert information, enabling quick approvals and digital sign-off. The sign-off stamp contains information about the annotation author, CASE ID, date and time of creation, providing a reliable audit trail of changes and approvals.



DigEplan Intellistamps uses meta-data that supports electronic stamping and sign-off

Automatically extract correction comments from plan review cycles; combined with the plans with revisions required sheets

Once a document has been reviewed in DigEplan, the details of any correction comments can be extracted from the marked-up plans and used to populate the comment report. This allows comments to be tracked through multiple review cycles.



Correction reports, that can be created based on the review status, all available in the system of record

Rapid configuration and go-live with DigEplan

DigEplan is configured by certified, highly experienced delivery partners with elapsed go-live times of less than 60 days, and less than 30 if your existing workflows are all set for plan review.



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Augusta-Richmond County, GA Tyler EPL SaaS Agreement 062526_Tyler

Final Audit Report

2026-06-25

Created:	2026-06-25
By:	Amanda Andreine (amanda.andreine@tylertech.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAK9vMC1mSOnYzt-WK7AUU7ppLKlaunQBg

"Augusta-Richmond County, GA Tyler EPL SaaS Agreement 062526_Tyler" History

-  Document created by Amanda Andreine (amanda.andreine@tylertech.com)
2026-06-25 - 7:31:57 PM GMT- IP address: 163.116.254.43
-  Document emailed to Erik Graney (erik.graney@tylertech.com) for signature
2026-06-25 - 7:32:57 PM GMT
-  Email viewed by Erik Graney (erik.graney@tylertech.com)
2026-06-25 - 8:43:29 PM GMT- IP address: 163.116.247.61
-  Document e-signed by Erik Graney (erik.graney@tylertech.com)
Signature Date: 2026-06-25 - 8:43:45 PM GMT - Time Source: server- IP address: 163.116.247.61 - Signature Appearance Selected: IMAGE
-  Agreement completed.
2026-06-25 - 8:43:45 PM GMT