ORIGINAL

City of Bel Aire

ERP Software System

ERP RFP 2023

Tuesday, October 31, 2023

John Hardin - Account Executive
5519 53rd St., Lubbock, TX 79414
Phone: 806-790-6622
Email: John.Hardin@tylertech.com

Restrictions on Disclosure

This response from Tyler Technologies, Inc. ("Tyler") contains proprietary and confidential information, including 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:

- Response to the Functional Requirements, or "Checklist"
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots, if any
- Detailed information regarding current customers
- Detailed employee resumes/CVs
- Customized Statement of Work/Implementation Plan

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.

Same Tyler Products, New Names

Since 1999 Tyler has been building the best array of software solutions for the public sector. If you have spoken with one of our representatives, attended a demonstration, or browsed our website before 2022, you may notice some changes in our products. Many of Tyler's products are getting new, simplified names. These updated names will be functional in nature, making it easier to understand what our products do.

Our products are changing in name only. There will be no change in product functionality, support, or services. You can continue to expect the best with Tyler. We are excited to share this journey into the next evolution of Tyler Technologies.

For details, please visit https://www.tylertech.com/about-us/who-we-are/product-name-update-faq

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Tuesday, October 31, 2023

City of Bel Aire
Ted Henry
Director of Finance
Director of Finance, Ted Henry
7651 E Central Park Ave.
Bel Aire City, Kansas 67226

Dear Ted Henry,

Tyler Technologies, Inc. (Tyler) is pleased to submit the enclosed proposal for your evaluation and consideration in response to the City of Bel Aire's RFP for ERP Software System.

The attached proposal details our complete offering. It includes:

- The ERP Pro software solution
- Business Process assessment & consulting
- Implementation of software & services
- Technical and functional staff training
- Ongoing maintenance & support

Tyler has carefully reviewed the project goals, stated objectives, and requirements defined within the RFP, and we are excited about the opportunity to work with the City on this project. We are confident that Tyler's solution brings the right mix of resources, experience, and technology to foster an environment for success.

Tyler provides:

- **Strength** – Tyler's strong financial position and solid business plan ensures that your software is safe from economic downturns. As a publicly traded company, the financial strength of Tyler is transparent. Tyler's proven track record and long-term business strategy protects your office from the hardship you may have experienced of other vendors that sell unproven solutions. Tyler expects to be your vendor for life.
- **Experience** – Tyler knows Kansas - Our Business Analysts actively track legislative changes and provide proactive solutions to clients. We make certain that your software is compliant with state statutes and best practices.
- **Responsiveness** – Tyler positions our product lines to run as independent, responsive business units. We have a team of professionals dedicated exclusively to the Tyler solution. Our team is not pulled in multiple directions like other vendors whose staff must develop, support, and implement multiple products with different missions. Tyler responds to your needs.
- **Continuity** – Tyler's employee longevity helps ensure that your implementation comes from experienced and knowledgeable personnel. More than 60% of employees who were with Tyler a decade ago are still with Tyler today.
- **Tyler Community** – Tyler connects your office to an extensive user community through Tyler Community. Tyler Community is where users share and learn best-practices within a network of

hundreds of other users. Users take part in quarterly design nominations and vote for design changes as the Tyler team coordinates ideas from the knowledge base and practical experience of our user community. Your voice matters, and we listen.

- Protection – Tyler's Evergreen philosophy gives clients the latest technology for the life of the product. Evergreen ensures that your software is always up-to-date with current statutes and new technologies. Our development team delivers four quarterly software updates annually to ensure that the City's office and citizens have a superior experience using the software.
- Risk Avoidance – Tyler is the largest government sector software provider in the United States, with more than 37,000 successful installations across 13,000 sites, 7,200+ employees, 4 million cloud users, and over 1 billion in annual revenue. Our commitment and investment in the government technology market is our sole focus and strategy.

This proposal and cost schedule is valid and binding for 90 days following the RFP due date. Except as set forth in this proposal, this proposal can be released in part or in total as public information in accordance with the requirements of the laws covering same.

Tyler continually seeks out business partners to share in our success rather than just customers. Our partners, like you, understand the difference between value and cost and want what is best for their communities. If you have any questions, please contact John Hardin, your Account Executive at 806-790-6622 or via email at John.Hardin@tylertech.com for more information.

Tyler Technologies authorizes the signatory of this letter to negotiate and bind Tyler Technologies to this response.

Respectfully submitted,

Sean Marlow
President – Municipal and Schools Division
Tyler Technologies, Inc.
Tax ID # 75-2303920

Table of Contents

Executive Summary

In response to the City of Bel Aire's RFP, Tyler is proposing its ERP Pro solution. Our response reflects our understanding of your requirements and our ability to deliver the quality products and services you need for a successful project. Tyler's solution represents the pinnacle of public sector software offering an integrated solution of comprehensive applications designed to resolve the City's complex needs.

Choice

Though the City of Bel Aire will review many choices during this evaluation process, our goal is to make your choice an easy one. With Tyler, there is no need to move from vendor to vendor, solution to solution, technology to technology. Tyler's solution is an integral part of a community of employees, customers, and partners who all share a passion for serving the public.

As part of that community, the City will have access to all the tools needed to efficiently manage your operations. With the goal of being the last software company you ever choose; Tyler will work for and with you to consistently provide you with the broadest and most advanced public sector solutions available.

Comprehensive Software & Services

Tyler's solution is intended to upgrade City of Bel Aire's departments to the latest system available in today's marketplace. Tyler's platform is distinguished from the competitive landscape by the fact that we develop and support 100% of our products in-house. All software development, implementation, and support services are provided solely by our in-house personnel. This has enabled us to build and evolve a software platform and ecosystem that infuses employee passion for industry-specific software automation with the front-line experiences our leading customers have provided. The result of this commitment is the industry's most powerful, seamless, efficient, user-intuitive, and scalable platform for local government automation. Our group of seasoned consultants, trainers, product experts, and programmers bring years of local government software experience to make your transition a smooth success.

Tyler handles the following aspects of your project under a single contract:

- System Delivery
- Implementation
- Training
- Support and Maintenance
- Software Updates and Upgrades

Commitment

At Tyler, we are uniquely qualified to meet the needs of the City through our experience, our software, and our absolute commitment to customer satisfaction. That commitment, along with the consistent evolution of technology and software features, has resulted in a retention rate of more than 98 percent and long-term relationships with our users. With more than 37,000 customers, this partnership is an integral part of who we are and what we do. Our customers have a direct impact on the evolution of the software and the processes involved in implementing and supporting it.

Protecting Your Investment for Years to Come

Tyler's "Evergreen" Development Philosophy ensures that the City will always have industry-leading functionality that utilizes current technology. As part of our annual support fee, all enhancements to our software are provided at no additional charge. This allows our users to continue to take advantage of new advances without having to relicense the software. Additionally, these enhancements are delivered in manageable upgrades that do not require a complete reimplementation of the software.

Partnership

We want to thank the City of Bel Aire for the opportunity to respond to your Request for Proposal and for your time and consideration during the review process. At Tyler, we feel the evaluation and selection of new software should be as much about people as it is product, with the ultimate decision resulting in a partnership between the customer and their chosen software provider. It is our firm belief that Tyler is uniquely qualified to be that partner and more than meets the needs outlined by the City of Bel Aire in this document. Should you agree, we look forward to progressing to the next stage in your evaluation process.

Project Understanding Questions

Project Understanding
This section of the RFP is intended for the Proposer to elaborate and organize its approach to the City project. The Proposer should describe how the overall proposal meets the City requirements, helps the City to achieve its goals, and is the best solution for the City. The Proposer should relate its understanding of the City requirements and goals, the Proposer role in assessing and meeting them, and the challenges that the Proposer unique proposal will help to overcome. These responses should not contain previous answers to questions contained in other sections of this RFP. The intent is to assess project understanding and approach.

Provide your understanding of the City requested scope of services.

The ERP Pro solution consists of more than fifty integrated modules. These software applications are specifically designed to enable governments to be more efficient, more accessible, and more responsive to the needs of their citizens. The modular design of the software allows customers the benefit of growing into Tyler's applications by adding modules when the time is right.

Consistent integration among Tyler applications has always been a priority and a key benefit to organizations looking to improve their business practices. Consequently, all products in this proposal are designed and supported by Tyler or one of our Business Partners with seamless integration between applications.

Benefits:

- Strength and stability: we've been providing ERP Pro to local governments throughout the US since 1981
- Upgrade when it makes sense for you, at no additional cost
- Pick-and-choose the modules that fit your needs and budget
- Efficient workflow capabilities are user-defined and customized
- User-friendly workspaces that are customizable based on individual roles

How do your solution's unique characteristics make it a good fit for this project?

At Tyler, we are uniquely qualified to meet the needs of the City through our experience, our software, and our absolute commitment to customer satisfaction. Our customers have a direct impact on the evolution of the software and the processes involved in implementing and supporting it. Each of the products and services listed in the response are represented as a description and a list of activities and assumptions. Tyler products will be implemented "off the shelf" without customization or modification, except as detailed in the response.

Tyler's proposed suite 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. Consistent integration among applications has always been a priority and a key benefit to organizations looking to improve their business practices. The key benefits to the system include, but are not limited to:

- Providing a single, comprehensive, and integrated solution to manage the City's business functions
- Streamlining business processes through automation, integration, and workflows
- Providing a user-friendly user interface to promote system use, productivity, and minimize the need for training

- Eliminating redundant data entry
- Providing many standard reports directly from the software with access to data through inquiry and drill down capabilities
- Providing multiple interfaces to commonly used 3rd party systems

What differentiates your proposed solution from your competitors?

What Sets Tyler Apart

There are a number of key differentiators of Tyler that should be viewed as significantly advantageous to the City.

First and foremost, all of Tyler's efforts are focused on providing technology solutions to the public sector. Our attention is not diluted by providing solutions to other industries and our staff are industry experts in the public sector arena.

Secondly, Tyler has consciously decided to implement our own projects. We don't outsource our implementation efforts to 3rd party integrators. We feel this allows us to provide better service to our customers at a much lower cost. Furthermore, due to our expertise in the public sector, we're able to identify to our customers the best business practices of the public sector more clearly. Our approach to implementation will inevitably result in a project with a greater definition of cost, knowledge transfer, and timeframe.

Third, Tyler adheres to a philosophy called "Evergreen Development." Under this approach, Tyler will provide all future enhancements including platform changes to the Tyler solution to the City as part of its annual maintenance agreement without additional re-licensing fees. This is a significant divergence from the typical business practices of traditional vendors.

Fourth, Tyler has partnered with Amazon Web Services (AWS) for our SaaS and hosted solutions. AWS provides a simple way to access servers, storage, databases, and a broad set of application services over the Internet. A cloud services platform such as Amazon Web Services owns and maintains the network-connected hardware required for these application services, while you provision and use what you need via a web application. With AWS and Tyler, you can: trade capital expense for variable expense, benefit from massive economies of scale, stop guessing capacity, increase speed and agility, and stop spending money running and maintaining local data centers.

Fifth, if there are modifications to be delivered through the implementation process, it is important to note that these modifications for the City would become part of the generally-released system available to all clients going forward. This allows our clients on annual maintenance to receive additional functionality from new clients as well as our support team does not have to worry that you have modifications when either supporting or upgrading you. Most vendors today still maintain modifications by individual clients which places more stress on their support teams and cost to the client when upgrading.

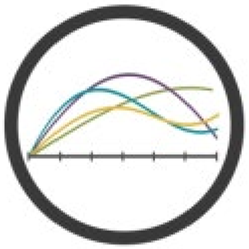
Project Understanding Questions

Describe how your proposed system enables the City to achieve greater access to data to meet its business intelligence objectives.

Workspaces

The ERP Pro workspace is the user interface that runs in the program shell. Within the workspace, an unlimited number of customized, role-based work stations can be created. Work stations can include data processing screens, custom widget spaces, search results, external web pages, and more.

Widgets



Workstations are customized by including user-defined widgets in the space. Types and content of widgets are only limited by the user's imagination. Widgets can include application shortcuts or favorites menus, commonly searched terms, system notifications, pinned or scheduled reports, or any sets of data within the application. With Business Intelligence Services, the client can use Tyler's resources to build custom widgets specific for that client office.

Key Performance Indicators (KPI)

One of the strengths of role-based work stations is the ability to add customized KPIs relevant to the user's work processes. Whether that's a list of outstanding invoices to process, information about the budget status, or number of employees on PTO at any given time, KPIs are an instrumental part of developing a more efficient work process.

Drill-Down Functionality

All data used from the application to create widgets include full capability to drill down into the data and jump to active processing screens directly from a workspace. All data is automatically updated back into the widget displaying the data. All lists shown in the application are fully interactive and feature abilities for customized queries, column orders, groupings and more.

Workspace Management

User workspace customization is client-defined. Users can be restricted to pre-defined templates for their workspaces, creating a controlled work environment. By default, individual work stations are displayed as tabs within the ERP Pro shell; however, they can also be undocked and used as stand-alone screens, perfect for dual monitors and power users.

Public sector entities need multiple ways to get information out of their ERP software. That's why ERP Pro provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want—instantly.

Nearly every application screen throughout the ERP suite includes the ability to create a report of the current data using a variety of output options (print, PDF, Word, Excel). An integrated "query wizard" can be used to guide users through the selection process to create complex queries. These queries can be saved for future and even shared with fellow users to quickly and easily access pre-defined searches at moment's notice. Leveraging the integrated ERP Pro Scheduler, reports can also be scheduled to automate delivery, printing or archival.

Project Understanding Questions

Describe how your proposed system will enable the City to reduce or eliminate duplication of effort, double entry of data, and the use of off-line systems.

Tyler has a "enter once" philosophy, so depending on the module, duplication of data entry is handled in different ways. For Example, in the Accounts Payable application along with other applications in the software the system checks for duplicate invoice numbers for the same vendor and requires the operator to modify a duplicate number before further processing is allowed.

Explain how your solution can support a centralized customer file that the City can utilize throughout the various applications.

ERP Pro 10 can utilize a single customer file. In other words, the system can have a single contact record. The single contact record will track everywhere that person have lived. It also tracks their balances. A system user can see every address and balance owed by viewing a single record.

Explain how your solution can support a centralized address/parcel file that the City can utilize throughout the various applications.

ERP Pro 10 can use a single service address and a single parcel. Therefore, if a change/update is needed, a system user can update the address (it's own record) in one place instead of numerous places. The same applies to a parcel (it's own record). It's a one-and-done solution.

Based on your understanding of the City project, what are the most significant risks to the project, and how do you plan to mitigate them?

As with any major project, there are risks both large and small inherent to implementing a new software system. That is why you need experts to guide you through the process from start to finish. Tyler has been delivering software solutions to the public sector since 1966. Our vast experience and adherence to the industry-leading Project Management Institute (PMI) approach to project management give Tyler the knowledge to measure risk and to implement procedures which mitigate and minimize risk to our clients.

During the planning stage of the project potential risks and mitigation techniques are discussed to limit impact in a successful project. The largest project risks inherent with a solution implementation of this size are in the adoption of change and the follow through on meeting your stated goals.

In every project, there are people and departments that are resistant to the change required to fully utilize a new solution. It is important that these individuals and groups be identified early in the project, and a communication and coaching plan be put in place to minimize their impact on the project and the intended results. Stakeholders can assist by:

- communicating management's commitment to the project
- establishing clear internal expectations for the staff
- supporting change management efforts
- enforcing changed business practices
- holding resources accountable for completion of tasks necessary for project deadlines

Implementing a new software solution is a commitment that requires full buy-in from all levels and properly allocated resources for both time and effort. Ensuring that tasks are monitored and prioritized accordingly helps ensure a successful, on-time project completion.

Project Understanding Questions

The best way to minimize any risk and maximize the benefits of a Tyler implementation is to communicate and document decisions as thoroughly as possible during the planning stage of the project. A risk management plan, communication management plan, change management plan, and risk register will all be part of the overall project plan. These documents will provide a list of the potential project risks, identify ways to mitigate the risk that each brings and describe what to do in the case of a risk impacting the project and how to compensate for that change. Communication and planning can help to prepare for risks and mini

What is your process for managing, monitoring, and resolving issues that occur during the implementation project?

During the implementation project, Tyler recommends weekly status meetings with the agency's project management. These meetings will provide an opportunity to review open action items and issues. In conjunction, a weekly status report will describe any current issues and related actions.

How do you keep the project on task during the implementation project?

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.

Please see Tyler's Implementation Section of this RFP response for additional details on how Tyler manages each project in order to keep them on task.

Do you recommend any products or services not included in the scope of services that you feel would benefit the City and should be considered for inclusion in the eventual contract?

Your MyCivic app will stand out with your brand incorporated into the design.

My Civic

My Civic is a comprehensive mobile app designed to promote civic engagement and enhance the quality of life in your community. By placing all of your public-facing engagement tools in a single app, residents will be better connected and play a more active role in the area they call home. You have the freedom to incorporate your own branding and maintain complete control over your content — an approach that allows you to specifically tailor messaging to your community — and your community members can choose when and how to interact with your organization.

Whatever you want to communicate, My Civic offers a comprehensive, affordable, and easy-to-use mobile app experience for you and the people you serve.

Put Power in Your Community's Hands

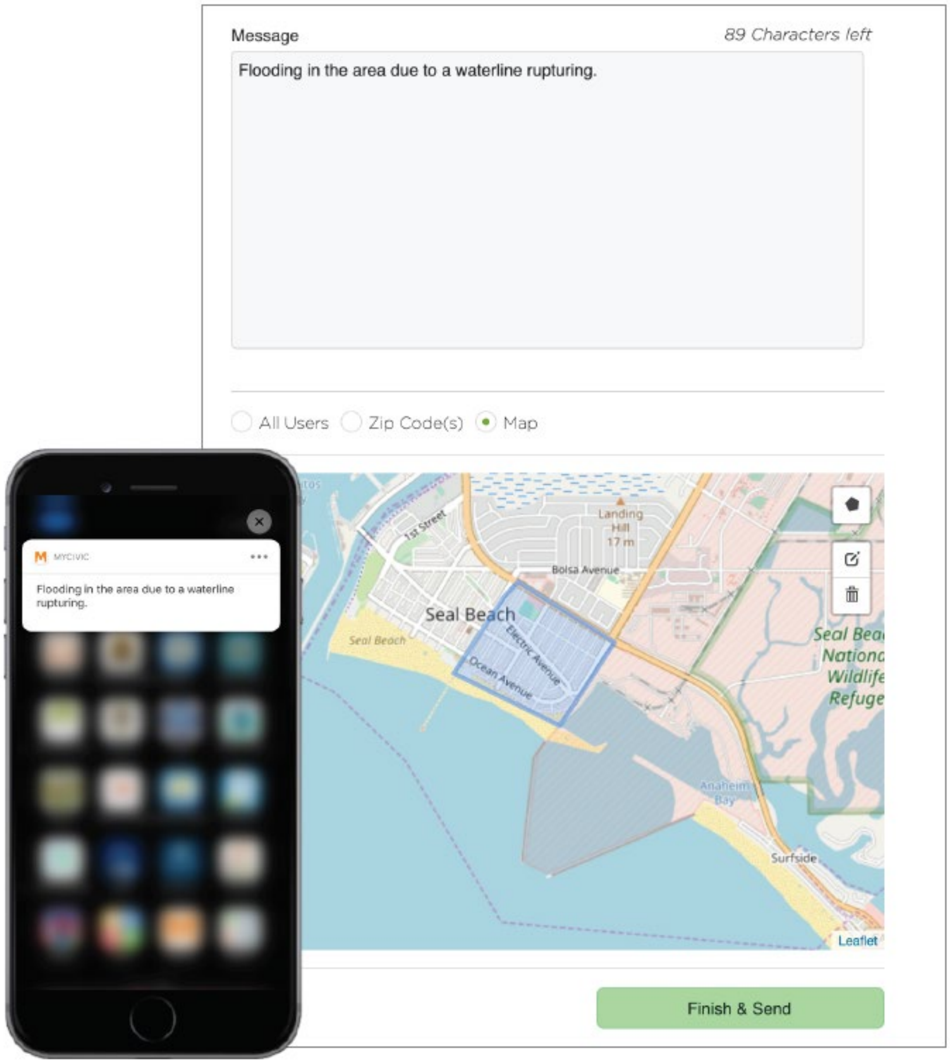
With My Civic, you stay connected with your residents and share the services, resources, and information your organization has to offer. App users can find local news, events, and job postings, and easily locate parks and trails with built-in maps and geolocation services. The app's two-way communication options keep residents informed of the information that's important to them and provides a way for elected officials and leaders to connect with their communities.

Push Notifications: Communicate up-to-the-minute information, such as city office closings or storm alerts, which can be pushed to community members in a particular zip code or geo-located area in real time.

Calendar Feeds: Administrative users can create their own one-time or recurring events, while residents can add the event to their mobile device's native calendar.

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

People and Information: Residents can quickly and easily search for an elected official, organizational staff, or a community group through directories. New community members can access additional information specific to their needs.



Push notifications provide a cost-effective way to communicate important information in real time.

Key Features for Organizations

- Manage one app for your organization
- Create targeted push notifications
- Send surveys and feedback forms
- Provide interactive maps
- Develop virtual tours
- Offer two-way communication with citizens

Key Features for Community Members

- Find information
- View event calendars
- Receive real-time notifications
- Find public transportation options
- Map community facilities
- Manage profile preferences
- Provide feedback and suggestions
- Make payments

Figure 1. Push Notifications and Map

Maps: Through GIS integration, create a walking tour of your community, develop a walk-through of popular or historic local sites, pinpoint event locations, and generate public transportation maps.

Surveys: Give your community a voice through customizable surveys and feedback forms.

What is the expected timeline for the project, broken down by applications or subprojects?

Project Planning

Project Planning is an important piece of any implementation. Tyler takes a custom approach to every project we lead. The project schedule is developed collaboratively with both project teams in order to meet your needs, while keeping in mind Tyler's guidelines for implementation. Periodic project meetings will be scheduled where changes in scope, project length, or cost will be reviewed.

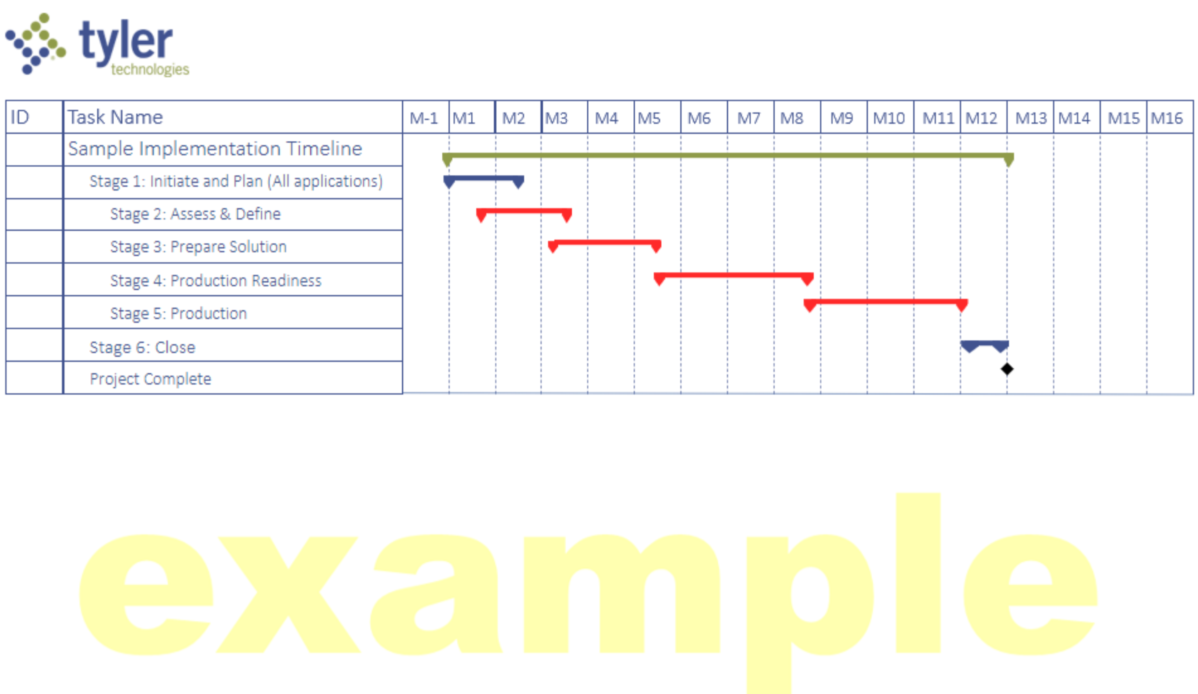
Tyler is open to discussing the project schedule in more detail and working out a mutually agreed upon plan that considers all project risks, requests and resource constraints.

Tyler recommends a phased implementation approach, staggering start and live dates for each phase of the project. Live dates will be targets but should not place unnecessary constraints on the project. The following schedule takes into consideration the City's goals and Tyler's recommended approach, and assumes the product will be used as is, without additional go-live customizations.

Proposed Project Phases

Proprietary and Confidential – Subject to Restrictions on Disclosure

ERP Pro Financial Management Timeline



This timeline is an example. Please use it as a general guide...ONLY. Its purpose is to demonstrate the order in which various products are typically implemented and the potential overlap of stages for each phase. The exact timing of each deliverable depends on many factors including, but not limited to, the client's ability to commit resources to the project, client blackout dates, and the alignment of client business practices with Tyler implementation methodology. Tyler makes no guarantees that implementation schedules will align with this example.

Company Background

Tyler Technologies is the largest and most established provider of integrated software and technology services focused on the public sector. Tyler's 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. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

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: Property & Recording, ERP, Civic Services, Land & Official Records, Courts & Justice, Public Safety, Data & Insights, 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 Property & Recording, ERP, Civic Services, Health & Human Services, Courts & Justice, Public Safety, Data & Insights, and Schools
- Headquartered in Plano, Texas, with 68 office locations across the U.S., Manila, 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 1997
- More than 37,000 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%

Company Background

- 7,200+ employees
- Annual revenues of $1.85 billion (2022)
- Reinvestment of $120M 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 10.1M)

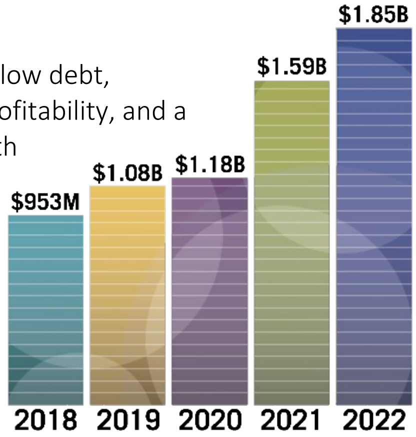
Public Sector Focus

Tyler's business units have provided software and services to clients for more than 50 years and have long-standing reputations in the local government market for quality products and customer service. Tyler is the largest company in the United States focused solely on providing software solutions to the public sector. While many of our competitors compete in multiple vertical markets, Tyler is singularly focused on the public sector. It is 100 percent of our business.

Tyler recognizes that the public sector is generally stable and risk-averse, and craves community accessibility, security, and transparency. That is why local government and school entities seek reliable and efficient software and services from Tyler – a vendor who is professional, reputable, dedicated, and 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.

Financial Stability

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 41 consecutive quarters of profitability, and a total revenue for 2022 of $1.85 billion. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and new technology will accelerate this growth substantially 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 please visit www.tylertech.com

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: its people. We challenge our employees to pursue new initiatives aggressively and become industry leaders in their respective fields. Tyler employs 7,200+ 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 Background

Company Recognition

Tyler Technologies 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 27,000 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

- Dow Jones Sustainability Index for North America (2021, 2022)
- Barron’s 400 Index ranking, a measure of the most promising companies in America (eight times)
- Dallas Business Journal ranked Tyler’s Plano office #8 in its “North Texas Fastest-Growing Public Companies” list (2017)
- Forbes’ “Most Innovative Growth Companies” list (2015-2017)
- Forbes’ “America’s Best Small Companies” list (nine times)
- Software Magazine’s “Software 500” ranking of the world’s largest software and service suppliers (twelve times)
- Audit Integrity’s “America’s Most Trustworthy Companies” list (2007)

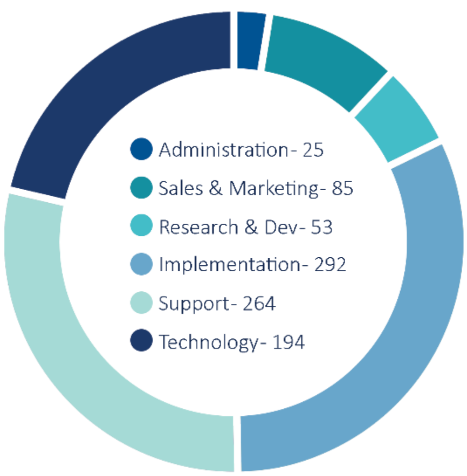
Our Experience

Tyler Technologies’ 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 solution for our clients. Our experienced team consists of industry leaders that keep our team moving and making sure we can give you the tools to succeed.

Dedicated Workforce

Tyler Technologies has more than 7,200+ employees with more than 900 of those solely devoted to the proposed products and services. Employees within the Tyler family share a common enthusiasm for serving organizations in the public sector.

Tyler’s training and support staff for our proposed products and services includes experienced developers, installers, consultants, industry professionals, and certified network technicians. Their commitment to excellence, quality training, and support is second-to-none.



References

Name of Site	City of Mulvane, KS
Contact Name	Debbie Parker
Contact Title	City Clerk
Address	211 N. 2nd Ave
Phone	316-777-1143
Email	Dparker@mulvane.us
Tyler Products	ERP Pro 10
Summary	

Name of Site	City of Haysville, KS
Contact Name	Angela Millspaugh
Contact Title	City Clerk/Treasurer
Address	200 W. Grand Ave
Phone	316-529-5900
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Tyler Products	ERP Pro 10
Summary	

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Tyler Products	ERP Pro 10
Summary	

References

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Tyler Products	ERP Pro 10
Summary	

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Tyler Products	ERP Pro 10
Summary	

Solution Overview

Software Technology

Adhering to a philosophy of "progress without breakage" means we are continually evolving both the technology and the functionality of our product while successfully transitioning our customers through each subsequent generation of software. This strategy has contributed significantly to the 99% customer retention rate within the ERP Pro customer base.

The proposed ERP Pro solution is comprised of important layers.

- The database layer, which utilizes Microsoft SQL
- The business logic layer, which uses Active X, Visual Basic, Delphi, and others
- The client interface layer comprised of objects written in Delphi and C+
- ERP Pro's latest generation of software offers Microsoft .NET technology

Taking advantage of the tools offered through this revolutionary product along with Microsoft SharePoint, customers can define role-specific security, create user-specific consoles, and set up user-defined and user-specific processes. Query-by-example searches, and recent activity tracking allow users to organize and access data more efficiently. These tools, along with messaging options and expansive reporting capability, give customers what they need to streamline their operations.

Database

Microsoft SQL is the underlying database for Tyler's applications, offering an RDBMS environment with easy access to the data for exporting, querying, and reporting purposes. This database solution also supports an MS SQL Data Warehouse option for data mining, reporting and analysis capabilities in a user-friendly environment without impacting performance.

Modular Integration

The ERP Pro solution represents an extensive collection of integrated applications that are categorized into suites for Financial Management, Personnel Management, Citizen Services, Court Case Management, Public Safety Management, Mobile Applications, and Online Solutions.

ERP Pro applications are organized in a modular design and utilize a single database for all applications with unlimited concurrent users. The two-fold benefit of this modular approach allows customers to purchase and implement specific applications as needs arise and budgets allow while still offering the integration necessary to maintain a productive and cost-effective environment as new modules are added.

Workflow Capabilities

ERP Pro software provides the tools to allow users to achieve optimal operational efficiency and organizational effectiveness. With that in mind, all ERP Pro applications in this proposal offer close integration and a variety of security options.

ERP Pro software offers electronic workflow throughout the system. Individual steps within a packet also allow for systematic review and approval as well as suspension of transactions. An audit footprint is associated with each processing step (input, last edit, approve, update, etc.), which includes user identification, date, and time.

User Interface

Tyler’s ERP Pro software offers a true windows solution taking advantage of the latest tools technology has to offer. Global options include communication alerts, processes, and reports across multiple applications. Extensive filter and query capabilities are available throughout the software allowing users to retrieve records and transactions based on partial entry and viewed prior to selection. With a concept of “find first, edit second”, retrieved records may be edited contingent upon user security. Dynamic grid controls give users greater flexibility in sorting, viewing, and grouping information. User-defined configurations can be saved and are specific to the user. Grid contents can also be printed and exported to Microsoft Excel, HTML or XML formats.

Data validation is also extensive throughout the ERP Pro solution and includes record checking as well as numeric and decimal enforcement. Calendar buttons offer a fully automated way to select dates by viewing and selecting a day, month, and year on a calendar pad. Users also have the ability to export grid contents to Microsoft Excel, HTML or XML formats.

Workspaces

The ERP Pro workspace is the user interface that runs in the program shell. Within the workspace, an unlimited number of customized, role-based work stations can be created. Work stations can include data processing screens, custom widget spaces, search results, external web pages, and more.

Widgets

Workstations are customized by including user-defined widgets in the space. Types and content of widgets are only limited by the user’s imagination. Widgets can include application shortcuts or favorites menus, commonly searched terms, system notifications, pinned or scheduled reports, or any sets of data within the application. With Business Intelligence Services, the client can use Tyler’s resources to build custom widgets specific for that client office.

Key Performance Indicators (KPI)

One of the strengths of role-based work stations is the ability to add customized KPIs relevant to the user’s work processes. Whether that’s a list of outstanding invoices to process, information about the budget status, or number of employees on PTO at any given time, KPIs are an instrumental part of developing a more efficient work process.

Drill-Down Functionality

All data used from the application to create widgets include full capability to drill down into the data and jump to active processing screens directly from a workspace. All data is automatically updated back into the widget displaying the data. All lists shown in the application are fully interactive and feature abilities for customized queries, column orders, groupings and more.

Workspace Management

User workspace customization is client-defined. Users can be restricted to pre-defined templates for their workspaces, creating a controlled work environment. By default, individual work stations are displayed as tabs within the ERP Pro shell; however, they can also be undocked and used as stand-alone screens, perfect for dual monitors and power users.

Reporting and Analysis Tools

Beyond the extensive query capabilities available, ERP Pro software also includes standard reporting and analysis tools and an integrated Report Writer for creating ad-hoc reports. All reports in ERP Pro software can be previewed through a viewer with user-defined display parameters, layouts, formats, and printer options. The viewer provides search and go to functionality as well as drill-down options directly to the related data within the software.

Reports can be printed from the viewer at any time or exported to a variety of formats including Microsoft Word and Excel, HTML, CSV, and XML formats. Reports can be scheduled to run automatically at user-specified times in addition to automatic delivery to designated personnel. The Report Writer also allows users to modify existing reports as needed and design new reports more unique to their organization.

Web Capabilities

ERP Pro's web solutions allow organizations to interact with the public and offer access to real-time information through website integration of ERP Pro applications. These web applications are supported by ERP Pro through InSite, a web portal accessed through a link on an existing website for the express purpose of serving the online components within the software. Tyler also offers services designed to facilitate the upload of payment information to the ERP Pro applications.

System Security

Security within the software supports both individual and group permissions simultaneously. These permissions can be assigned to individual applications and programs within applications. The software also tracks which programs are executed and by whom. The system logs information such as date, time, user, program name, and system message for each entry. Other security options available in a number of ERP Pro applications include fund, department, record, tab, and field.

Authentication

As a part of Tyler's continuing efforts to ensure our products are secure and resilient in today's complex application environments, many of our products can integrate with your identity provider through Identity Workforce. Identity Workforce is Tyler's cloud-native authentication service facilitating identity and access management to back-office applications. It provides authentication for products that require federation to a customer's identity provider. This achieves single sign on (SSO) for supported Tyler applications and offers advanced features for expanded capabilities. Currently Tyler supports the following Identity Providers, Google Identity, Azure AD, ADFS, and Okta Agent Sync.

Audit Trail Features

Transactions are processed in ERP Pro using a packet concept (user-defined groups of transactions) creating a system level audit trail of input, edit, registers, approval, and update of data. A footprint is associated with each packet and step reflecting the operator identification, date, and time. Transaction Registers provide detailed information including dates, general ledger account names and numbers, transaction amounts, descriptions, and references. All transactions are also branded with an identification that incorporates the source module from which they originated.

Transaction audit reports are an additional audit source and are obtainable for specified date and account ranges. System-generated audit logs are also accessible that track user access to all programs within the system. Additionally, the system creates audit files within a number of the individual applications that log any changes to critical fields. Audit Reports can be generated that reflect the type of change (add, change, or delete), date, time, operator ID, data file, field ID, old data, and new data.

Best Business Practices and Process Improvement

The user-defined customization incorporated into the ERP Pro solution provides users with the ability to define the structure and content of the software according to the best business practices applicable to their specific environment. To complement that flexibility, our implementation approach provides the opportunity to review current business practices and processes. Tyler's staff can meet with personnel to identify areas for improvement and determine the most efficient workflow environment in all areas of ERP Pro software.

Quality Assurance

Tyler incorporates an extensive Quality Assurance process in the development of our software products. Members of the ERP Pro Quality Assurance team specialize in specific areas of the product line consistently expanding their expertise in that specialty. The appropriate team member is assigned to test the form and function of each component of a new application as well as integration with other ERP Pro applications.

The applicable team member also ensures that any software enhancements perform as expected and validates that any changes made do not have an adverse effect on related programs and systems. In addition to this in-house testing, each new release of ERP Pro software undergoes extensive Beta testing at several customer sites to ensure its reliability in the field.

ERP Pro Financials Suite

Everything you need for complete financial management, powered by the most current, proven technology, is available from the name you can trust. Tyler Technologies' ERP Pro Financial Management Software transforms complex financial tasks and processes into a centralized workflow for efficiency, productivity, and accuracy, without sacrificing data integrity.

General Ledger

Tyler's ERP Pro General Ledger is the heart of the financial applications suite, providing comprehensive flexibility and control of financial transactions. This feature-rich fund accounting application automates routine functions and provides access to the source document for many transactions in the general ledger. Users can instantly review and report on relevant financial information. Automatic balancing tools maintain accurate data without excessive data entry while ensuring compliance with standard accounting procedures. General Ledger integrates with other ERP Pro Financial, Personnel, Cashiering, Utility Billing, Customer Relationship Management, and Court modules.

Information & Reports

- Exports report results to Adobe PDF, Microsoft® Excel and Word, and Text.
- Produces predefined reports including:

- General Ledger Detail Report
- Chart of Accounts, Transaction Report
- Budget Report
- Budget Comparison Report
- Cash Analysis Report.

- Generates financial statements. Financial Statements may be produced in pivoted and comparison formats.
- Creates unique Financial Statements using the integrated Financial Statement Designer.
- Groups accounts to provide quick selection when generating reports.
- Schedules reports to be delivered to users at a specific date/time.
- Maintains a complete audit trail for journal entry reversal and reposting.
- Delivers powerful financial management tools at the individual account level such as: Account status, Detail transactions, Balance tracking for actual, budget, and encumbrance activity.
- Displays a budget analysis graph for each budgeted line item to compare encumbered and actual dollars against budgeted dollars for the fiscal year.
- Gives users search grids with printing and exporting capabilities, including a detailed transaction history grid and budget summary grid.

Transaction Efficiency

- Calculates and tracks allocations and supports multiple allocation methods.
- Configures account structures by each account type
- Allows accounts to be included in multiple chart of accounts.
- Provides multiple time-saving features for journal entry processing
- Automatically creates all inter-fund balancing entries when posting transactions across multiple funds.
- Supports concurrently open fiscal years. Periods within open fiscal years may be closed as needed.
- Journal entries may be posted to a closed fiscal year as needed for adherence with audit adjustments.
- Provides tools to easily extract financial information into an existing Microsoft Excel Spreadsheet.

User Friendly

- Complete audit functions include footprints and audit logs for tracking changes to data.
- Comprehensive accounting security at the account and budget level.
- GL accounts offer secured add/edit functionality from anywhere in the system.
- Document attachment feature at the account level.
- Time-saving mass add account feature that quickly creates new accounts based on existing accounts.

Bank Reconciliation

Tyler's ERP Pro Bank Reconciliation is an interactive module that reconciles monthly bank statements to general ledger cash accounts. System-wide integration automates the month-end reconciliation process, and postings through the General Ledger are recognized for items such as bank deposits, services charges, interest income, and returned and cleared checks. Bank Reconciliation interfaces with ERP Pro General Ledger, Accounts Payable, Payroll, Fixed Assets, Utility Billing, and Cashiering.

Information & Reports

- Reconciles monthly bank statements to general ledger cash accounts with the ERP Pro Reconciliation Statement.
- Produces monthly reconciliation statements reflecting a summary of balances and period activity for both bank account and general ledger for easy comparison.
- Identifies outstanding items to clear during the current month's reconciliation, offering a default clearing date to speed up the reconciliation process.
- Produces a Bank Transaction Report offering many filters such as: bank account, transaction type, cleared date, issued date, check number range, and origination. Indicates voided checks on the reconciliation register.
- Tracks the system where an item originated, the account number associated with the item (source), footprint details, and change history.
- Gives users search grids with printing and exporting capabilities, including a bank transaction history grid.

User Friendly

- Indicates quick item lookup features based on amount range, type, status, originating system, and more.
- Notes feature for Bank Accounts and Bank Statements captures important information.

Transaction Efficiency

- Allows multiple bank accounts.
- Processes an unlimited number of cash accounts per fund.
- Handles "pooled cash" function with a consolidated reconciliation process when a single bank account is maintained for multiple secondary cash accounts in various funds.
- Clears outstanding transactions individually, in groups, or electronically by downloading the bank statement via the Internet from your financial institution. (Bank File Import?)
- Accepts adjustments quickly and easily for transactions such as service charges, interest, and miscellaneous items.
- Tracks the beginning date of the next bank statement, notes this date during initial set up for reconciliation account, and thereafter maintains this date whenever you update the account in the Bank Reconciliation Process.

Accounts Payable

Tyler's ERP Pro Accounts Payable facilitates cash, accrual, and modified accrual basis accounting. Accounts Payable makes it easy to monitor cash flow, manage disbursements, and reduce data entry duplication. Its flexibility allows users to process invoices as well as debit and credit memos while maintaining audit trails for data input integrity. Its multiple vendor features allow users to search by vendor name, vendor number or DBA Name, maintain multiple addresses, set payment terms, view a comprehensive transaction history, and easily manage 1099 reporting. This application integrates seamlessly with other ERP Pro modules including General Ledger, Purchase Orders, Payroll, Bank Reconciliation, Fixed Assets, Project Accounting and Work Orders as well as with Business License, Building Projects, Sales Tax and Special Assessments for refund check processing.

Information & Reports

- Offers a variety of reporting options including open payables, cash requirements, and payment registers.
- Includes the Open Payable Report which shows payables for user specified funds and filters the payables on the report by a range of dates.
- Tracks 1099-MISC and 1099-S reportable transactions, prints 1099 and 1096 forms, as well as produces electronic files for federal and state reporting.
- Provides ability to track sales and use taxes.
- Exports report results to other data formats including Adobe PDF, Microsoft® Excel and Word, and Text.
- Creates a virtual "paperless office" using integrated Document Management functionality.
- Provides inquiry and management tools for key vendor information including the ability to email EFT and PO notices to vendors directly from within the application.
- Presents vendor transaction history in dynamic, configurable grids with powerful query tools that provide easy printing and data export functions.
- Delivers comprehensive control of the payment process and cash requirements.
- Produces registers and audit reports necessary for a complete audit trail.

User Friendly

- Prevents duplicate payable numbers.
- Allows unlimited user-defined fields to be added at the vendor level to capture unique information tracking needs.
- Provides tool to change the status of multiple vendors at one time based on last activity date.

Transaction Efficiency

- Provides efficiencies for creating vendor payables based on a defined payment schedule or template.
- Allows for on-demand check writing.
- Displays outstanding purchase orders for a vendor during payable entry.
- Comprehensive transaction history available on Vendors including payments, outstanding payables, purchases, and purchase orders.

- Allows items to be expensed to a virtually unlimited number of accounts and funds.
- Supports check writing from separate funds, a disbursement fund, or a pooled cash fund.
- Allows automatic payment selection by vendor, due date, or manual payment selection.
- Supports multiple payment methods, over budget checking and docket/claim numbering.
- Provides add/edit functionality for GL accounts and vendors during payable processing.
- Provides ability to import payables via flat/text file.
- Supports payment to purchase card vendor while tracking purchased from vendor detail.

PivotPlus

- Access the data you need out of the system without relying on a programmer to extract or write a custom report
- Enhance your reporting and data analysis capabilities by extending accessibility of your data to MS Excel
- Turn your organization's data into meaningful insights for better decision making
- Easy to use tools extract data to MS Excel in a manner that supports your existing spreadsheets
- Using ERP Pro data, create pivot tables, charts, graphs, and other Excel based analytics and then refresh the data as needed

Budget Manager

Tyler's ERP Pro Budget Preparation creates and maintains budgets for current and future fiscal years. Users can view previous year budgets and create models for future fiscal year budgets. A variety of reporting options gives users the freedom to customize budget spreadsheets to fit their needs. This module can accommodate up to 99 versions per fund, allowing multiple changes and user-defined scenarios. Budget Preparation integrates with ERP Pro General Ledger and Report Generator. Additionally, personnel budgets automatically transfer from our integrated Human Resources Position Control Budgeting module.

Information & Reports

- Consolidates budget prep and analysis functions in one place
- Defines budget information views by fund, department, type, or accounts
- Controls access to budget information so that department heads can be limited to departmental budgets under their control
- Allows users to edit budget information at the individual account level or for all accounts
- Reports budget projections through user-defined financial statement formats
- Provides drill-down to supporting details, notes, and distribution of dollars from budget worksheet views

User Friendly

- User-defined system security that controls access to the budgeting files
- Accessibility to all revenue and expenditure line items, including future status line items intended for future budget periods

- Easy line item grouping for budget control purposes
- Flexible budget notes features including permanent, current, and next year notes at the line item, department, and fund level
- Support for both export and import of budgets with Microsoft Excel

Transaction Efficiency

- Maintains ODBC interface compliance
- Calculates projections based on other budgets or YTD balances with user-defined multipliers and filters on cost centers and account segments
- Imports personnel budgets from the HR Position Control Budgeting module
- Automatically distributes budget amounts evenly to all months or to each month in proportion to the actual amounts from a historical year
- Installs the adopted budget in a quick and simple process
- Tracks all changes to the final approved budget as amendments with a complete audit trail and maintains them in an easily updated budget adjustment file
- Allows you to change the status, amount, or description of any item and provides footprint and change history features to create an audit trail of the change

Smarter Excel Reporting with CellSense

Are you constantly updating Microsoft® Excel® spreadsheets with your financial data each month? In a matter of seconds, CellSense can easily take care of that for you. Simply map your General Ledger data to an Excel spreadsheet, and then run CellSense to populate the worksheet. As figures change, a few clicks produce your latest numbers. Little to no maintenance is required, so say goodbye to cutting, pasting and manual data entry. With a little effort up front, you can harness the power of ERP Pro® Financials and Microsoft Excel to make an expensive and daunting task economical and easy to perform.

- Extensive time savings for those relying on Excel to analyze and report on financial data from their General Ledger
- Eliminates error-prone tasks such as ongoing manual data entry and manipulation in Excel
- Easily handles General Ledger account groupings mapped to a single cell for rolling up detail to summarized levels
- Ability to validate the accuracy of spreadsheet data using an audit report to eliminate searching for incorrect formulas
- Secures access to financial data for mapping to Excel using ERP Pro General Ledger security settings
- Create a CellSense Definition to link your ERP Pro financial information (budgetary figures, actual transactions, encumbrances, etc.) to an Excel workbook
- Map General Ledger account values (month-to-date, year-to-date and totals) to individual worksheets and cells in Excel
- Use account overlays to define filters and wildcards for account groupings mapped to a specific cell address

ERP Pro Accounts Receivable

You manage hundreds of transactions a day. You need tools that can help you accurately and quickly manage your agency's finances, collections, customer information and reporting. Tyler's ERP Pro Accounts Receivable module helps you accomplish more with an integrated system that reduces data entry, increases accuracy and agency-wide access to information, and puts you in control of forms and reports that help you clearly communicate with customers and vendors. Consider how this Tyler solution can help you work smarter when it comes to maintaining your agency's finances.

Seven reasons to consider ERP Pro Accounts Receivable

1. Agency-wide integration
2. Increased access to centrally stored information
3. Less data entry and potential errors
4. Efficient, personalized communication with customers and vendors
5. Less invoice processing time
6. Detailed and specialized reporting
7. Decreased burden of cash collections

Easily maintain vendor and customer information

Comprehensive customer information records, including full transactional and purchase history, a financial recap and user-defined attributes are stored centrally and can be shared across other ERP Pro modules. ERP Pro Accounts Receivable can also use that information to email invoices, create an extract file for third-party printing and certify addresses for mailing invoices or correspondence.

Streamline invoice processing

ERP Pro Accounts Receivable is full of functionality that can drastically cut your invoice processing time.

- Combine multiple invoices and easily adjust posted invoices
- Create and manage recurring invoices for items such as monthly rent or annual charges
- Access and modify multiple account details from the Account Manager view

Tools to keep cash flowing in

Why struggle with cashiering when user-friendly functions like these can do the work for you?

- Ensure payment collection by setting alerts on accounts
- Accept bank drafts for faster payment processing
- Create and send invoices and letters electronically for more efficient collections

Comprehensive reporting tailored to your organization

ERP Pro Accounts Receivable gives you access to a library of predesigned forms, or you can design your own, including invoices, statements, or letters. Because it's integrated with ERP Pro General Ledger, you can also create comprehensive reports such as detailed reports for aging, general ledger reconciliation or specialized reports using your own criteria.

Fixed Assets

Tyler's ERP Pro Fixed Assets is a comprehensive asset management solution designed specifically for the public sector. It provides organizations a powerful tool for tracking and reporting on all fixed assets throughout the life cycle. As an added convenience, assets acquired through other integrated ERP Pro Financial modules can be automatically posted to Fixed Assets. This module reduces duplicate data entry and sets the standard for complete financial integration with automated tracking, management, accounting, and reporting of assets.

Information & Reports

- Tracks assets for multiple funds, departments, and locations.
- Tracks detailed information for an asset such as insurance policies, acquisition and disposition details, and maintenance-related details such as asset condition, warranty, repairs, and maintenance contracts.
- Tracks improvements or additions to existing assets.
- Offers Straight Line method for depreciation reporting.
- Links specified assets to ERP Pro Work Orders for preventative maintenance.
- Provides comprehensive audit detail records.
- Generates a range of master file reports through flexible reporting.
- Exports report results to other data formats including Adobe PDF, Microsoft® Excel and Word, and Text.

User Friendly

- Provides efficient, comprehensive system integration.
- Gives users the ability to review and evaluate items posted to Fixed Asset G/L accounts in a preliminary asset file to determine proper accounting treatment.
- Delivers code-driven information tracking capabilities, fostering consistency in data entry and greater flexibility in report generation.
- Captures multiple user-defined data elements through use of comment codes.

Transaction Efficiency

- Manages assets by their original serial number or using a defined tag number.
- Tracks multiple user-defined asset classes automatically.
- Establishes relationships between individual asset records using asset types.
- Creates a new asset based on an existing record using the built-in copy function.
- Gives users multiple options for selecting assets for depreciation calculation.
- Records the transfer of assets. This process automates the transfer of assets from one fund to another, including the appropriate transfer of ERP Pro General Ledger information.
- Automates the asset disposal process, including calculation of gain or loss on asset sales, and creates all necessary transactions to properly record asset disposal in the ERP Pro General Ledger.

Inventory Control

Tyler's ERP Pro Inventory is a comprehensive solution for maintaining an in-house inventory system. This module tracks inventory in multiple warehouses, monitors specific usage, prompts re-order points, and maintains average cost for goods. Inventory offers the option to integrate with ERP Pro Purchasing or Accounts Payable for updating inventory quantities as well as ERP Pro Project Accounting and Work Orders for tracking material usage on projects and work orders. Integration with ERP Pro General Ledger allows receipts and disbursements to automatically appear in the financial statements.

Information & Reports

- Provides quick access to detailed historical information and offers dynamic screen configurations with printing and exporting capabilities.
- Produces reports with flexible built-in reporting tools.
- Tracks inventory in multiple warehouses effortlessly.
- Tracks and reports quantities on requisitions and purchase orders for individual parts when integrated with ERP Pro Purchasing module.
- Provides numerous reports including Item Listing, Items Valuation, Items Detail Report, Items Valuation Estimate, Items Location, Orders, and Disbursements.
- Capability to track and report Hazardous Material information.
- Gives users various search grids with printing and exporting capabilities, including inventory items and transactions.

User Friendly

- End of month/year processing provides automatic update of all tracking totals.
- Comprehensive online help includes quick and easy access to ERP Pro Support via email or Internet

Transaction Efficiency

- Updates last cost, quantity on hand and weighted average cost, stock level, and usage information automatically as receipts, disbursements, adjustments, and transfers are processed.
- Eliminates data entry duplication as receipts and disbursements flow seamlessly through ERP Pro General Ledger.
- Automatically updates “on order” amounts and “on hand” for inventory parts.
- Adjusts to physical inventory count quantities with a mass adjustment feature
- Allows users to search inventory by partial name, partial number, or partial part number.

Project Accounting

Tyler’s ERP Pro Project Accounting can be used for tracking projects, jobs, and grants, including actual activity and budget tracking across unlimited fiscal years. This module maintains key project details such as start date, end date, percent completed, project description, and notes. Each project can have an unlimited number of project accounts that allows each project to be tailored to specific project tracking and reporting requirements. By project, the budget information can be entered at the project level or the project account level. Budget checking can be defined at the project or project account level as needed. Project Accounting offers cross-system functionality when integrated with General Ledger, Purchasing, Accounts Payable, Inventory, Payroll, Work Orders and Cashiering. Activity is automatically posted to project accounts from these integrated modules.

Information & Reports

- Establishes user-defined line items and categories for each project and associates multiple projects with a master project, thereby providing many levels for tracking and reporting.
- Provides quick access to detailed historical information and offers dynamic screen configurations with printing and exporting capabilities.

- Produces project reports with general information about each project such as fiscal year, start/stop dates, project status, and budgets for each project line item.
- Generates budget comparison reports that summarize budget and actual expenditures by line item for each fiscal year.
- Prints detail reports of each transaction posted within a selected range of dates, including both actual and encumbered amounts.
- Provides simple Budget Summary information such as Actual Budget, Budget Remaining and posted activity, encumbrances, and reserves.

User Friendly

- Easily manage budget and track budget adjustments on project accounts.
- Quick project lookup with filters on master project and project status.
- Flexible design enables users to define project structure per specific project tracking and reporting requirements.
- Users can access the support Web site easily to log support requests, query the knowledge base, participate in user group discussions, and download updates via secure connections.

Transaction Efficiency

- GL Accounts can be set up to also post directly to Project Accounts, eliminating the need for adding project formatting to the GL account structure.
- Project Overview displays a Budget Summary with posted total Revenues and Expenses applied to the project and shows the Actual Budget with a breakdown of activity, encumbrances, and reserves, and displays the Budget Remaining in dollars and percent.
- Provides detailed transaction history on both the Project and Project Account levels.
- Provides a quick-view of all pending activity on a Project.
- Tracks project progress by percent of project completion.
- Allows easy entry of notes on projects and project accounts.
- Provides access to detailed information about funding for projects (e.g., funding sources, contracts, grants).
- Provides Overhead Burden calculation.
- Provides Project level or Project Account level budget checking.

Purchasing

Tyler's ERP Pro Purchasing manages requesting, ordering, approving, invoicing, and reporting of goods and services. Its flexibility allows approval workflows that meet the needs of your organization. It provides easy access to vendor data and invoice history and provides the ability to directly email purchase orders to vendors and internal staff. Purchasing interfaces with ERP Pro General Ledger, Accounts Payable, Project Accounting and Inventory.

Information & Reports

- Ability to transfer items on a single Requisition to another new, separate requisition for creating a separate purchase order for those items that may be purchased from a separate vendor.
- Integrates commodity codes with each item.
- Generates multiple standard reports based on user-defined parameters: Requisition Summary Report, Requisition Audit, Requisition Approval Report, PO Status Report as Of, PO Receipt Register, PO Aging Report, PO Activity Report and Encumbrance & Reserve Reports.
- Calculates, tracks and reports sales tax on taxable goods and services, with the option to include shipping costs associated with the purchase.
- Offers drill-down on inventory parts during the requisition process so inventory quantities on order and already requisitioned can be viewed.
- Provides budget checking at the individual account or group budget segment level during requisition input with override capabilities.
- Exports report results to other data formats including Adobe PDF, Microsoft® Excel and Word, and Text.
- Provides the ability to view Bid/Quotes associated to a Requisition on the Requisition Summary Report

User Friendly

- Accommodates changes after creation of a purchase order with the Purchase Order change process and captures complete audit trail of changes.
- System security is flexible, allowing for user-defined restrictions to various features such as add, edit, view, delete capabilities, department level security, requisition approvals, et al.
- Users can search requisitions and purchase orders to inquire of their status.
- The requisition system interfaces with Microsoft Exchange for email notification during the requisition approval process.
- Attaches and organizes documents associated with the procurement function for quick retrieval through integration with document management software.

Transaction Efficiency

- Utilizes vendor templates for recurring orders to quickly load details during requisition input.
- Approval workflows can be configured on various aspects of the requisition, including department, GL account, commodity code and project account.
- Integrates with ERP Pro Inventory to automatically update items on order, on-hand changes in the unit’s quantity, and price information at the appropriate steps in the ordering and receipt processes.
- Tracks project expenses related to purchases through integration with the Project Accounting module.
- Determines and accounts for variances between purchase orders and invoices received.
- Supports multiple vendor sets for separate taxpayer ID numbers.
- Provides complete encumbrance accounting including partial or full liquidation of encumbrances.

- Requisitions generate pre-encumbrances to be used as part of the budget checking feature.
- Provides sales tax split distributions to multiple separate General Ledger and/or Project accounts.
- Provides ability to track and manage Bids and Quotes from multiple vendors on Requisitions and identify which bid was awarded the purchase.
- Provides analysis of open, closed, or voided POs as well as printing or reprinting of PO forms.
- Provides ability to roll purchase orders forward to the next fiscal year and redistribute encumbrances accordingly.

ERP Pro Personnel Management Suite

The ERP Pro Personnel Management system incorporates all the attributes of both a feature rich Payroll application and comprehensive Human Resources software. Tools are available that allow users to query and manage information at the employee level including personal data, position history, pay details, leave balances, FMLA events, equipment, workers compensation events, training, education, certification, and reviews.

Direct Deposit capabilities are supported allowing employees to designate an unlimited number of financial institutions and/or accounts for distribution of net pay. Leave tracking features include the ability to accrue standard holiday, sick, vacation, and comp time plus an unlimited number of other user defined leave categories for each employee.

Position Control allows you to manage personnel on a position basis and develop budgets for those positions and related information. Requirements for education, certification, equipment, testing, and training can be assigned to positions. Benefit plans can also be defaulted to positions with the ability to change that when employee assignments are made. Flexible budgeting features give users the ability to develop budgets for future events and multiple scenarios, each utilizing a different set of assumptions. Information about dependents may also be tracked, including name, relationship, social security number, birth date, age, benefit eligibility flag, mailing address, home, and work phone numbers.

Interfaces

An ERP Pro Time Clock Interface is available in a Kronos or Generic format that allows users to import data into the ERP Pro Personnel Management module. In addition, the ERP Pro Distributed Time Entry software fully integrates with the Personnel Management module

Human Resources

Tyler's ERP Pro Human Resources provides an end-to-end solution for tracking employee data and producing regulatory reports. HR manages information such as job descriptions, promotions, disciplinary actions, grievances, and terminations. This all-inclusive module offers Employee Management, Position Control and Budgeting, Applicant Tracking, Benefits Administration and Documentation Control. Easy navigation from one field to another offers ease-of-use, and system security ensures confidentiality. The Human Resources application interfaces with ERP Pro General Ledger, Budget Preparation and Payroll.

Information & Reports

- Maintains comprehensive employee records including addresses, dependents, emergency contacts, W-2 and I-9 information, training, licenses, education, medical information, pay scales, benefits, disciplinary actions, grievances, and reviews.

- Tracks and ensures compliance with certification or training required and completed for each employee.
- Manages accident and injury claims covered by workers' compensation, including OSHA reportable events.
- Produces standard reports for employee summary, employee hire date, position information, pay history, reviews, discipline, contacts, anniversary dates, birthdays, and dependents.
- Captures multiple user-defined data elements through the use of comment codes.
- Generates these additional reports: Applicant Report, Supervisor Report, Review Report, Training Report, annual benefits statements, Workers' Compensation Report, OSHA 200 and 300, EEO-4 Report, and more.

Transaction Efficiency

- Tracks submission of applications for positions and matches qualified applicants with vacant positions.
- Supports the assignment of an employee to multiple positions.
- Creates multiple budget scenarios with position control budgeting features and automatically transfers personnel budgets to the ERP Pro Budget Preparation module.
- Loads employee payroll deductions into the ERP Pro Payroll module based upon benefit plan coverage defined in the HR system.
- Creates user-defined checklists quickly and easily including hire checklist, annual review, and termination checklist.
- Secures user access to employee data within Employee Manager at the tab level.
- Controls viewing of Social Security numbers by security code; for users who are not assigned this security code, Social Security numbers are concealed on inquiry screens and reports.

User Friendly

- Eliminates duplicate data entry when integrated with the ERP Pro Payroll application.
- Provides effective tools for monitoring compliance with FLSA and FMLA requirements.
- Easily identifies important dates on employee records through an alerting process.
- Promotes efficient scheduling by groups of employees for training, testing or reviews.
- Generates and prints user-defined Human Resources forms, letters, etc., from Microsoft Word® templates.
- Attaches and organizes documents associated with the HR function for quick retrieval through integration with document management software.
- Locates information quickly and efficiently with query and reporting capabilities.

Payroll

Tyler's ERP Pro Payroll offers a comprehensive, easy-to-use system to process payroll without duplicate or excessive data entry. This module offers flexibility with multiple pay rates per employee and automatic distribution of earnings and benefits based on predefined percentages to multiple funds, departments, and general ledger accounts. It employs an unlimited number of deduction codes and maintains W-2, I-9, and state and federal tax information. Options include direct deposit and user-defined leave tracking capabilities. Payroll interfaces with ERP Pro General Ledger, Accounts Payable, Project Accounting, Work Orders, Distributed Time Entry, Bank Reconciliation and Human Resources.

Information & Reports

- Produces monthly, quarterly, and year-end reports as required for workers compensation, insurance, tax withholding, and FICA.
- ACA (Affordable Care Act) compliance including:
    - Menu items, data input forms and tables to collect reportable data
    - Utility to import ACA employee codes and dependent coverage information from Excel
    - Ability to print 1095 B or C Employee forms
    - Ability to print 1094 B or C Transmittal Summary forms
    - Ability to create XML File for transmittal of 1095 detail to IRS
- Provides convenient access to employee-specific information through comprehensive employee management features.
- Generates summarized or detailed reports for the leave history of one employee, all employees in a department, or all employees in the agency.
- Produces detailed reports for payroll, employee information, audit trails, and retirement plans.
- Reports employer's liability for accrued benefits at fiscal year-end.
- Prints 941 forms with an overlay.
- Properly handles accounting and reporting for deductions associated with health insurance plans for employee and employer portions, including self-insurance health plans.
- Prints payroll forms, letters, and more from Microsoft Word® templates.

Transaction Efficiency

- Provides user-defined fields to track Human Resources-related data.
- Uses unlimited free-form text areas for maintaining a history of employee reviews, promotions, and miscellaneous notes.
- Includes emergency check writing capabilities and automated check reversal process.
- Offers flexible leave tracking features including standard as well as user-defined leave types, accrual calculations based on length of service or hours, multiple accrual cycles, leave rollover functionality, and validation of leave availability during payroll processing.
- Tracks payroll costs on both projects and work orders through integration with ERP Pro Project Accounting and Work Orders.

User Friendly

- Provides complete security and user-specific restrictions with permissions applied at the fund and department level.
- Maintains and generates W-2s at any time of the year.

- Allows multiple payroll sets to accommodate processing for entities with separate taxpayer ID numbers.
- Offers multiple payroll check formats.
- Presents transaction history in configurable screens with printing and exporting capabilities.

ERP Pro Applicant Tracking

ERP Pro Applicant Tracking is a cloud-only application that allows human resources departments to automate the job posting process, from creating and posting open positions to analyzing job applicants before hiring. In addition, applicants can apply electronically.

Human Resources Can Log In To ERP Pro and:

- Add new job postings from vacant positions
- Identify job criteria and requirements to fill the position
- Maintain notes on the applicant during the interview process
- Hire the applicant and pull their information directly from ERP Pro
- Initiate new hire Personnel Action Requests (PARs) when hiring an employee
- Communicate via email to the candidates who did not get selected for the position

Every organization manages employees and has an applicant process in place to help with hiring. Creating an applicant system that can integrate with all the functionality of ERP Pro helps create a seamless flow to and from the Applicant Tracking module, easing the complexity of the process for your organization.

By leveraging the position information already held in ERP Pro, this module creates job postings from existing vacant positions and easily allows applicants to apply for open positions. All that data flows directly to the Human Resources module in ERP Pro, allowing your team to review, analyze, and hire/reject with ease.

Must Have:

- Most current version of ERP Pro 10 and be hosted in the cloud
- Applicant Tracking license key

Candidates Can:

- Review job openings
- View position description and criteria
- Apply for a job opening
- Upload required documentation
- Save their application and come back later to complete it

Benefits Of Applicant Tracking Include:

- Position information flows seamlessly into Applicant Tracking
- Job templates make creating job requirements easy
- Internal and external candidates are tracked in one place
- Manage multiple applicants for one job posting in one place
- Tracks interview notes easily
- Notify all candidates not selected for the position quickly
- Integrate with PARs

Time & Attendance

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

- Easily handle complex time tracking rules and pay codes
- Seamless, automated integration and synchronization with your IT environment and payroll software

- Powerful and user-friendly, web-based interface for supervisors and staff • Solid integration with numerous time collecting interfaces (web browsers, time clocks, phone, text messaging, IVR, proximity readers, biometrics, and more)
- Dedicated technical and training support

Time & Attendance makes it easy for managers and staff of every department to enter and track time types, manage time-off requests, and apply job costing, all while handling multiple pay periods and FLSA guidelines.

Reduce Costly Errors

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

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

Automated Attendance Calculation

- Improves accuracy
- Improves timeliness of information
- Configurable overtime policies
- Configurable clock in/out policies
- Manual time-editing ability
- Accounts for shift differentials and 24/7 operations
- Complete audit log and reporting on changes, additions, and edits to employee time

Key Features

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

Intuitive Interface

- Web-based interface
- “Who is here” inquiry screen
- Benefit hours inquiry and management
- Integrates with Interactive Voice Response (IVR) technology

- Supports a range of collection devices: electronic time clocks, biometric, web browser, text messaging, and more
- Full integration with your payroll application

Additional Benefits

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

The Tyler Difference

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

Employee Access

Tyler offers ERP Pro Employee Access, an integrated web application that includes a robust Time Entry solution. Time Entry features support automatic FLSA based overtime calculations per user-specified overtime periods between 1 and 28 days.

Employees can enter time entry directly through the ESS web application with full integration with ERP Pro Personnel Management. Time can be completed by individual employees or by an assigned delegate for a group of employees. Delegates may assign another individual to complete his/her duties while out on leave if the need arises. A group approval screen allows approvers to easily identify the status of time for each employee, review in summary the time submitted, and approve the group.

- View or Update Personal Information
    - Name
    - Address
    - Phone Numbers
    - Dependents
    - Contacts
    - W-4 Information
- View Leave History

- Search by Date Range and Leave Type
- View Paycheck History
  - Search by Date Range
- View Position History
- View Homepage
  - Check Announcements, which may include links to documents and websites
- Online Administration - Accessible only by Administrator(s)
  - Add/Edit/Delete Announcements
  - Add/Edit/Delete Users
  - Configure Online Display Options

ERP Pro Utility Billing

Flexible and scalable, the ERP Pro Utility Customer Information System (CIS) manages every aspect of your utility services. From account set up and service orders, cashiering to collections, and everything in between, our robust, integrated tools drive efficiency, improve workflow and give you the ultimate control of your staff and utilities services.

The foundation of the ERP Pro Utility CIS is a powerful contact and parcel database. With centralized data entry that eliminates data duplication and reduces human error, all your customer information is stored in one location for easy access and editing. Whether you offer your citizens electricity, gas and water-metered services or non-metered services, ERP Pro Utility CIS transforms the complex procedures associated with billing, scheduling, and reporting utilities into simple, automated tasks. And with integration with Tyler's Financial Management suites, your efficiencies are multiplied.

Revenue Collection and Cashiering

ERP Pro Utility CIS includes an easy-to-use, centralized cashiering product that accepts multiple payment types and offers reporting, auditing and payment entry capabilities including barcode-enabled bills that streamline data capture for your billing clerks. This powerful tool enables automatic, real-time inquiries, on-demand management reports and detailed tracking of cash collections for maximum transaction efficiency.

Simplified Billing

Next to keeping your customers' services up and running, billing for those services, and collecting the revenue your community relies upon is a top priority. ERP Pro Utility CIS's enhanced billing services handle the most complex rate scheduling for single or multi-unit residential or commercial applications including:

- Customizable rate calculation engine to set and change rates as needed
- Billing based on consumption, flat rate, assessment, installation agreements and miscellaneous charges
- Imported meter reading data from handheld, touch, automatic, radio and fixed-based reading devices
- Streamlined bill and notification distribution and management

- Flexible bill generation options: paper via templates and customized overlays, electronic batch distribution or easy data export

Auto billing processing ensures each account is billed and delinquent notifications are provided in a timely manner with little operator intervention.

Service Orders

Scheduling, tracking, and billing for service orders has never been easier with at-a-glance visibility, e-mail alerts and in-system notifications. Through user-customized workspaces, service clerks can drill into individual accounts and service orders before approving or dispatching service calls to initiate, modify or discontinue service; all without ever leaving the ERP Pro CIS workspace.

Simplify the management process with easy-to-access reports and dashboard widgets that monitor:

- Time in the field
- Geographic service trends
- Labor hours
- Material costs
- Equipment usage against work orders

ERP Pro Utility Customer Information System uses the most up-to-date and proven technology platform to ensure optimum performance today and into the future. With unprecedented flexibility, pinpoint control—down to each individual user—and scalability to meet your changing needs, you've never had so much power in your system; and it's never been easier.

It's easy to use with integrated modules that securely share data in real time. Intuitive enough for basic users and robust enough to keep up with your power users, everyone will be able to do their jobs faster and help more citizens in less time.

Role-based Workspaces

ERP Pro workspaces will revolutionize the way your office works. Whether you're a billing clerk, service manager or utility director, role-based workspaces transform data into intuitive, user-friendly portals that put the information you use most frequently front and center. Seamlessly interact with the at-a-glance view of mission-critical information by drilling down into the data and active processing screens directly from workspaces for a controlled work environment. Workspaces can include data processing shortcuts, custom widgets like:

- Upcoming service orders
- Delinquent notifications
- Revenue statistics
- Key performance indicators and more

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

Reporting Capabilities

ERP Pro Utility CIS includes a robust built-in report writer that eliminates costly, external report writers, minimizes steps, and gets you access to the data you need quicker—and in a format that you can use to make critical decisions.

- Access your data through dynamic links that drill down into the application
- Create and edit reports on the fly
- Export reports into more than a dozen formats including common files such as PDF, Word, and Excel
- Schedule reports to run and deliver automatically
- Share reports effortlessly by placing on dashboards, emailing, or posting online

Easier Searching

The information you need is at your fingertips with an easy-to-use global search screen that accesses ERP Pro CIS functions.

- Customize your most common searches for contacts, parcels, vendors and more
- Search data throughout the entire ERP Pro platform including contacts, city parcels, permits, licenses and call center applications
- Dynamic search results link directly to related processing screens
- Save common search queries and results
- Share saved searches with colleagues

Integrated Applications

As the largest provider of mission-critical, integrated software systems and technology services for local governments in America, Tyler Technologies offers a broad range of integrated applications that can truly revolutionize your operations and citizen services.

The ERP Pro Utility CIS database is the same database that is the backbone of integration between departments. In one central location, users can—based on permissions—access and edit citizen information from the ERP Pro Citizen Services Suite. Once a citizen or a parcel record is recorded within the system, it is accessible throughout the system. Additionally, data sharing between departments enables the seamless flow of utility revenue into our ERP Pro Financial and Personnel Management Suites.

Whether you implement ERP Pro Utility CIS as a standalone product or maximize the benefits by using it in multiple departments, you will enjoy improved procedures, simplified work flow and an engaged, satisfied citizen base.

ERP Pro Online Utility Account Management

Solution Overview

Tyler's ERP Pro online utility billing application boosts efficiency in your organization while improving customer services by placing the power of account management in the hands of your customers. Real-time account data provides customers with instant access to accurate billing and account information that's automatically integrated with your ERP Pro Utility CIS Software.

Customers can access and pay their bill online 24 hours a day, 365 days a year, resulting in reduced waiting lines and increased customer satisfaction. Your agency will benefit from increased collection rates, minimal payment paperwork and improved productivity.

ERP Pro Online Utility Account Management Key Features:

- Automatic, live updates to all utility accounts
- Eliminate data entry errors
- Minimize need for paper statements
- Customers have instant access to accurate billing and account information
- Customers can pay bills online by credit card or e-check 24 hours a day, 365 days a year
- Online accessibility leads to increased collection rates and decreased foot traffic
- Data is automatically integrated with Utility CIS software
- IT friendly application provides a Secure Socket Layer, is hosted by Tyler, and uses ASP.NET

Agency Benefits

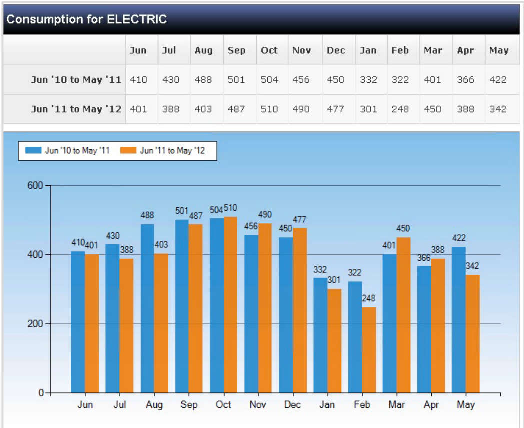
- Real-time integration offers automatic, live updates to accounts, with no 3rd party interference.
- Online accessibility leads to increased collection rates and decreased office foot traffic
- Eliminate data entry duplication and errors
- Minimize need for paper statements
- History site displays graphs of payments and payees for your site from the past 12 months
- Customized portal offers extensive customization of your site, including coloring, background, links, and images
- Security control available with the addition of application-specific roles

IT Friendly

- Provides Secure Socket Layer (SSL)
- Web site is hosted by Tyler
- Uses ASP.NET

Citizen Benefits

- Pay bills by credit card or e-check
- Reduced waiting lines
- Application is optimized for mobile devices to offer quick and easy account access for payments on the go
- View last payment date, payment amount and bill due date
- View real-time balances
- View graphs detailing consumption history


Consumption for ELECTRIC

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Jun '10 to May '11	410	430	488	501	504	456	450	332	322	401	366	422
Jun '11 to May '12	401	388	403	487	510	490	477	301	248	450	388	342

Figure 2. Consumption graph example

Centralized Cash Collections

Tyler's ERP Pro Central Cash Collections offers full cashiering functionality with connected cashier workstations equipped with a dedicated receipt/validation printer, automated cash drawer, and an optional bar code scanner. Central Cash Collections interfaces with all of the other ERP Pro Customer Relationship Management applications, Utility CIS, Court Case Management, and the General Ledger. This application provides a seamless and uniform interface regardless of the type of payment that is received. In addition, it provides for easy lookup and validation of customer account name and number. Miscellaneous payments not associated with accounts in integrated systems post directly to the General Ledger.

Cash Collections supports payments made by credit cards with online credit card processing. Tyler provides this functionality through an interface with Electronic Transaction Systems Corporation (ETS). Credit card reading equipment is connected to the Cash Collection workstation so that data captured from card swipes may be transmitted to ETS through an Internet connection.

Users also have the option to enter credit card information into the Cash Collection module before the transaction is submitted to ETS for authorization and processing. The Customer would need to establish a merchant account with ETS and provide them with bank account information for transactions to flow through.

Information & Reports

- Provides automatic real-time inquiry on system, operator, and terminal statuses
- Allows user-defined payment types including, but not limited to, cash, checks, and any type of credit card
- Facilitates bank account balancing using reconciliation groups
- Generates a summary of all receipts processed at any time
- Saves format settings as user-defined reporting profiles
- Produces on-demand management reports such as journal, history transaction, and payment type reports

User Friendly

- Allows operators open and close batches quickly and easily shows batch information for a selected operator
- Prints and voids receipts from Operator Process window
- Includes specialized "mail processing" module for efficient transaction processing
- Transmits support requests by email or fax directly from application
- Integrates seamlessly with cash drawer hardware

Transaction Efficiency

- Provides online account number validation for integrated sub-systems
- Allows for Product and/or Transaction-based receipting
- Supports payment processing for multiple accounts across all integrated applications on a single receipt

- Allows selection of multiple accounts through a simple point-and-click interface
- Transmits automatic endorsement of checks to receipt printer
- Defaults automatically to current balance owed and allows override
- Allows user to reinstate cut off accounts and remove past due status
- Supports bar code scanners as well as credit card scanning and validation equipment
- Accommodates multiple merchant accounts for online credit card processing
- Allows auto-posting of transactions from all integrated systems with "single click" update

Global Reporting Tool

Use technology to your advantage: schedule reports ahead of time and have them automatically sent out to relieve you from having to manually run, print and hand-deliver reports. Free up your schedule and enhance inter-departmental communication through automated report notifications and deliveries. Improve collaboration efforts by sharing reports with other users for real-time analysis and drill-down from reports for quick access to supporting details.

Reporting Features

Standard reporting tools within the ERP Pro applications provide multiple user-driven filter parameters to contour reports to specific user needs. Examples of selection criteria are range of dates, range of record numbers, range of codes, sorting criteria, etc. Users can save filtering and formatting settings specified for a report with a profile name for retrieval when printing the report on a subsequent occasion. Additionally, users can flag a profile as the default for loading report settings. The same security definitions established for the integrated applications apply to data accessed through our standard reporting features.

The results of standard report selections can be exported to other data formats through an Export Wizard. Options should include the ability to merge the data with Microsoft Word, Excel, Access and Map Point as well as the ability to have the data set exported directly to an XML or CSV formatted file.

Ad-hoc Reporting Tools

The Report Writer allows the user to modify reports, which are specific to your ERP Pro data with drag-and-drop fields arranged logically per application and usage. The drag-and-drop fields are written in everyday language, and prompt for specific information about the field when dropped onto a report. Reports can be custom designed by you with titles, logos, page numbers, groupings, and sub-reports. Once reports are created, they can be saved in Excel, Adobe Acrobat, HTML, and other text based formats for easy referencing and sharing. Report layouts may be designed with titles, logos, page numbers, groupings, and sub-reports.

Features

- Custom control of report layout including titles, logos, page numbers, pictures, barcodes, checkboxes, charts, calculations, summaries, hyperlinks, shapes, grouping, and sub-reports
- Ability to drill down to the data in your existing Tyler applications
- Export feature that supports Excel, PDF, HTML, and other text-based formats for easy reference and information sharing
- Ease in sharing reports with users who have access to Report Viewer, enabling them to view reports without designing the reports

- Built on .NET development framework technology
- Flexible filtering allows users to produce reports tailored to their specific needs
- Reporting engine based on Data Dynamics' Active Reports product

User Friendly

- Drag-and-drop fields labeled in everyday language
- Prompts to assist users in configuring the fields they drop onto a report
- Extensive field capabilities

Work Order System

ERP Pro Work Orders gives clients the ability to enter and maintain labor hours, material costs, and equipment usages against issued work orders. This module efficiently creates general ledger transactions for interdepartmental charges. Work Orders integrates with accounts payable, fixed assets, inventory, project accounting, and general ledger.

Work Order Management

- Preventative Maintenance tracks usage based on hours or mileage and creates a work order based on that usage.
- Ability to initiate work orders from user-defined estimates.
- Calculates overhead, which can be a flat rate or a percentage of user-specified costs
- Quickly create Work Orders from user-defined templates.
- Supports an approval type of work flow by providing an option to create a work request, approve or reject the work request, and initiate a work order from that work request.
- Effortless interdepartmental setup to create charges amongst departments.
- Convenient calendar view displays the user's assigned Work Orders.
- Tracks equipment used for work orders and displays the equipment information, maintenance history, and usage.

Integrations

Accounts Payable

- Assigns a work order number to an invoice for materials, supplies, or other expenses. The invoice amount will be posted to the Work Order as an expense.

Inventory

- Creates requests for inventory items that may be disbursed to complete the work order. Inventory item's on-hand count will be updated based on the number of units disbursed.
- Assigns material costs of inventory items to the work order.

Fixed Assets

- Work orders may be created to track improvements to an asset. All work order costs will be posted to the asset as an improvement.

- Work order equipment may be linked to an asset. Work orders will be tracked on the asset for historical purposes.

General Ledger

- Integrates at the transaction level so that both General Ledger and Work Orders remain in balance.
- Charges back the costs of the work order to the department that requested the work.
- Records revenue for the cost of the work order to the department that performed the work.
- Automatically creates inter-fund balancing entries when posting work order transactions across multiple funds.

Project Accounting

- Work order costs may be posted to a specific project account

Recreation Management Software

Centralize Your Program Administration

Tyler Parks & Rec serves a full spectrum of agencies in need of a management solution for the daily operations and finances of parks and recreation programs. Streamline registration, fee processing and facility scheduling while expanding citizen access and service.

Improve Efficiency

With a single point of entry, Parks & Rec provides a 360 degree view of all business activities and events and allows you to:

- Focus on what's important — The administrative portal is easy to use, minimizes repetitive administrative work and allows you to focus on programming for your citizens.
- Build a community network — Develop lists of members, registrants, instructors, and volunteers. Import outside contact lists, track participant history, and define relationships between contacts.
- Monitor your programs — View real time program registrations to anticipate resources and equipment needs. The online calendar allows citizens and administrators to view classes, activities, and events at a glance.
- Visualize your market — The GIS "Heat Map" shows where your participants live and correlates the data with the number of registered participants. See which neighborhoods have the strongest enrollment in your programs and which areas need additional outreach.
- Streamline processes — Integration with Tyler ERP software centralizes financials and eliminates redundant data entry. Maintain multi-tiered rates based on membership status, residency, and other criteria.
- Reduce IT burden — Optional cloud based service minimizes up-front investment in hardware and software, as well as on-site IT support staff.

Recreation Management

Tyler Parks & Rec allows personnel to easily manage their routine activities and rentals with less effort:

- Customize your portal with logos, photography, and special events to reflect your community.
- Automatically reserve your facility for single or multiple sessions using the class creation interface.

- Define class enrollment by residency, membership status, prerequisites, class size limits or other user-defined criteria.
- Compile a listing of popular classes and programs to use year after year. Select the class from the administrative portal, copy it, update with new details and publish on the citizen portal.
- Track class registrations, memberships, and team rosters, and manage wait lists in real time.
- Maintain multiple fee structures based on criteria such as membership, residency, age and more.
- Use the Web portal to post permission forms, equipment lists and waiver forms for easy download.
- Create custom fields to collect data specific to your programming requirements and community needs.
- Generate SSRS reports of classes, memberships, team rosters, instructor reports, location details and more.

Facilities Management

Tyler Parks & Rec simplifies the management of your facilities:

- Its online facilities calendar provides at-a-glance access to facility usage and bookings.
- The auto-registration feature automatically reserves a facility upon creation of a class or program.
- User-defined fields can be set for special notes such as cleaning, set-up, or other specifications such as lining fields or equipment needs.

Finance Management

Tyler Parks & Rec streamlines your business functions:

- Maintain a multi-tiered fee structure for membership types, residents and non-residents, age groups and other criteria.
- Generate automatic fee calculations for full range of programs, courses, facilities, and equipment.
- Centralize expenses and reimbursements.
- Utilize role-based security to restrict access to certain features.
- Process payments securely online or using our point-of-sale option, Tyler Cashiering, featuring a PCI Compliant Merchant Account Service interface.

Improved Citizen Service

Tyler Parks & Rec offers many conveniences for your citizens:

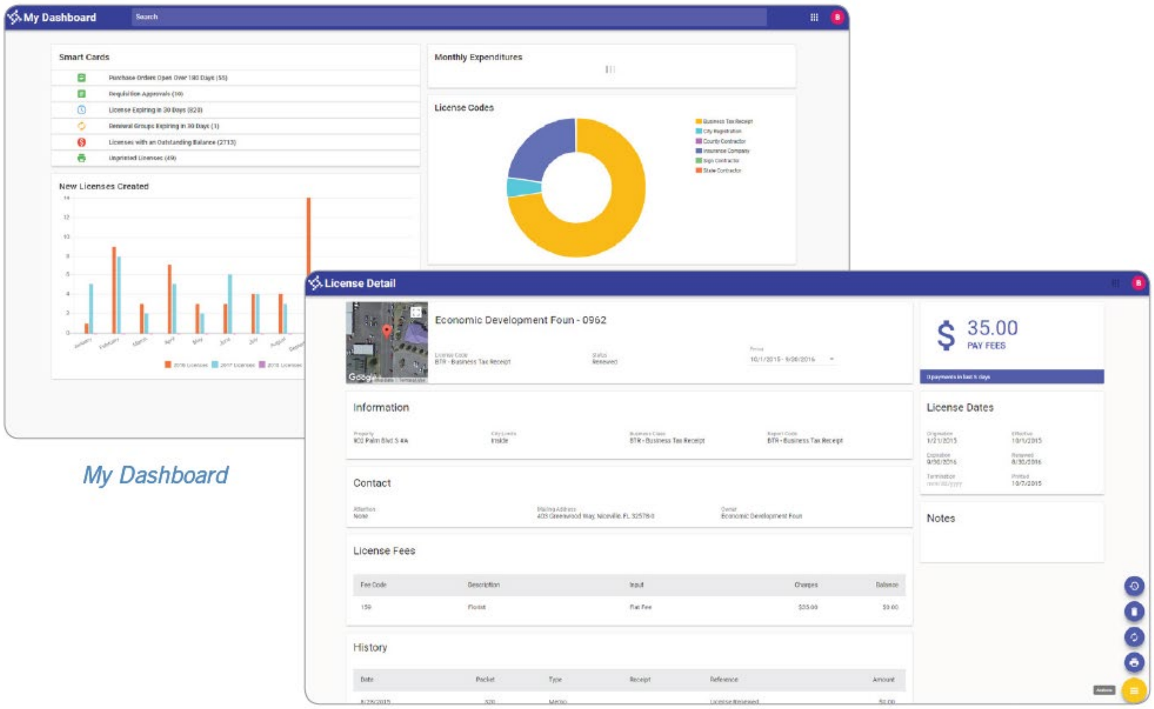
- Easy access to information — Citizen portal features an events calendar, a GIS map with facility locations, activity promotions, special announcements such as field closings and weather cancellations.
- Online registration — The secure log-in portal allows citizens to create an account, register for classes, download waivers and permission forms, and submit payment online.
- Remote access — The HTML5 user interface is browser-agnostic and can be accessed with many different devices such as smartphones and tablets.

- Networking — Customize your Tyler Parks & Rec portal with links to Facebook, Twitter and other social networking sites that help build support for your programming.

ERP Pro Licenses

Tyler Technologies' ERP Pro Licenses module automates the issuing and tracking of various licenses handled by agencies. It provides flexible searching for easy information retrieval and allows multiple license types to be defined. Additional flexibility allows for user-defined data attributes per license type, allowing your organization to handle miscellaneous registrations, as well as licenses, and flat fee and parameter-driven fee calculations.

This module interfaces with Tyler's ERP Pro Contact and Property Management, ERP Pro Permits, and ERP Pro Code Enforcement modules, while integration with ERP Pro Financial Management applications allows for easy payment processing, refund transfers, and seamless updates to the general ledger.



My Dashboard

License Detail

Figure 3. Dashboard and license detail

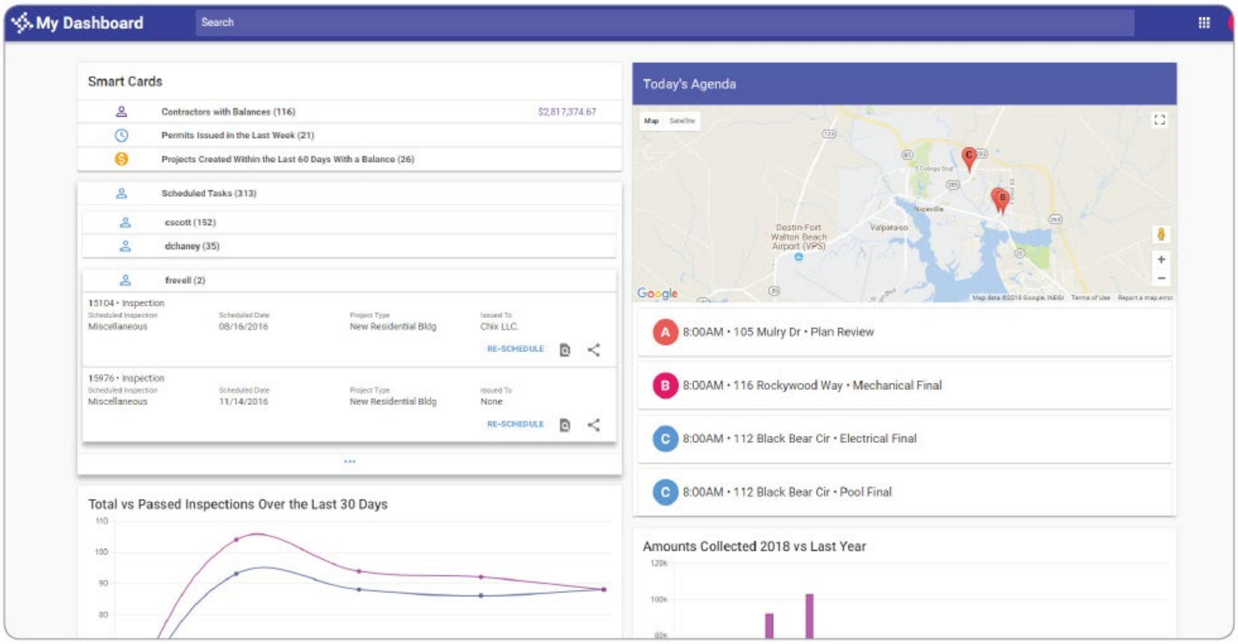
Automate and Simplify Licensing Processes

The features and functionality available in ERP Pro Licenses help automate and streamline your organization's licensing processes, from creation and renewal to reporting.

- Mass renew licenses
- Easily view location information with Google Maps™ integration
- Simplify census and council reporting with role-based dashboards
- Search by license number, name, status, type, secondary contact information, user-defined data, and more
- View in-depth details of a property, including violations, permits, utilities, liens, and contact notes
- Empower code enforcement officers with licensed property details at their fingertips

ERP Pro Permits

Tyler Technologies' ERP Pro Permits™ module streamlines and tracks the permit management process from initial permit submission and document storage to inspection and permit approval. This module interfaces with Tyler's ERP Pro Contact and Property Management™, ERP Pro Licenses™, and ERP Pro Code Enforcement™ modules, while integration with ERP Pro Financial Management™ applications allows for easy payment processing, refund transfers, and seamless updates to the general ledger.



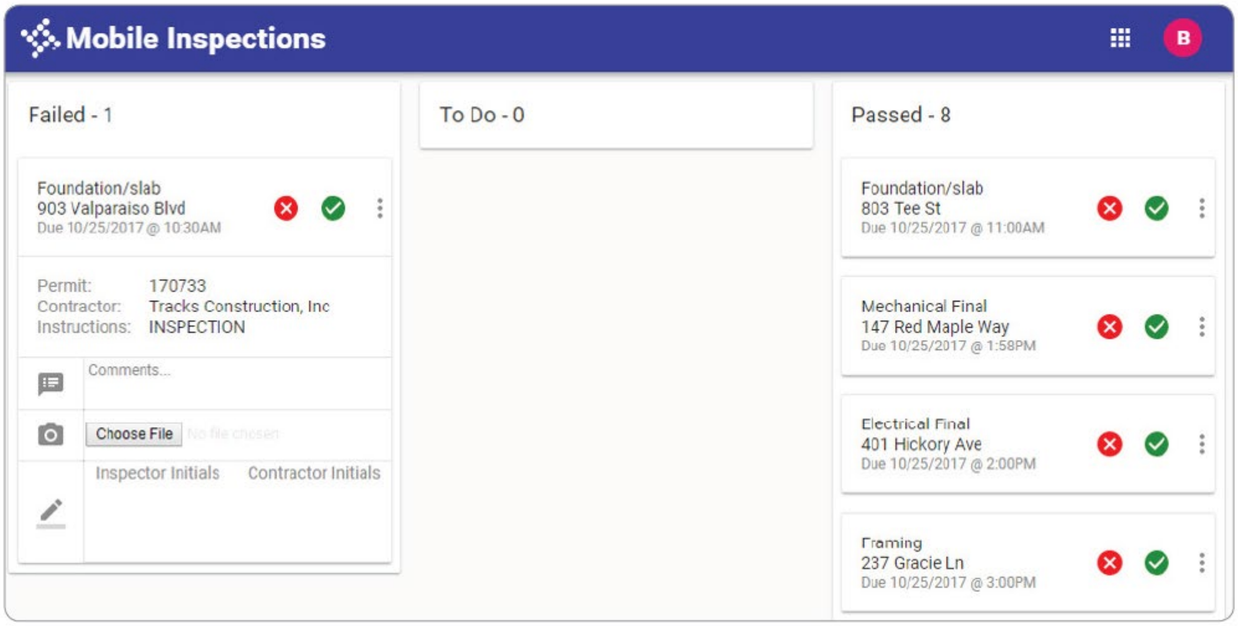
My Dashboard

Figure 4. Permit Dashboard

Improve Office Efficiency

This offering from Tyler increases office efficiency by automating processes, reducing foot traffic and paperwork, and putting more power into the hands of citizens and contractors.

- Electronically store plan documents
- Accept permit submissions and online payments
- Schedule inspections through a web portal
- Pull council reports with ease
- View important information at a glance with interactive charts and graphs



Mobile Inspections

Figure 5. Mobile Inspections dashboard

Boost Field Productivity

The features and functionality available in ERP Pro Permits gives inspectors the power to complete their assignments from the field, keeping everyone updated in real time without having to return to the back office.

- Snap and attach inspection photos
- Dictate and store inspection notes
- Record contractor signatures
- Map and route inspections with Google Maps™ integration

ERP Pro Code Enforcement

ERP Pro Code Enforcement simplifies and streamlines the code enforcement process. It allows organizations to customize incidents to their unique needs and automatically generate incident notices, and enables citizens to report incidents anytime, anywhere.

Customize Processes

Tailor the workflow for each incident type to match your unique needs.

Increase Efficiency

Enable inspectors to manage and resolve incidents without leaving the field.

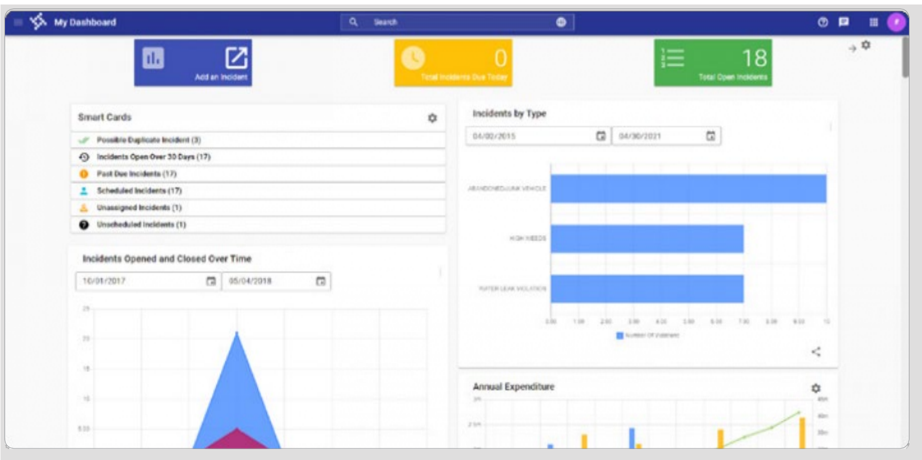
Engage The Community

Allow community members to report an incident 24/7/365 from a mobile device.

Empower Your Staff & Your Community

The features and functionality available in ERP Pro Code Enforcement allow you to put more power into the hands of your inspectors and your citizens by supporting automated processes and reducing office foot traffic and paperwork.

- Store incident attachments electronically, including documents and pictures
- Define the workflow for each incident type
- Enable citizens to report incidents online
- Generate incident reports with ease
- View important information at a glance with interactive charts and graphs



Tyler Integrations

ERP Pro Code Enforcement integrates with a variety of Tyler products, including:

- ERP Pro Contact and Property Management
- ERP Pro Permitting
- ERP Pro Licensing

Highlights

- HTML5 technology allows the module to be accessed from any device
- Automated data sync delivers real-time information

- Mobile accessibility reduces travel and streamlines workflow between the office and the field
- Smart Card functionality alerts users to items requiring their attention such as past due incidents or duplicate incidents

Add-Ons

ERP Pro Mobile Code Enforcement, ERP Pro Code Enforcement Online, and Esri Parcel One Way API are available as optional add-ons to ERP Pro Code Enforcement.

Boost Field Productivity with Mobile Code Enforcement

Empower inspectors to manage and resolve incidents and keep office staff informed without leaving the field. ERP Pro Mobile Code Enforcement works with the ERP Pro Code Enforcement module to enable inspectors to:

- Access incidents from any Android or iOS device
- Snap and attach incident photos
- Dictate and store incident notes
- Map and route incidents with Google Maps integration
- Manage and resolve incidents without an internet connection

Municipal Justice

The Municipal Justice Case Management solution is a fully integrated, graphical application that also provides excellent calendar and document management, bond and warrant management, program tracking, and so much more. Utilizing a variety of user-defined options, the court system can be configured to fit your individual needs. Users can create a customizable dashboard, schedule their desired reports, and set automated case updates. Easily create master files for persons, vehicles, officers, attorneys, etc. eliminating the need to re-enter existing information for every case or citation. The existing information can be easily located and attached to a new case. New case filing information can be provided to the Municipal Justice Case Management system from your police records management system, ecitation system, and from a case import file using a generic file interface to remove manual data entry. These features therefore save time for court staff.

Solution Overview

In the public sector, the average lifespan of a software purchase is five to seven years; Municipal Justice has a retention rate of over 99%, which means once an organization joins our team, they basically never change their software products again. Tyler provides on-going development to continually provide enhancements to keep the software fresh while continuing to meet all state requirements. Our feature-rich court system will improve your court's efficiency, accuracy, and overall abilities to me the demanding needs of today's court systems.

Court Case Management Features

Case Processing

Through the unique *Search screens, users can view any information* at a glance for all cases within the court system and update the cases from the same screen by entering into the disposition mode, or by batch updating the cases using a macro. Easily print any document, custom letter, or series of documents for any case.

The court can easily update address information, phone numbers, email address, and physical information and even capture the case party's photo from this single screen. The ability to make changes are set by user-based security roles defined by you.   All changes are recorded in a detailed history screen and are time/date/user stamped. Alias names can easily be attached to a name record, ensuring that all information for the case party is displayed regardless of the name being searched.

Search information in the system by Name, DOB, Social Security number, Driver's License number, Case/Citation number, vehicle information, addresses and numerous other criteria. In addition, you can search case by activity of Officer, Judge, Prosecutor, Defense Attorney, Program Assigned, or by Date of Status, Warrant, Sent to Collections, Conviction, Case Filed Date, and more.

Identifiers on the screen alert clerks to their being an outstanding warrant, active bonds on the case, age (Juvenile, Minor), witnesses, and you have the ability to create 'Hot Flags' on a case party such as 'No Checks' or 'Translator Required'.

Judiciary

Court Features are designed to assist the judicial and court staff with setting cases for trial and having the calendar check officer schedules, judicial, and prosecution availability, and set a maximum number of cases allowed on a court date session.

Additional Features:

- Track an unlimited number of court settings at a time, all with different due dates/times
- Status codes automatically enter numerous defaults for judges and court staff such as plea, trial type, and set new fees based on a single status code
- Create pre-defined Judgments for ease in judicial sentencing cases
- Amend charges without having to re-enter case information
- Set payment plans and payment groups which automatically roll the due date upon payment
- Provide jail credit/community service credit based on a pre-defined rate
- Add Attorneys to a case with ease
- User defined grid for displaying information in the desired order by each user

- Witness flags are displayed on the screen, track case victims, restitution, and subpoena service
- Unlimited note ability; identified by private, public, court session and Prosecutor types
- Adjust fees, fines, and costs with the click of your mouse
- Combined total is displayed on the screen
- Next action date, payment date or court date displayed on the main screen, no need to drill down inside the case
- Complete detailed history available

Payments, Cash Bonds, Cash Reports & Credits

Tyler provides the ability to adjust fees and fines from numerous areas within the software, including when payments are entered. Tyler also provides the ability to enter payments in full or partial payments for cases set up on a payment plan. Payments are posted by the system to the proper fees/costs/fines/restitution in the order defined by the court. A record is created on each case as to which fees have been paid, the balance of the fees due and any credit that has been applied to the case. The user can take multiple payments on one receipt with the balance due for each case listed on the receipt.

Tyler's Defendant Access online payment portal offers your defendants options for taking care of their cases quickly and easily from their home computer, smartphone, or tablet device. Increasing your web traffic will result in faster payments, and less foot traffic in your court. The easier you make it for a defendant to take care of their cases, the more likely they are to do so. Since this feature is part of the Municipal Justice case management system, any actions performed online will update to the case in real time.

Cash bonds are easily posted to the violator's case. Bonds are then managed through our bond management screen for ease in applying, forfeiting, refunding, or transferring from case to case.

Credit can be applied to a case for various types of community service or jail time served. Receipts are printed and numbered for each transaction. Through the use of our unique case status codes, the user can automatically add new fees to a case when the case status is changed.

The Tyler court software provides a direct interface to any Tyler Technologies General Ledger system, ending the need for journal entries. For an additional fee, Tyler may be able to create an interface file for uploading into other general ledger systems.

Additional Features:

- Print receipt(s) for all transactions
- Void receipts (with proper security rights)
- Partial payments automatically role the date to the next payment date due, if applicable
- System prevents over-payments
- Set security flags on a case party, such as "Do Not Accept Checks"
- Create payment groups for multiple cases to be paid on one arrangement
- Automatically add payment plan fees (if applicable)
- Take different methods of payment on a single receipt

- Track Bonding Company information contained in a master file to reduce the need of reentering bond company information
- Set bonding limits on bond companies
- Create a refund list for Accounts Payable
- Write refund checks directly out of the software

Docketing

Tyler's Municipal Justice Case Management software offers a wide variety of docket options. Dockets are easily created in conjunction with case statuses and the calendar availability. Our dockets can be created in several formats and called up in various orders such as: alphabetical, by docket number, by officer, and many others. Tyler also provides a live self-check in process so that Defendants can update contact information and record the order that they arrived for court.

All cases on the selected docket automatically appear on the live docket screen allowing for fast, efficient adjudication of the cases without having to search for each case. Cases can be updated in a batch as well, such as rescheduling just a specific attorney's cases. In addition to the numerous dockets that we provide for the court, Tyler also provides an Attorney Docket; a Prosecutor's Docket; and a Police Officer Docket for each officer with cases scheduled to appear in court.

All dockets can be printed or archived for historical purposes. A true and complete final docket can be generated after court that will provide the outcome of all cases that were listed on the docket.

Prosecution

Municipal Justice Prosecutor Features are designed to aid the prosecuting attorney with streamlining the case filing review process and maintaining data needed for hearing and trial preparation. The Municipal Justice System allows for the creation of charging documents, the maintenance of charge decisions, the ability to track forms, actions of your office.

For **Prosecutors**, you can easily:

- Review new alleged offenses and complaints to determine prosecution weight permitting you the capability to preserve the duties of the prosecutor's office in seeking justice
- Customize charging language on offense codes for streamlined charging document production
- Take steps to Amend, Accept, Decline, or Hold a new filing for additional research with a click of a button
- Generate documents, such as lack of evidence motions, subpoenas, and notices pull information from the party and case record into documents without the need to re-key data
- Transform your office by integrating document management capabilities to create an electronic case file, instead of a paper one, as well as the ability to scan and store documents, pictures, police reports, video, and audio.
- Independently, each office can leverage powerful tools needed to effectively manage their caseload, organize case comments, and easily track the data necessary to efficiently perform daily tasks.

Warrants

Tyler provides the ability to create an unlimited number of warrant types, allowing for different fees to be added to warrants based on type, different documents to generated based on type and bonds to be set based on type. Warranted cases display an indicator on the screen, as well as marking each name and case with a red flag to ensure that staff notice. Photos of the violator can be printed directly on the warrant, as well as any desired descriptors. Activated warrant information can be provided to your police records management system by adding a generic file interface to remove manual data entry for the public safety division.

Warrants can be created in a batch process, or on a case-by-case basis. Our Warrant management provides the ability to produce numerous types of warrant reports based on address, city selection, offense, names, and several other options. Warrants status updates can easily be made with tracking attempts to serve, including notes on why you were unable to serve the warrant.

Payments, or the posting of bonds, can automatically clear the warrant. Detailed histories of the warrants are maintained within the software. Numerous detailed warrant reports are provided including the listing of outstanding warrants and cleared warrants.

Features

Live Courtroom Docket

Municipal Justice provides the ability to create a true, live courtroom docket with user-defined workflows based on your court rules. Features include entering sentencing dispositions and findings, posting payments and bonds, document printing of any user-designed form, issuing community service credit or jail credit, add new comments and the addition of walk-ins to the court docket.

Managing Dispositions

Easily track and manage every aspect of the disposition of your cases. Drop down boxes provide your user-defined codes for quickly and efficiently updating pleas, case settings, trial types, fees/fines, judgments, assigned programs, restitution, and much more. Adjudicated case disposition information can be provided to your police records management system by adding a generic file interface to allow for case status updates providing a single location look-up, if desired.

Case Routing and Paperless Court

Never lose case folders with Municipal Justice as users can electronically route cases keeping a workflow record of whose queues the cases are in. Search for, locate, and track cases to the judge's review queue, the prosecutor's offer queue, and more. Unlimited user defined routing tools for workflows from Municipal Justice. Also, utilizing Tyler's paperless court document manager is the place where you can see the most immediate impact of going paperless. Multiple users in different locations can view the case documents simultaneously.

The efficiency and productivity can revolutionize the way you conduct court, save hundreds of man hours weekly, reduce expenses and minimize human error. Access media attached to case files such as dashboard camera video, traffic light camera shots and driver's license scans. Integrate with public safety solutions to import citations, police case records, and warrants.

Warrant Management

Warrants and Failure to Appear charges can be issued in a batch or selected by the user and printed by the system. Served warrant information is displayed in the system for historic information. Users have the ability to define an unlimited number of warrant types, create the wording for each warrant type, and create warrant fees for each warrant type and to define additional rules for warrant types.

Case History and Register of Actions

From Case History, users are able to see every event that has ever taken place on a case, including payments and receipt numbers, documents printed on the case, changes to fees and fines, any case settings and much more. From the Court's register of actions, courts can customize the settings for immediate view of the court's user defined register of actions documenting important actions taken and a reportable summary may be generated for each case and viewed in Tyler's paperless court document manager for case record retention.

Jury Selection & Management

For court with jury trials, easily create jury pools, manage juror addresses, exempt status, and service history. Create and print a user-defined jury summons, voir dire seating charts, check them in, assign them to courtroom panels, create notices for non-appearances, issue juror checks, and much more. Municipal Jury Manager will track your juror statistical attendance trends.

Juror Access

Courts needing a juror online portal to help with more juror needs can utilize the Municipal Jury Manager's Juror Access. This add-on feature allows for juror self-serve to file exemptions, reschedule, or complete juror questionnaires following the court's business rules. These self-service features update in real-time to Municipal Jury Manager. This added feature will streamline the entire jury management process.

Ethnicity and Interpreter Tracking

Track all ethnic backgrounds from Hispanic to Vietnamese by simply adding the ethnicity at the time of data entry. Tyler also provides the ability to track the need for an interpreter and the translated language needed.

Case Status Tracking

Municipal Justice users can track cases by status and status date, creating a report or updating hundreds of cases at a time. By selecting the current status and date range, the court user can generate custom courtesy letters or forms, reset cases, and change or update statuses or add additional fees, without having to go to individual cases to update them. Municipal Justice uses merge functionality to allow the court to create and edit unlimited custom forms.

Citation Book Tracking

Municipal Justice has the ability to track the citation books issued to officers. Reports can be generated on the number of missing citations, easing audits on citation books.

State Reports

Municipal Justice Meets All State Reporting Requirements, as well as offering electronic conviction reporting in all States where applicable.

Status Groups

Create groups of statuses for creating dockets and issuing warrants. This eliminates having to enter the information each time you create a docket or issue warrants.

Batch Processing

Update dozens of cases instantly with the Case Management Center, providing the ability to print letters, add fees, reset court dates, overdue payment, and send attorney notices and much more from one screen in one process. Based upon the need of the court, at an additional cost, Tyler may be able to create an interface file for exporting and importing case information to a third-party collection agency.

Macros

User defined macros based on your business rules make time consuming updates a thing of the past. One button click and you can instantly set cases up for a Continuance, Extension of Payment, Driving Safety courses, Deferred Dispositions, Motion Review, Sentencing, or any other court setting.

Program Tracking

Municipal Justice allows for the tracking of cases assigned to programs and conditions providing the ability to record completion or failure of, and any other court ordered program.

Parking Citation Management

Tyler provides for Parking Citation management built into our Court Case Management application. Status reports can generate to find unpaid citations and act on them, such as increasing the fine or printing warning notices to past due delinquent violators using the scheduler. Upon the need of the court, Tyler may be able to create an interface file for exporting and importing vehicle registered owner case information to the state department of motor vehicle where applicable.

Reporting

In addition to Tyler meeting all State required reporting, we also offer more than 70 standard reports ranging from warrant reports to officer activity to statistical reports. These reports provide a variety of criteria, providing the user with the ability to get a wealth of information from the court data. We also provide reports standardized by the National Center for State Courts. Additionally, Tyler's report builder allows you to create customized reports that can be used once or saved as a template for continued use. All reports can be exported into several different formats, attached to an email, or archived directly from the software. For a complete list of our standard reports, or a demonstration of the reporting system, please contact your Account Executive.

Hardware Requirements & Services

On-Premise Hardware

Tyler provides not only best-in-breed software and services, but we also strive to provide you with hardware and IT Services to effectively and efficiently run your systems. If you choose to purchase hardware through Tyler, we can provide stellar support, high-quality hardware, and an abundant array of optional services.

Dedicated Support Staff

Tyler has a team of IT support personnel that is passionate about providing hardware, networking, and IT support services. When you turn to us, your needs are met by knowledgeable technicians, an experienced team, proven partnerships, and our ability to get the job done. Tyler employs Industry Certified Technicians that hold certifications including:

- Microsoft Certified System Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- CompTIA A+ Certification
- CompTIA Network+ Certification
- SSPA Certified Support Professionals (CSP)

Partnerships

Tyler has acquired relationships with the top hardware distributors to allow us to provide our clients with the best products to serve your community. Because Tyler has access to multiple resources, we can provide you with a system that will fit your needs, and your budget. Tyler is Certified Partners and Certified Resellers of:

- Microsoft (ISV)
- Cisco
- IBM
- Citrix
- Dell
- HP

Implementation

Our clients can count on Tyler to provide thorough hardware implementation services for all hardware purchased through us. Tyler provides remote set-up services for all clients, and on-site services at an extra charge. We can build every aspect of the site's network infrastructure, as well as install servers, PCs, and peripheral units. Regardless of the client's IT levels of expertise, our dedicated team can help you.

Network Services

Tyler offers Network Support services that are designed to help you cover routine maintenance issues and problems that may arise on Tyler Supported Systems.

- New Employee Setup

- Troubleshooting
- Error Diagnosis
- Adding New Computer Systems
- Printer Help

Optional Services

System Management

Tyler's optional System Management services combine some of the most popular services into one package. These combined services provide the peace of mind to you and your IT staff.

- Remote Helpdesk
- Backup Assistance
- Network Protection Services
- Reduced rate for on-site assistance

With this service, Tyler maintains computers, servers, printers, and networking devices on your Tyler network. You benefit from knowledgeable and experienced technicians providing you with expert technical support and data backup assistance—all without the expense, personnel overhead, and management issues of additional IT staff.

Problem resolution is made fast and convenient by utilizing Bomgar technology to connect to your desktop, allowing us to see what you are seeing. Take advantage of real-time technical troubleshooting for many questions.

- Computer system operating system and hardware issues
- Network assessment, design, and implementation
- File and print server setup and management
- Microsoft Exchange messaging environment
- Network security
- Remote access & virtual private networking (VPN) clients
- Internet connectivity

Application Availability Services – DDRS plus Hosting

Tyler has created a disaster recovery service that not only protects our clients' data from loss during a disaster, but also includes data integrity checks, quick restoration of data processes, and remotely hosted data during an emergency. These features will help you to get back on your feet quickly, and maintain productivity during a time of chaos.

3rd Party Warranty Information

Tyler is an authorized reseller of all hardware proposed to our clients; however we do not provide warranties solely through Tyler. All warranty information can be obtained through the product manufacturer's website. Tyler does provide information on extended warranties through specific product vendors. For complete details on Tyler's warranty policy, please see Tyler's Terms and Conditions within this response.

Hardware Requirements & Services

Tyler Cloud Solutions

Overview

Tyler's subscription-based cloud applications 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 cloud operations, including application upgrades and platform administration, providing clients with a single point of contact for all software and hosting needs.

Clients receive clear and concise documentation, defining all aspects of the relationship including contract (commitment to partner) and service level agreement (measurable expectations of availability).

Features

Tyler SaaS solutions eliminate heavy up-front and unpredictable ongoing on-premises infrastructure fees. Many administration tasks are offloaded to Tyler support staff, allowing client IT staff to focus on other mission critical initiatives. Services include:

- System Administration. Tyler performs routine administrative tasks to provide application access at industry standard performance levels. This includes the installation, upgrade, support, and maintenance of the Tyler applications, platforms, and infrastructure. Tyler's dedicated Network Operations Center (NOC) provides 24x7 performance and security monitoring of all cloud solutions.
- Enhanced Security Controls. Tyler employ's security controls through compliance standards, layers of network security, adherence to best practices, and qualified staff. All client data is secured and protected both in-transit and at-rest data using industry standard encryption protocols. Annual assurance audits include Service Organization Controls (SOC) 1 Type 2 and SOC 2 Type 2 conducted by an independent AICPA firm, and PCI Security Council PA-DSS and PCI-DSS validation for Tyler's payment processing applications.
- Streamlined Account Management. Tyler solutions include zero-trust identity management built on technology from Okta, the industry leader in identity management. Support for industry standard identity providers (IdP's) such as Microsoft Azure AD and Google Cloud Identity provides clients with seamless, single sign-on to Tyler back-office solutions. This also enables clients to use their own login and password policies, including the use of multifactor authentication for enhanced identity verification.
- Business Continuity & Disaster Recovery. Tyler solutions run on AWS, built to guard against outages and incidents, minimizing impact on customers and the continuity of services. Solutions and data are replicated across multiple AWS Availability Zones, connected to each other with fast, private fiber-optic networking, providing automatic fail-over for minimal disruption. Client data is backed up and retained using a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use and encrypted using FIPS140-2 and FIPS140-3 standards.

Benefits

- Reduce IT workload: IT resources are freed up to enable work on more strategic initiatives.
- Eliminate server acquisitions and maintenance costs: Costly hardware purchases, upgrades, and maintenance are avoided.
- Easy budgeting: Tyler's SaaS subscription is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Subscribing dramatically lowers initial costs and provides consistent ongoing costs that can be easily budgeted for the duration of the agreement.

- No secondary operational fees: Maintenance, support, and hosting fees are included.
- Expandable: Additional Tyler solutions applications are easily added, as needed.
- 24/7/365: Tyler provides round-the-clock, on-call coverage for critical outages.

Tyler on AWS

Tyler solutions run on AWS state of the art data centers 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.

AWS builds to guard against outages and incidents, and accounts for them in the design of their services; so, when disruptions do occur, their impact on customers and the continuity of services is as minimal as possible. AWS data centers operate in alignment with Tier III+ guidelines. More information regarding Uptime Institute guidelines employed can be found at: https://aws.amazon.com/compliance/uptimeinstitute/.

As part of Tyler's defined business continuity plan, full server snapshots are replicated across multiple Availability Zones. Availability Zones consist of one or more discrete data centers, each with redundant power, networking, and connectivity, and housed in separate facilities. They are connected to each other with fast, private fiber-optic networking, providing automatic fail-over for minimal disruption. 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. Backup of client production data occurs nightly and are retained as defined by application-specific retention policies. Data restoration requests must be submitted through the standard support ticketing process by client approved personnel only.

Tyler Technologies warrants its service to its standard service level agreement (SLA). The SLA defines service availability (% of uptime), and recovery point objective (RPO) and recovery time objective (RTO) for data centers used for Tyler SaaS hosting. Tyler's business continuity plan is tested annually, and backup restore tests are performed weekly. Further information regarding Tyler's business continuity plan can be found in Tyler's most recent Type 2 Service Organization Controls No. 2 (SOC 2) report.

Implementation

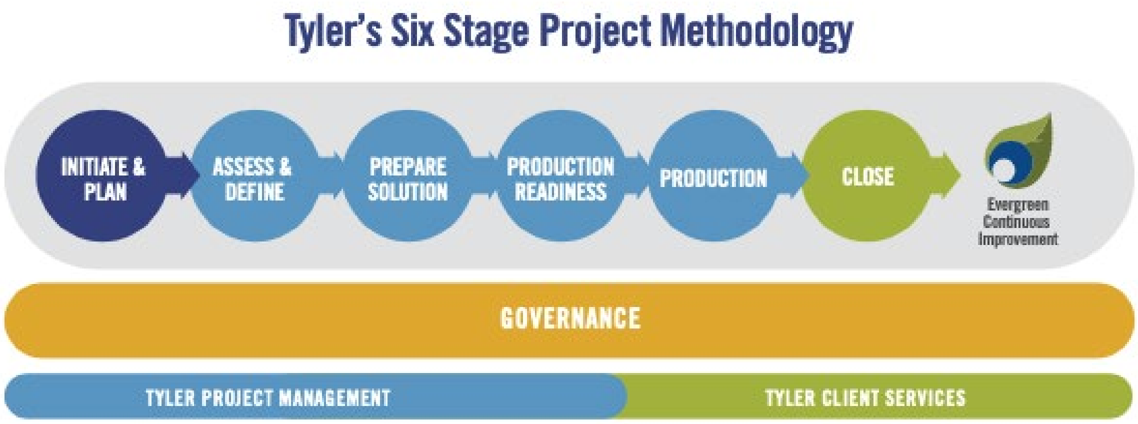
Implementation Methodology

Tyler's implementation process demonstrates our long-term commitment to our clients with a methodology tailored specifically to the public sector. Your organization benefits from the fact that we perform our own implementations and know our software better than anyone. As a Tyler client you receive guidance throughout implementation from experienced Tyler professionals who have implemented Tyler products in more than 10,000 public sector implementation projects. Tyler's methodology is based on three vital foundations:

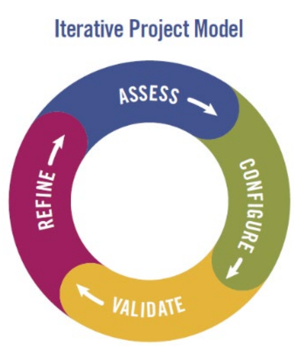
- Industry experience
- A globally recognized project management approach
- In-house expertise

Tyler utilizes its depth of implementation experience, working in tandem with our clients to put our methodology into practice. While each Project is unique, all will follow Tyler's six-stage methodology. Each of the six stages is comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

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



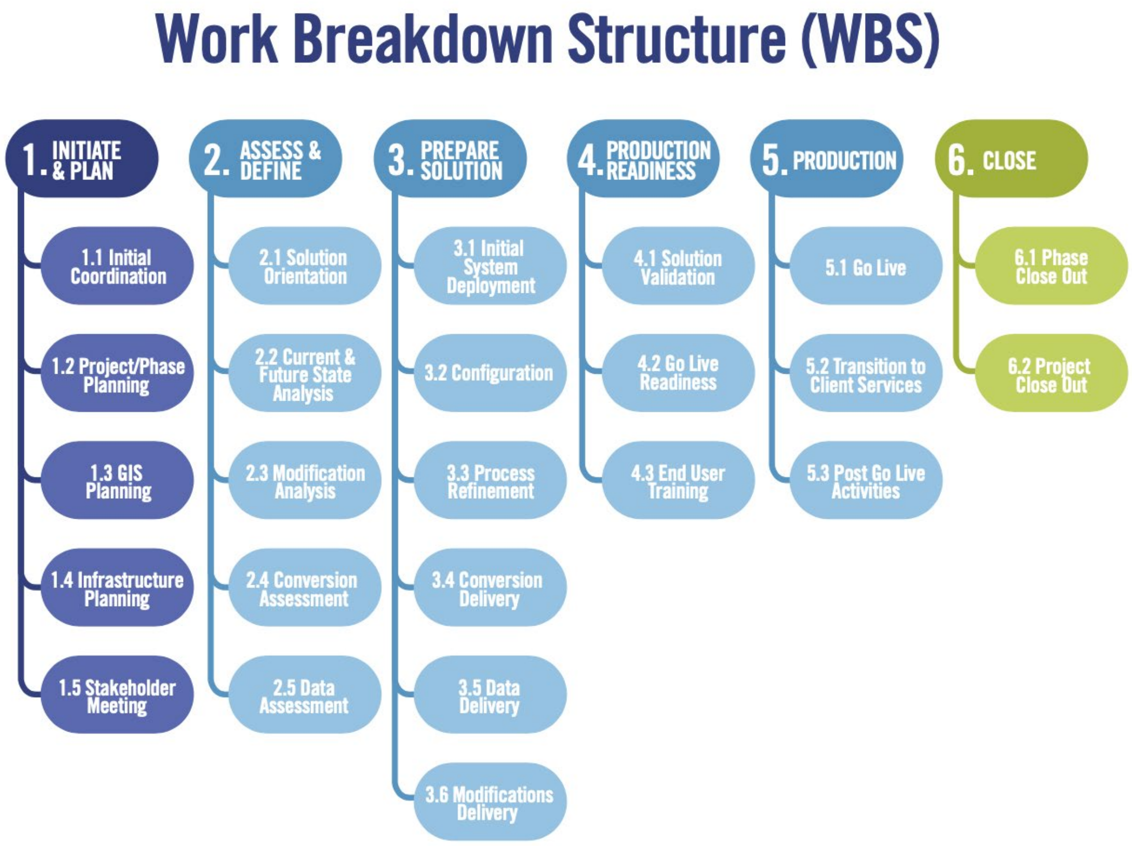
The methodology adapts to both single-phase and multiple-phase projects. To achieve Project success, it is imperative that both clients and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that clients and Tyler Project teams work collaboratively 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.

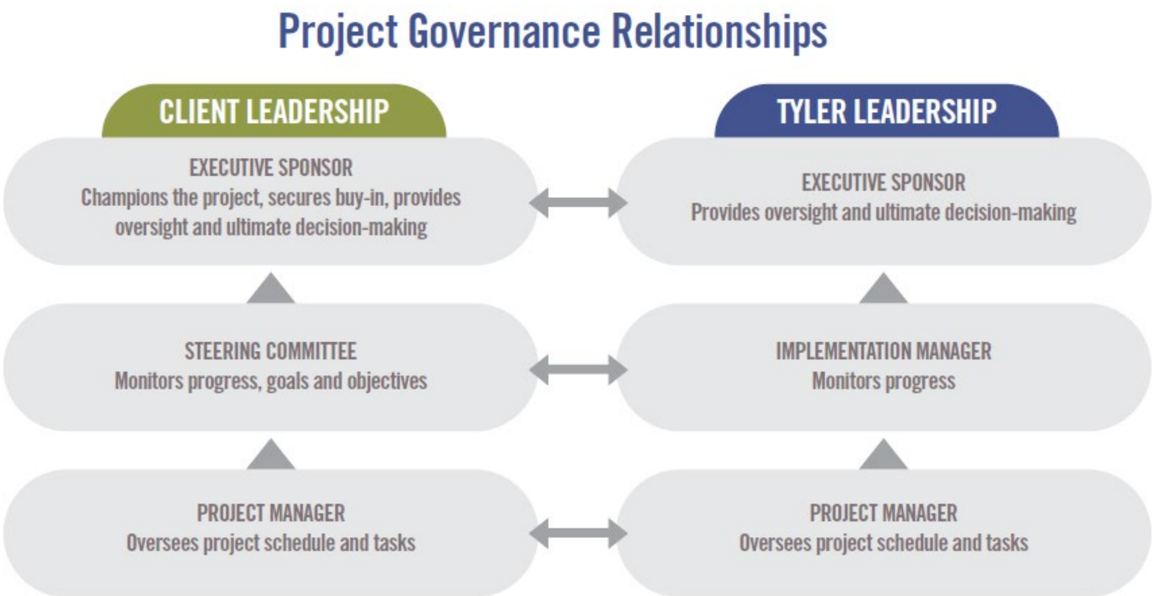


Project Governance

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 Management

Our approach to project governance has been continuously improved during Tyler's more than 35 years of experience implementing software exclusively with public sector clients. No one knows the system better than our staff. That's exactly why we don't contract third parties to do our implementation for us. We do it best. Project Managers will be assigned to each phase of your project and will engage subject matter experts throughout the implementation. Our staff consists of seasoned professionals with unique and proprietary skills and years of experience, focused into dedicated departments.

Project Communication

Tyler understands the importance of having current, accurate, easily accessible information during an Implementation Project. As part of Implementation, each new Tyler client will be provided a Project Portal. The purpose of this site is to furnish the project teams with a central location to plan, store and access pertinent documentation and information relating to your Implementation project.

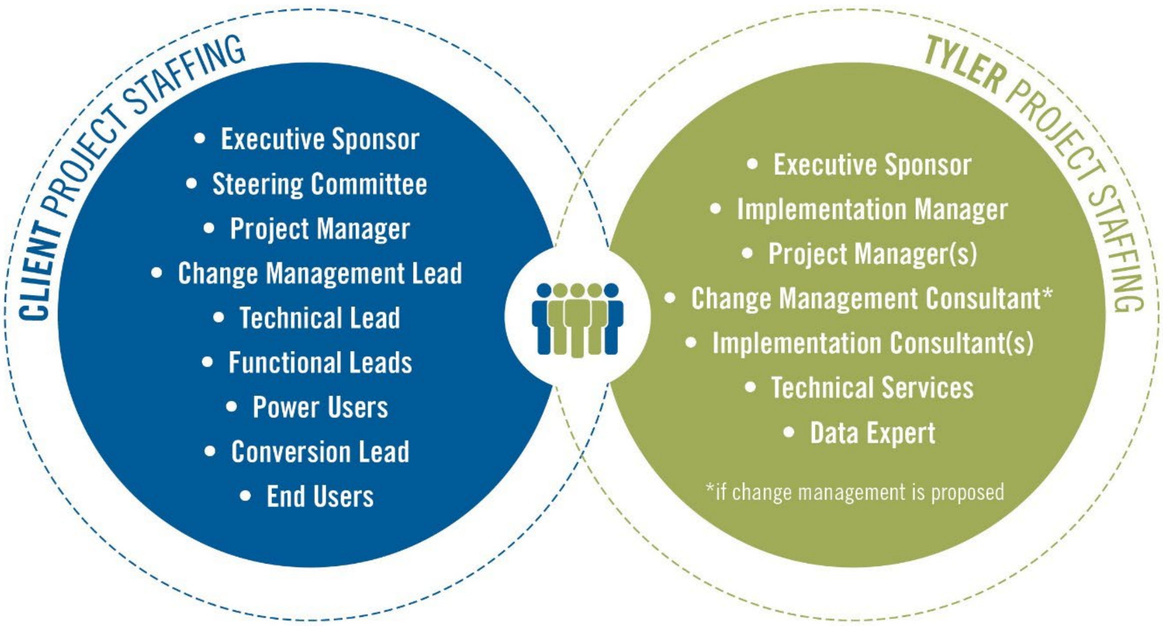
This site will be jointly maintained by the project teams for the duration of the implementation. Once the client has gone live, the portal will be maintained by Tyler's Client Services team for the first year of live processing, and all files are available to the client to download during this time.

Management and Scope

The Tyler Project Manager and implementation teams will communicate regularly with your project team. All implementation deliverables generate reports which contain detailed assessments of task completion, staff participation and material absorption. The Tyler Project Manager(s) will evaluate and measure the report results, communicating the gaps and adjusting the plan accordingly. Should issues arise during the project, there are several escalation paths that can be used laid out in the communication plan.

Project Organizational Chart

Every implementation project is comprised of both client resources and Tyler resources working together at varying levels of involvement to ensure a successful implementation. The chart below outlines each of those resource groups. Please keep in mind that some resources in your organizations may fall into multiple groups.



Business Process Consulting Overview

Tyler understands that software implementations takes extensive planning and analysis of business practices, that's why we've created our Business Process Consulting (BPC) service designed for clients who could benefit from more robust analysis and discussion in determining best business practices and designing policies to make the most of your new solution.

Tyler's BPC service is designed to assist your organization with the redesign of practices and policies to best leverage your investment in your Tyler software solution. This in-depth analysis takes into consideration local policies, client-specific goals, opportunities for efficiencies, improved reporting/inquiry, audit compliance, and results in three distinct deliverables: business process redesign, chart of accounts recommendations, and custom documentation.

Tyler consultants work with your team at the beginning of the project to conduct a thorough current/future state analysis. Once goals and objectives are discussed and the analysis is completed, best practice recommendations are provided with options outlined for each process, including a ranking of the options and notes as to why each is recommended.

Tyler will then conduct a formal review of these options with your project team and the system will be configured to match the agreed upon business practices. Your Tyler consultant(s) will then create custom process documentation based on configuration decisions. This documentation is used for a number of project activities including training and testing.

Customized documents outline step-by-step processes for the day-to-day use of Tyler's applications. These manuals are customized for each client, except for the general system navigation section, which is standard for all clients. Setup tables are not documented within these manuals unless the maintenance of the table is required on a regular basis (i.e. one-time setup tables are not part of procedural documentation).

The output of BPC is a new chart of accounts, a system design document that serves as a 'roadmap' and guide for the implementation, and customized desktop documents outlining new processes.

Solution Validation

Making sure your new system works the way you need it to is paramount to the success of the implementation. Tyler's quality management and validation plan addresses both the project and the product, while ensuring project objectives are met. The project teams validate the solution throughout the life of the project to expose issues that would normally only be revealed in a production environment.

A controlled environment is created for high-level product validation, import and export interface, functional flow, and reliability.

The goal of validation is for End Users to gain extensive product experience, develop a high level of confidence in Tyler's products, and understand their specific functions within the solution.

Expected benefits from the completion of validation also include:

- The infrastructure of hardware and network design is thoroughly vetted
- In-scope data conversions are delivered and fully integrated into the solution (if applicable)
- Modifications are delivered and fully integrated into the solution (if applicable)
- A managed Issues List is fully quantified

Issue tracking, resolution accountability, and completed issue resolution are necessary in a successfully completed project. The validation phase is a shared responsibility and must be recognized as such.

Knowledge Transfer Approach

During 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.

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 City business processes. This information will be used to identify and define business processes utilized with Tyler software. City 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 City 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 the City 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.
- City 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 the City 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 City 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 City 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 City 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. City 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 City teams that activities within this phase are complete.

Change Management Services

Effective change management is the cornerstone of a successful ERP implementation. With Tyler's change management program, you can ensure your people transition along with your re-engineered business processes. Tyler's change management experts are Prosci® certified and use industry leading skills and tools to assess your organization's capacity for change and then help you prepare, manage, and reinforce the transition. Prosci research shows that implementing effective change management strategies will Increase the probability of a project's success. Additionally, change management services assist handling employees' resistance to change, while building change competencies into the organization for future projects.

What Is Change Management?

It is a structured process and set of tools for managing the people side of change. In fact, employee acceptance and the understanding of change is as important to a project's success as having the right software, project manager, resources, and experts. Resistance to change can derail an organization's plan to move forward. Efficient and effective change management considers how each employee adopts and utilizes the change, how it will affect organizational objectives, and how expectations can be met or exceeded. Well managed change results in a higher ROI allowing projects to stay on time and budget. Change Management programs also help organizations to successfully achieve goals, while more efficiently utilizing employees' valuable time.

Building Success

There are three elements necessary to build a strong change management strategy:

- Executive Leadership (sponsorship) — the required leadership to set the necessary changes into motion. Active and visible leadership is the number one indicator of project success.
- Project Management — the fundamentals of managing a project, including the design of work tasks and the management of resources to implement changes on time and on budget.
- Change Management — the people side of change. This represents the actions taken by the organization to help employees' transition from the current state to the desired future state.

Choosing Change Management

Each client requires a different amount of support from Tyler when it comes to their change management needs. Some organizations only need minimal guidance and a robust toolset to facilitate their program, while others want Tyler to take the lead in developing and executing their program. Whichever model fits your organization's needs, Tyler has designed two options to ensure your organization doesn't leave change management out of its plan for project success.

Option 1: Foundation Change Management

Foundation Change Management provides a plan, training, and toolset that can be used by the client to execute change management activities. Clients can easily order a three-day block of change management expertise for a Tyler Prosci® certified resource to come onsite and help execute the plan or solve challenging issues. The goal of this service is to provide a low-cost change management plan.

Option 2: Enterprise Change Management

Tyler's Enterprise Change Management offering is designed for organizations that want a robust and complete solution to address their change management needs for large-scale projects. A Prosci certified Tyler change management expert will lead each change management step, which includes assessing the organization's capacity for change and then helping them prepare, execute, and reinforce the transition.

Tyler will develop a detailed change management plan and conduct a thorough organizational change assessment. These pivotal deliverables establish a path for further change management activities, including:

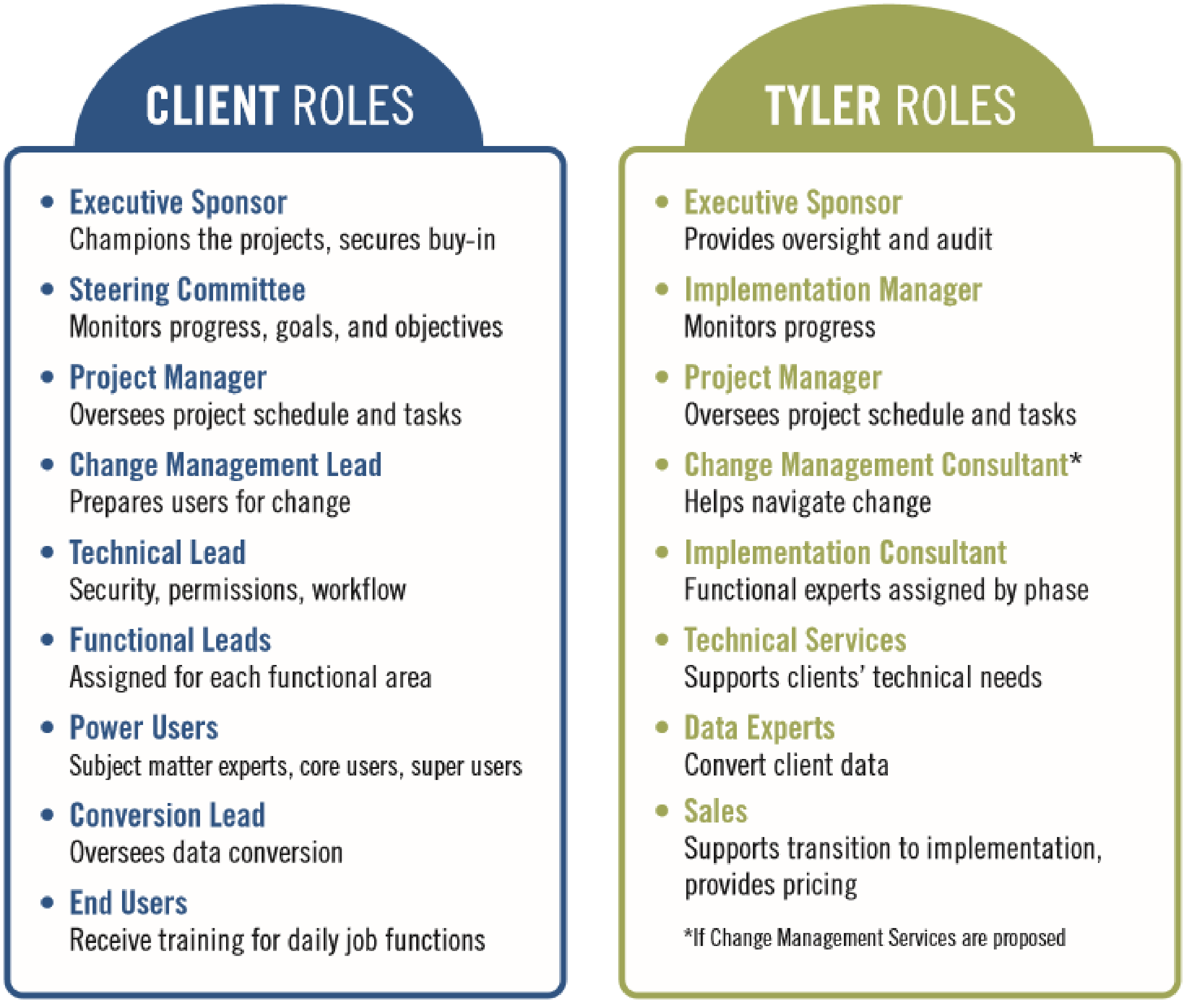
- Training of the organization's Change Management lead and coaches
- Developing a sponsor activity model
- Tracking and communicating procedural changes to impacted employees
- Guiding recognition, feedback, and lessons learned events
- Completing a resistance management plan

Enterprise Change Management includes a collaborative review of the tools for tracking these activities and offers regular onsite visits to provide support and corrective action opportunities throughout the project phase.

Once a go-live date is in place, Tyler's expert will work with the organization to ensure communications are clear to all impacted employees and that strategies are in place for supporting them throughout the process. After go-live, monitoring of compliance and resistance continues until a formal transition of all change management tools, guides, and presentations are completed at close. This ensures that the organization has the skills and tools to continue monitoring the adoption of the new system and, at a later date, can create a change management program for use in future projects or change initiatives.

Project Resources

Tyler groups your team and Tyler resources based on their functional role within the project. This allows for easier staffing and communication within and between project teams. Please reference the project resource roles graphic below for a summary of responsibilities for each role. Our project approach is based on our experience and knowledge from working exclusively with public sector clients.



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.

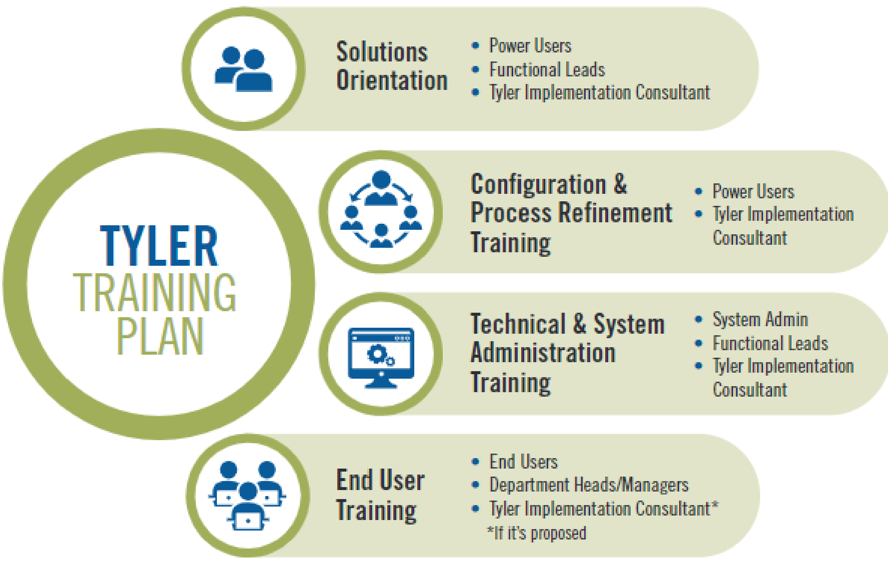
Scheduling and Attendance

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.

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.

Training Materials

Tyler maintains a complete set of documentation that is available to all users through the KnowledgeBase. The KnowledgeBase provides users with a single, easily accessible location to find all existing documentation on Tyler products and other widely used technology products. Included are procedure documents, file layouts, user guides, installation manuals, setup documents, system administrator documents, data schemas, training exercises and much more. Clients also have the ability to download documentation into Microsoft Word format to edit to match internal policies and procedures.

Training Options for Public Health

Tyler has a longstanding track record delivering virtual implementation services. With our strong virtual capabilities, Tyler has adjusted to the current Covid-19 climate. Tyler plans to continue to deliver all training virtually, including Go Lives, until health and travel conditions stabilize. Since Work from Home Orders have been in place across the U.S., Tyler has delivered approximately 75,000 hours of Implementation Services remotely and brought over 25 clients live virtually.

At this time local, state, and federal governments within the United States (US) are limiting travel within our borders and abroad. When the local and state governments start lifting restrictions, we will evaluate each project and determine which, if any, sessions cannot be delivered effectively and efficiently through virtual consultation, and only those sessions will be considered for travel. Tyler's standard approach, under normal circumstances, is to conduct roughly 25% of all project days on-site in your facilities.

A typical day of training is from 9:00 to 4:30 (or 8:30 to 4:00), allowing for a break for lunch and short breaks in the morning and afternoon as needed. We've found that allowing users time to return to their daily responsibilities before and after classes or sessions allows for more productivity during the session. It also allows the Tyler Implementation staff time to prepare upon arrival and follow-up afterward. The start and stop times for the training will be discussed and agreed upon by Project Management during the planning portion of the project and will be published as standard session times throughout the project.

Training classes should be limited to between 12 attendees. Certain subject areas and topics allow for much larger training classes.

Data Conversion

The data conversion process can be the most time-critical element of your project plan. Tyler develops crucial steps in our implementation process to support a successful data conversions plan. Our data experts conduct hundreds of data conversions every year mapping legacy data through custom written programs.

The purpose of this task is to transition City's data from your 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, City will review specific data elements within the system and identify and/or report discrepancies. Iteratively, Tyler will collaborate with City to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s).

Data Conversion Standards & Responsibilities

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 to review the converted data for accuracy and completeness. Tyler recommends that you conduct due diligence to ensure that your team delivers clean data, to make data validation efforts seamless resulting in a high-quality migration.

Utility Billing Conversion Summary

This document is a summary of what is included in the standard conversion for Tyler Utility Billing Suite. This is not a complete description; for a complete description, please refer to the Tyler Utility Billing Data Conversion Specification document available upon request.

Client Responsibilities

- Data in Tyler's Standard Data Layouts or approved formats
- Provide data definitions
- Provide matching reports
- Provide screen shots
- Review conversion prior to training and go-live

Data Conversion

The Utility Billing conversion has additional options that can be purchased depending on the level of data to be converted. Each option has a different cost associated with it.

Utility Billing

Standard Conversion Includes:

- Utility Contact Information
- Utility Mailing and Billing Addresses
- Utility Properties
- Account Master
- Meters
- Transaction History – Includes current year plus 1 prior year
    - If the transaction history is not clean it may not be possible to convert. In this case, balances would be required to be provided by you and these would be converted in place of the detailed transactions.
- Services Metered – Includes 1 metered services
- Services Non-Metered – Includes up to 2 non-metered services

- Bill Compare ran against one billing cycle
- Standard User Defined Fields
    - Tax ID
    - Home Phone Number
    - Work Phone Number
    - Old Account Number

Additional Options:

- Bank Codes and Bank Drafts
- ACTIVE Deposits
- Device Inspections
- Renumbering of Accounts
- Contracts
- Notes
- Additional Years of Transactional History (per year)
- Devices
- AMP (Average Monthly Payments)
- Energy Assistance
- Sewer Average
- Winter Average
- Additional Metered Services (over one)
- Additional Non-Metered Services (over two)

Custom Conversion Services

The following are a few examples of items that are not included in the standard conversion and can be addressed through custom conversion services:

- Converting records with counts lower than 1000 accounts
- Multiple Bill Compares on multiple cycles. This will require additional “Before” and “After” billing data along with additional hours.
- Converting tables beyond Tyler’ defined code tables (See Cross Reference Tables Section)
- Additional User Defined Fields
- Converting of compound meters
- Parsing Reports
- Cleaning Credit Card Information
- Add on/Deduct Meters

- Donations
- Additional Contact information for Non-Utility accounts
- Additional Properties for Non-Utility accounts
- Running more than 3 standard conversions
- Data cleaning; including but not limited to name clean-up, parsing names/address and data fixes
- Converting from multiple sources of data
- Tyler assisting in data extraction from your existing system
- Tyler defining file layouts if not provided
- Changing configuration after sign-off

Data Extract

The standard conversion includes converting from a single source of data. If data is stored in multiple databases or data is provided in multiple formats custom conversion services may be required.

If unable to provide the data in Tyler's Standard Data Layouts your data will need to be provided in one of the following formats:

- Microsoft SQL Server database
- Microsoft Access database
- Delimited ASCII text files (pipe "|" delimited is preferred)
- Excel spreadsheets – with flat data, not grouped like a report

The screen shots and matching reports need to be provided to Tyler at the same time as the data. To ensure the reports accurately represent the data, staff should exit the software prior to pulling the data and restrict processing of any transactions until after the reports have been generated. If the reports don't accurately represent the data an additional data pull may be required, which could result in a delay in the schedule.

It is important to understand that the conversion will not "rehabilitate" old data. The conversion process does not clean up or correct problems in old data; data is converted one for one. For example, if the current system allowed punctuation, the new software would also display data with the exact same punctuation after the conversion. If data manipulation is desired, please contact your Project Manager to assist in preparing a work order for these services.

Financial Conversion Summary

This document is a summary of what is included in the standard conversion for Tyler Financial Suite. This is not a complete description; for a complete description, please refer to the Tyler Financial Data Conversion Specification document available upon request. Items not listed below are generally assumed to not be eligible for electronic data conversion with ERP Pro.

Client Responsibilities

- Data in Tyler's Standard Data Layouts or approved formats
- Provide data definitions

- Provide screen shots
- Review conversion during setup and go-live

Data Conversion

Full dependencies are detailed in Appendix A.

General Ledger

Standard Conversion Includes:

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

Additional Selections:

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

NOTE: Summarized budget figures for current fiscal year and historical years can be imported into the system from Excel. The client is ultimately responsible for producing the budget figures in Excel and verifying the results. Training will be provided on how to import budgets from Excel.

NOTE: Summarized beginning balance sheet entries, as well as summarized fiscal year activity entries, can be imported into the system from Excel for the current year. The client is ultimately responsible for producing the entries in Excel and verifying the results. Training will be provided on how to import JE's from Excel.

NOTE: Unlimited historical transactions can be imported into Legacy Views (see Appendix B) using a standard import available to the client from Excel. The client will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import historical transactions from Excel.

Accounts Payable

Standard Conversion Includes:

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

Additional Selections:

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

NOTE: 1099 balances and non-1099 balances can be imported into the system using a standard import available to the client from Excel. The client will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import balances from Excel.

NOTE: Unlimited historical transactions can be imported into Legacy Views using a standard import available to the client from Excel. The client will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import historical transactions from Excel.

Personnel Management

Standard Conversion Includes:

- Basic employee information – employee master, address, primary contact, dates, phone numbers, dependents, notes
- Current direct deposit bank information

- Federal and state tax withholding information

Additional Options:

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

NOTE: Employee positions and deductions will be created according to the recommended best business practices.

NOTE: Clients going live on payroll mid-calendar year will have the option to import or enter quarterly employee payroll history to meet federal and state reporting requirements giving the ability to create a single set of W-2's at calendar year end. The client will ultimately be responsible for entering in the quarterly employee payroll history and verifying the results. Training will be provided on how to enter in this information.

NOTE: Unlimited historical transactions can be imported into Legacy Views using a standard import available to the client from Excel. The client will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import historical transactions from Excel.

Fixed Assets

NOTE: Fixed assets can be imported into the system using a standard import available to the client from Excel. The client will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import assets from Excel.

Inventory

NOTE: Inventory can be imported into the system using a standard import available to the client from Excel. The client will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import inventory items from Excel.

Applications not converted

- Work Orders
- Bank Reconciliation
- Employee Self Services/Time & Attendance
- Project Accounting
- Purchase Orders

Custom Conversion Services

The following are a few examples of items that are **not included** in the standard conversion and can be addressed through custom conversion services:

- Data cleaning; including but not limited to name clean-up and data fixes
- Converting from multiple sources of data
- Tyler assisting in data extraction from your existing system
- Tyler defining file layouts if not provided
- Changing configuration after sign-off
- Converting personnel HR information

Data Extract

The standard conversion includes converting from a single source of data. If data is stored in multiple databases or data is provided in multiple formats custom conversion services may be required. If unable to provide the data in Tyler's Standard Data Layouts your data will need to be provided in **one** of the following formats:

- Microsoft SQL Server database
- Microsoft Access database
- Delimited ASCII text files with headers (pipe "|" delimited is preferred)
- Excel spreadsheets – with flat data and headers, not grouped like a report

To ensure that no data is corrupted, staff should exit the software prior to pulling the data and restrict processing of any transactions during this time.

It is important to understand that the conversion will not "rehabilitate" old data. The conversion process does not clean up or correct problems in old data; data is converted one for one. For example, if the current system allowed punctuation, the new software would also display data with the exact same punctuation after the conversion. If data manipulation is desired, please contact your Project Manager to assist in preparing a work order for these services.

Duplicate Entry

Unless otherwise noted, it is assumed all data conversion elements will be converted once. While the timing of each data conversion element will be scheduled out between the Client and Tyler's Project Managers, once an element has been converted and delivered, it will not be converted again and duplicate entry between the current legacy system and ERP Pro will be required for a period of time until ERP Pro becomes the live system of record.

Project Planning

Project Planning is an important piece of any implementation. Tyler takes a custom approach to every project we lead. The project schedule is developed collaboratively with both project teams in order to meet your needs, while keeping in mind Tyler's guidelines for implementation. Periodic project meetings will be scheduled where changes in scope, project length, or cost will be reviewed.

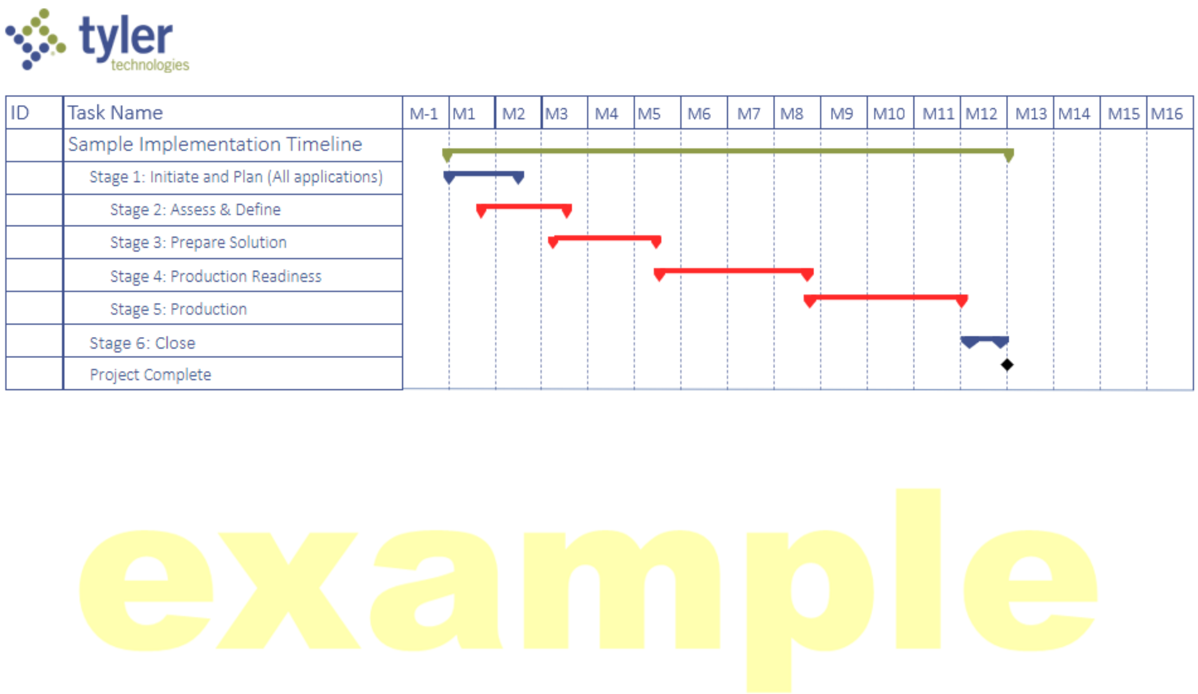
Tyler is open to discussing the project schedule in more detail and working out a mutually agreed upon plan that considers all project risks, requests and resource constraints.

Tyler recommends a phased implementation approach, staggering start and live dates for each phase of the project. Live dates will be targets but should not place unnecessary constraints on the project. The following schedule takes into consideration the City's goals and Tyler's recommended approach, and assumes the product will be used as is, without additional go-live customizations.

Proposed Project Phases

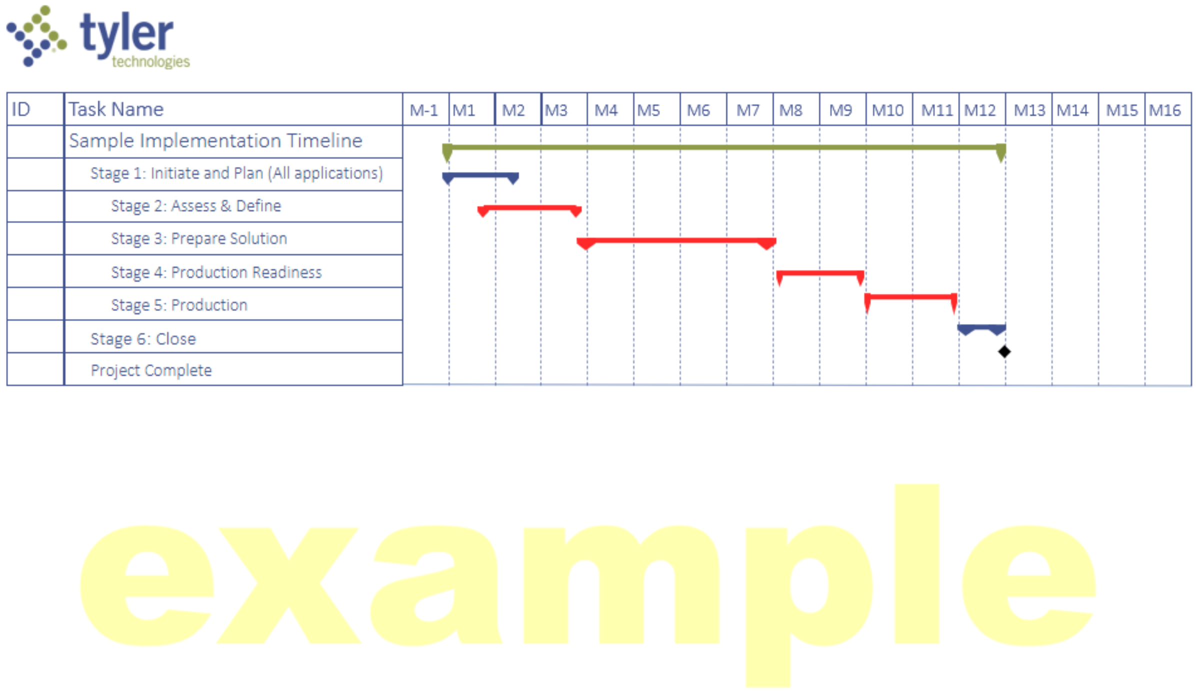
Proprietary and Confidential – Subject to Restrictions on Disclosure

ERP Pro Financial Management Timeline



This timeline is an example. Please use it as a general guide...ONLY. Its purpose is to demonstrate the order in which various products are typically implemented and the potential overlap of stages for each phase. The exact timing of each deliverable depends on many factors including, but not limited to, the client's ability to commit resources to the project, client blackout dates, and the alignment of client business practices with Tyler implementation methodology. Tyler makes no guarantees that implementation schedules will align with this example.

ERP Pro Utility Billing, CRM, and Community Development Timeline



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Support & Maintenance

Our mission is to deliver superior service by providing a timely response, issue resolution and operational support, resulting in a high-level of client satisfaction. Unlike some companies who outsource their application support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts.

Transparency is important, that's why every support incident is logged into Tyler's Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident, and each incident is assigned a priority number, which corresponds to your needs and deadlines. Clients can track the progress of these incidents online using Tyler's support portal.

Tyler Support provides our clients with peace of mind through many different tools including but not limited to the following:

Support Channels

Tyler offers Live **telephone support** on our toll-free support hotline (8am – 5pm across four US time zones). For urgent or complex questions, users receive, unlimited telephone software support.

On-line submission (portal) for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.

Our E-mail support allows our clients to ask unlimited detailed questions, attach documents and screenshots, and explain the issues so that our staff can create a resolution efficiently.

Tyler Community – your direct link to thousands of Tyler software users across the country, as well as Tyler personnel in support, implementation, sales, etc.

Additional Support Resources

- *Tyler Search* – Our search engine is an online query tool that provides answers for your questions by culling through all Tyler's online resources using Knowledge Centered Service

- *Tyler Knowledgebase* – A thorough documentation library in a single, easily accessible location
- *Tyler Community* – Tyler's online forum available 24/7 where you can talk to other users, Tyler support and product specialists, and more.
- *Tyler University* – An e-learning solution to enhance support and training of your employees using your data
- *Tyler Release Management Console** – Shows all release version information, with a summary of each release and associated enhancements, open, closed, and non-critical issues
- *Online Help* – Context sensitive field help and procedural information to assist your team in completing program tasks built directly into your software
- *Answer Panel* – Instant results to online questions in the panel that matches your question. Answers provided are the most relevant to your question, regardless of the source of the information.
- *Online Support Portal* – Log or manage incidents and attach documentation and screenshots
- *GoToAssist & Bomgar* –* Remote assistance from Support used to connect to your desktop
- *Phone –* Tyler provides a dedicated 800 number that places no limits on who from your team may contact Support, or the number of calls placed
- *Email –* Our dedicated support email is often the easiest way to communicate issues. From providing screenshots and other images to including entire conversation threads, email can provide insight into the issue leading to faster resolution.
- *State User Groups* – Forums organized by Tyler staff and attended by existing clients to get the latest information on Tyler products
- *Annual Conference* – Tyler Connect features online courses taught by Tyler subject matter experts hosted in a different city each year

Support Availability

Regardless of how your team contact us, we are here to help. Tyler Technical Support is divided into application specific teams to enable product specialization and provide timely resolution of support incidents. This application specific approach allows our Technical Support Representatives to focus on a small group of applications offering a high level of product expertise to our clients. Customer support's goal is to return all requests for Support within one business hour.

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

Support Response and Resolution

Though our Live Telephone Support reduces call-backs, it does not eliminate them. Response times and resolution times have been established for those incidents and are monitored via constant communication with our clients and specific metrics. The information presented below does NOT include live support, only incidents where live support may not be available.

*Please see Tyler's Terms & Conditions for additional details.

Issue Handling

Tyler records all your contacts and incidents in a customer relationship management system. This system tracks the history of each incident, including the contact, time, priority level, case description, correspondence, attached files, support recommendations, your feedback, and the resolution. The priority is assigned to each case as it is logged based upon the initial information provided and can be modified.

Support Analysis

With many our customers taking advantage of our Live Telephone Support, we track First Call Resolution. The Industry Standard for Call Back Resolution falls below 49 percent. Tyler stays well above the industry standard with an average of 70 percent resolution rate upon first contact by our customers. Taking support calls live allows us to resolve issues more quickly creating a more efficient environment for our customers.

Tyler carefully gauges all the aspects of support to maintain a customer-conscious atmosphere, so in addition to tracking First Call Resolution, we track relevant data that helps us to better serve our customers.

- Average wait time in the queue
- Average response time
- Average resolution time
- Average call volume by day
- Average incidents closed by agent by day

- Incident trend analysis

Problem Escalation

The goal of the Tyler Support department is to provide technical assistance to Tyler Product users in overcoming issues, understanding certain functionality, and recommending approaches to various situations.

An incident is originated when a customer contacts Tyler's support staff. Support can be contacted via the toll-free support line, e-mail, or the support website. The incident can be received in several different ways via our flexible support systems.

If the support incident is received via the toll-free support line, a support representative will create and log the support issue into our help desk system. The support representative will take ownership of the incident and see it to resolution. The support representative will use many different resources to resolve the issue including on-line help, Knowledge Base, advisors, team leaders, managers, and software developers.

If the support incident is received via e-mail or online support portal, an incident is created, and a support representative will contact the customer based on a combination of the priority of the issue and the order that the issue was received. The support representative will take ownership of the incident and see it to resolution. The support representative will use many different resources to resolve the issue including on-line help, Knowledge Base, advisors, team leaders, managers, and software developers.

The Team Leaders and Manager of Support Services monitor the status of all support incidents received during the day. In situations where the Team Leaders or Manager identify an incident that needs escalation, the Team Leader or Manager may manually escalate the incident or assign it to a specific support representative. If the software support representative cannot resolve the incident, they have several different levels of help in order to resolve the incident in a timely manner. The levels are as follows: Support Specialist > Advisor > Team Leader > Manager of Support Services > Director of Client Services.

Tyler Community

As America's largest software provider dedicated to serving the public sector, Tyler is uniquely qualified to leverage the combined experience of tens of thousands of users with our staffs' deep domain knowledge to bring a one-of-a-kind interactive online community.

In the Tyler Community clients connect with other users and Tyler staff to share information, collaborate, access support, and receive training. In this interactive environment, individual knowledge is amplified exponentially across the community.

Get connected. Connect with colleagues from neighboring communities or from across the country. And stay connected by joining groups with other users who are in the same geographic region, share common job functions or use the same software products.

Join the Discussion. Join discussions on topics that impact your daily life, keep up with the latest software tips and tricks and discover what other agencies around the nation are doing to connect and empower their constituents.

Software Updates & Maintenance

Tyler has proven history of providing upgrades and enhancement releases on a continual basis, which are available to all clients. Our evergreen philosophy ensures that those upgrades and enhancements are provided at no cost to those current with their annual software maintenance contract. Enhancement releases take place every year and are scheduled with the City to provide the best possible timeframe for both the City and Tyler. Upgrades, however, occur periodically and are initiated by the City at any time via the Internet through a process called Live Update, making the process as convenient as possible for our clients. Patches and fixes are provided to the City through Live Update as well.

Our evergreen development philosophy has been a strong differentiator that separates us from our competitors and provides a significant cost savings to our family of clients. Through evergreen, our clients receive the latest technology developments, releases, and updates without paying additional license fees – for the life of their Tyler product. While this has provided our clients with a return on investment that is unrivaled in our industry, the frequency and complexity of software releases can sometimes create a consumption gap for our clients.

The gap exists when new features are released and, over time, users don't learn and apply these features to their work environments. EverGuide® is a Tyler-wide continuous improvement initiative to address the consumption gap. With EverGuide, our goal is to help our clients continue to grow and evolve their use of the functionality and enhancements of their Tyler product over time. Through our EverGuide initiative, we will:

- Help clients better leverage product enhancements
- Provide a workflow "maturity model" for clients to follow
- Offer strategic planning services and training resources
- Offer a client executive program to help clients build and implement a continuous
- improvement plan
- Provide domain expertise, with defined integration points and common support methodology

everGuide™

With EverGuide, our goal is to help our clients continue to grow and evolve their use of the functionality and enhancements of their Tyler product over a long period of time. It's also our hope that this initiative is a catalyst for our clients' organizations to embrace change, commit to training and developing their staff, and fully use the wide ranges of Tyler's service and support offerings available to them.

Annual User Conference

Each year Tyler hosts an annual user conference, which brings together staff and clients from across all Tyler products. Tyler has appropriately named our conference Connect, and each year thousands of clients come to learn about Tyler, our products, and to connect with peers and staff. This premier event helps clients get the maximum use of their Tyler software. Clients can learn more about existing or proposed functionality through dozens of classes over several days. Development product managers attend the event to share their plans for the next upgrade and to solicit feedback from clients.

Our clients' input from past conferences continues to impact significantly the direction of software enhancements and changes. Client attendance each year ensures that appropriate needs are reflected in product development strategies. Connect is held in different locations every year to accommodate our geographically diverse client base and to provide fresh and exciting activities for our clients outside of the classes and labs.

Knowledge Base

The Knowledge Base provides users with a single, easily accessible location to find all available documentation related to our software. This tool uses a user-friendly search screen which can be accessed through the Support website. Search criteria include the ability to filter by version, search for key words, include only certain types of documentation, or perform system wide searches. Provided through the KnowledgeBase are process documents, file layouts, user guides, installation manuals, setup documents, system administrator documents, data schemas, training exercises, e-learning classes and much more. More than 90% of the documents available are in MS Word format so that they can be easily customized for use in training materials, custom documentation or process checklists.

State User Groups

Tyler clients benefit from networking and peer-to-peer collaboration through state user groups. The majority of user groups are run by clients, who set the meeting agenda, location, and frequency, assign topics, and involve the Tyler resources they need. In large states, there may be several user groups or different sessions planned.

Tyler provides staff to demonstrate new functionality and assist with materials and collateral. During the sessions, Tyler representatives collect important feedback and report back to product managers. Many clients form lasting connections with other users within these groups and help to make each other better users of their software.

Tyler Release Life-Cycle Policy

Tyler Technologies employs a comprehensive and easy-to-use Release Life-Cycle Policy for its software. Our release life-cycle policy is designed to balance our clients' need for flexibility and stability, while meeting the demands for strategic product enhancements. This policy benefits our clients by providing:

- Consistent and predictable product release timelines and maturity levels, available on the Tyler Community website.
- The ability to accurately budget, plan, and schedule upgrade resources around major processing events
- The assurance of continually operating on a fully supported release

Each Tyler release evolves through the following phases as part of the Release Life-Cycle Policy.

Early Adoption (EA). This phase takes place 2-3 months prior to GA. It represents a timeframe when select clients participate in an intense testing program to ensure release quality.

General Availability (GA). This phase lasts 12 months and represents the timeframe that a product release is available for installation at client sites.

Feature Complete (FC). This is a 3- to 6-month phase and represents the timeframe in which a product release has matured through EA and GA phases, and minimal development efforts are needed for the remainder of the product life. At this point, clients are encouraged to consider moving to a more current release.

Next Release Planning (NRP). This phase represents a timeframe in which the given release has been available for up to 18 months and is at least two product releases behind the latest available Tyler release. The final Year-End release is provided. Clients are strongly encouraged to move from this stage to a more current release.

Product Retired (PR). This represents a release that receives minimal support services and no development activity. Clients must move to a more current release in order to receive a Year-End release.

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.

Pricing

Notes

The following Pricing is based on the stated requirements provided by City of Bel Aire in this RFP. It includes Tyler software license fees, estimated services, project management, conversion, and travel and expense costs.

Any stated conversion prices may vary depending on cooperation of previous vendor and/or the complexity of converting the data.

Travel expenses are estimated; however, actual expenses will be billable.

The license fees listed in this Cost Summary do not include any tax or other governmental impositions including, without limitation, sales, use, or excise tax. All applicable sales tax, use tax, or excise tax shall be paid by client and shall be paid over to the proper authorities by client or reimbursed by client to Tyler Technology on demand in the event that Tyler Technology is responsible or demand is made on Tyler Technology for the payment thereof. If tax-exempt, client must provide Tyler Technology with client's tax-exempt number or form.

Software	Cost
Onboarding Fees	$2,615.00
Accounting	$34,655.00
Accounting Data Conversion	$13,750.00
Payroll	$7,128.00
Payroll Data Conversion	$3,000.00
Employee Self-Service	$0.00
Employee Expense Reimbursement	$0.00
Applicant Tracking	$0.00
Work Orders, Fleet and Facilities Management	$0.00
Fleet Data Conversion	$0.00
Reporting Services	$0.00
Court	$10,289.00
Court Data Conversion	$10,500.00
Inspections	$5,902.00
Inspections Data Conversion	$2,000.00
Code Enforcement	$4,552.00
Code Enforcement Data Conversion	$2,000.00
Utility Billing	$21,757.00
Utility Billing Data Conversion	$6,000.00
Vendor Licensing	$4,263.00
Vendor Licensing Data Conversion	$2,000.00
Building Permits	$4,822.00
Building Permits Data Conversion	$2,000.00
Backflow Management	$0.00
Backflow Data Conversion	$0.00
Recreation	$4,178.00
Recreation Data Conversion	$0.00

Reporting Software for Public Facing Reports/Letters	$0.00
Interface for State Court System	$0.00
Interface for Digitickets System	$2,315.00
Interface for Sensus	$7,800.00
Customer Fees for Using ACH Payments	$1.25
Customer Fees for Usint Debit Card Payments	3%
Customer Fees for Using Credit Card Payments	3.50%
Data Conversion (Total)	$38,250.00
On Site Training	NA
Online Training	$191,650.00
Total Cost	**$304,178.00** Includes software, training, project management and hardware costs.

Sales Quotation For:
City of Bel Aire
7651 E Central Park Ave
Bel Aire KS 67226-7600

Quoted BY	John Hardin
Quote Expiration	4/30/24
Quote Name	Bel Aire KS - SaaS

Tyler Annual Software – SaaS Description	List Price	Discount	Annual
ERP Pro powered by Incode			
ERP Pro 10 Financial Management Suite			
Invoice Approvals	$ 0	$ 0	$ 0
Core Financials	$ 14,786	$ 2,957	$ 11,829
Contracts Management	$ 0	$ 0	$ 0
Fixed Assets	$ 1,865	$ 187	$ 1,678
Grants Management	$ 1,479	$ 148	$ 1,331
Inventory Control	$ 3,537	$ 354	$ 3,183
Human Resources Management (Includes Position Budgeting)	$ 7,070	$ 1,061	$ 6,009
Employee Access Pro	$ 0	$ 0	$ 0
Project Accounting	$ 3,469	$ 347	$ 3,122
Employee Access Pro Time & Attendance	$ 1,243	$ 124	$ 1,119
Purchasing	$ 4,457	$ 446	$ 4,011
Accounts Receivable Access	$ 1,200	$ 120	$ 1,080

Tyler Annual Software – SaaS Description	List Price	Discount	Annual
Accounts Receivable	$ 3,891	$ 389	$ 3,502
ERP Pro 10 Customer Relationship Management Suite			
UB Kiosk API	$ 6,216	$ 622	$ 5,594
Utility Billing Water/Gas	$ 10,285	$ 2,057	$ 8,228
Smart Meter Access	$ 7,800	$ 0	$ 7,800
Address Verification with Presort	$ 900	$ 90	$ 810
Cashiering	$ 3,665	$ 367	$ 3,298
Utility Access	$ 1,680	$ 168	$ 1,512
Utility Payment Import Interface	$ 1,608	$ 161	$ 1,447
Service Orders Mobile	$ 965	$ 97	$ 868
ERP Pro Community Development Suite			
Permitting Access	$ 1,200	$ 120	$ 1,080
Licensing Access	$ 1,200	$ 120	$ 1,080
Code Enforcement Access	$ 1,200	$ 120	$ 1,080
Code Enforcement	$ 3,858	$ 386	$ 3,472
Licensing	$ 3,537	$ 354	$ 3,183
Permitting	$ 3,858	$ 386	$ 3,472
Code Enforcement Mobile	$ 1,500	$ 150	$ 1,350
Inspections Mobile	$ 1,500	$ 150	$ 1,350
Municipal Justice powered by Incode			
Municipal Justice 10 Suite			
Criminal Case Manager	$ 4,244	$ 424	$ 3,820
Cash Collections	$ 0	$ 0	$ 0
Citation Issuing Device Interface	$ 2,572	$ 257	$ 2,315
Court Payment Import Interface	$ 1,608	$ 161	$ 1,447
Output Director	$ 1,769	$ 177	$ 1,592
Court Public Access	$ 2,750	$ 275	$ 2,475
Collection Agency Export Interface	$ 1,061	$ 106	$ 955

Tyler Annual Software – SaaS

Description	List Price	Discount	Annual
Civic			
Parks & Rec			
Parks & Recreation	$ 3,678	$ 368	$ 3,310
Cashiering for Parks & Recreation	$ 965	$ 97	$ 868
Tyler One			
Identity			
Identity Workforce Advanced [5]	$ 30	$ 0	$ 30
Content Manager Suite			
Content Manager Core	$ 5,466	$ 547	$ 4,919
TOTAL:	**$ 118,112**	**$ 13,893**	**$ 104,219**
Term # of Years: 3			

Tyler Annual Services

Description	List Price	Discount	Annual
ERP			
Other Services			
Tyler University	$ 3,487	$ 872	$ 2,615
TOTAL:	**$ 3,487**	**$ 872**	**$ 2,615**

Tyler Fees per Transaction

Description	Net Unit Price
Municipal Justice powered by Incode	
Municipal Justice 10 Suite	
Miscellaneous Payments	$ 1.25

Tyler One	
Payments	
Municipal Justice Payments	$ 0.00
ERP Pro Payments	$ 0.00
Utility Access Payments Bundle	$ 0.00
ERP Pro powered by Incode	
ERP Pro 10 Financial Management Suite	
AP Automation	$ 0.00
Notify	
Notifications for Utilities	$ 0.10

Third Party Software & Hardware Description	Quantity	Unit Price	Extended Price	Annual
Tyler Third Party				
Hardware				
Topaz Signature Pad TL462 USB with Serial Emulation TLBK462 BSB	1	$ 525	$ 525	$ 105
Epson TMH6000V Thermal Receipt Printer Black USB NEW	2	$ 1,200	$ 2,400	$ 406
Symbol LS2208 Bar Code Scanner w/ intellistand NEW	2	$ 350	$ 700	$ 140
Tyler One				
Payments				
Payments EMV Card Reader Purchase	2	$ 529	$ 1,058	$ 0
PCI Service Fee (Per Device)	2	$ 0	$ 0	$ 360
TOTAL:			**$ 4,683**	**$ 1,011**

Services Description	Hours/Units	Extended Price
ERP Pro 10 Financial Management Suite		
Professional Services	448	$ 64,960
Data Conversion Services		$ 13,750
Project Management	1	$ 1,950
ERP Pro 10 Customer Relationship Management Suite		
Professional Services	228	$ 33,060
Project Management	1	$ 1,600
Data Conversion Services		$ 6,000
ERP Pro Community Development Suite		
Professional Services	120	$ 17,400
Project Management	1	$ 1,950
Data Conversion Services		$ 8,000
Municipal Justice 10 Suite		
Data Conversion Services		$ 10,500
Professional Services	84	$ 12,180
Project Management	1	$ 1,400
Content Manager Suite		
Professional Services	40	$ 5,800
Parks & Rec		
Professional Services	80	$ 11,600
Project Management	1	$ 1,500
TOTAL:		**$ 191,650**

Summary	**One Time Fees**	**Recurring Fees**
Total SaaS		$ 104,219
Total Third Party Hardware, Software, Services	$ 4,683	$ 1,011
Total Tyler Services	$ 191,650	$ 2,615
Summary Total	**$ 196,333**	**$ 107,845**
Contract Total	**$ 304,178**	

Optional Tyler Annual Software – SaaS Description	Annual
Municipal Justice powered by Incode	
Municipal Justice 10 Suite	
Officer Email Notification	$ 1,415
TOTAL:	**$ 1,415**

Optional Services Description	Hours/Units	Extended Price
Content Manager Suite		
Data Conversion Services		$ 22,000
Professional Services	24	$ 3,480
TOTAL:		**$ 25,480**

Comments

Work will be delivered remotely unless otherwise noted in this agreement.

Your use of Tyler 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 Tyler Payments fee schedule.

UB Kiosk API	Please Note: There are specific steps of this process that must be completed before Tyler implements the API. Your kiosk vendor will first need to register at the following Integration Portal in order to utilize this API: https://empower.tylertech.com/VendorRegistrationPortal.html This is required before the API can be installed. Please note that kiosk vendor will need to go through this registration process for every client. During this registration, in the "Please describe the functionality that this integration provides" field, your kiosk vendor will need to state this API will be used only for kiosks. Tyler will not implement the API until the vendor has completed this process. A delay in completing the registration process by the vendor will not support altering the payment terms of this order.
Utility Billing Water/Gas	Utility CIS System includes collections, tax lien process and import, a standard forms pkg., output director and one Utility handheld meter-reader interface.
Utility Access	Utility Access Component displays the current status (late, cut off etc), the action needed to avoid penalty, current balance, deposits on file (optional), last payment date, last payment amount, payment arrangements on file, last bill amount, last bill date, bill due date, contracts on file and status, transaction history (online payments). Payment packet is created to be imported to utility system. Address information includes legal description, precinct, school district, and services at address(subject to data availability). Includes consumption history by service (including graphs), request for service (optional), information change request (optional), security -SSL (secure socket layer).
Smart Meter Access	Smart Meter Access provides the ability to view AMI data in a chart form thru Billing Access Payments. It provides citizen transparency to track and proactively manage consumption and citizens can opt in to receive consumption notifications and leak alerts. Note: Notifications are billed out quarterly as incurred at $0.10 per call or text.
Core Financials	Core Financials includes general ledger, budget prep, bank recon, AP, CellSense, a standard forms pkg, output director, positive pay, secure signatures.

Cashiering	Cashiering supports credit/debit cards, is PCI Compliant, and includes a cash collection interface and a cashiering receipt import.
Invoice Approvals	Invoice Approvals, included with AP Automation, automates invoice workflows by routing them to the appropriate departments for completion and approval.
Identity Workforce Advanced [5]	Tyler's Identity Workforce 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, Identity Automation RapidIdentity, and Okta. Any requirement by you to use an IdP not supported by Tyler may require additional costs, available upon request. Identity Workforce SaaS Fees are based on user counts. Year one SaaS Fee is based on estimated user count as indicated in this order. Unless otherwise agreed by the parties, the SaaS Fee for each subsequent annual term is based on the preceding annual term's annual user count.
Utility Payment Import Interface	Utility CIS System includes collections, tax lien process and import, a standard forms pkg., output director and one Utility handheld meter-reader interface.
Accounts Receivable Access	Accounts Receivable Access: Note that the customer pays $1.25 fee per transaction for payment on-line. Accounts Receivable Access Component displays account status, accounts for payment, has Security-(Secure Socket Layer), and payment processing via credit cards. Payment packet is created to be imported to accounts receivable system.
Permitting Access	Permitting Access displays the project detail, which includes permit number, status, address, owner name, expiration date, and issued date. It also displays the segment detail, which includes the fees, balance, payments, and any pending payments. It displays any inspection history. Payment packet is created to be imported to the permitting system. It also allows the user to request inspections, as well as pay or apply for a permit. Note that the customer pays the $1.25 fee per transaction for payment online.
Licensing Access	Licensing Access displays the license detail, which includes license number, license type, issued to, alternate contact, property, status, effective date, and expiration date. It displays the balance detail, such as fees, penalties, interest, and tax. Payment packet is. It also allows the user to request renewals, as well as pay or apply for a license. Note that the customer pays the $1.25 fee per transaction for payment online.
Utility Access Payments Bundle	The Utility Access Payments Bundle includes: ERP Pro Payments and IVR (an automated phone system which securely allows for the collection of utility payments and the checking of balances and due dates).
Notifications for Utilities	Notification for Utility Access ($0.10 per call) includes Customer notification by phone (call late notices and general notifications). Call lists are automatically generated and the account is updated after the call. It includes a custom message for each call type and the call message can be in English or Spanish. It generates reports based on call results. Note: The Utility will be billed at the rate specified above for all the calls made. The Utility will be billed quarterly by Tyler Technologies for calls conducted.
AP Automation	AP Automation pricing quoted reflects processing via ACH or Virtual Card. Processing checks will incur a fee and an invoice will be provided annually based on actual usage. Please refer to the Terms of Use for Fee Structure.

Miscellaneous Payments	Miscellaneous Payments Component allows clients to setup payment forms for misc. payments with a fixed, calculated or open payment amount. The payments are sent from the website to the cash collection/Cashiering application and then posted to the GL application. NOTE: There is a per transaction fee associated with the Miscellaneous Payments that will be paid by client unless Tyler is instructed by the client to pass along to the user at time of payment.
Utilities Data Conversion	Utility Billing conversion includes contacts/properties/accounts, meters, transaction/consumption/read history, metered services, non-metered service. Balanced transactions converted from current calendar year plus prior 2 years. Unlimited history imported upon request.
Human Resources Management /Payroll History Data Conversion	Human Resources Management History conversion includes unlimited historical records.
Human Resources Management Employee Records Conversion	Human Resources Management/Payroll conversion includes employee master and current direct deposit - additional fee for historical views.
General Ledger History Data Conversion	General Ledger History conversion includes unlimited historical records
General Ledger Data Conversion	General Ledger conversions include Chart of Accounts - additional fee for historical views.
Accounts Payable History Data Conversion	Accounts Payable History conversion includes unlimited historical records
Accounts Payable Data Conversion	Accounts Payable conversions include Vendor Master Only - additional fee for historical views.
Business License Data Conversion	Business License Conversion includes Current Licenses, Properties and Contacts - no history
Building Projects Data Conversion	Building Project Conversion includes Current Projects, Properties and Contacts - no history
Accounts Receivable Data Conversion	Accounts Receivable conversions include master files (contacts properties)
Caseless Warrants Data Conversion	Caseless Warrant Conversion - Warrants that are issued without a case being entered or filed with the Court. The officers will request a warrant to be issued on a Defendant based on an allegation.
Case Management Data Conversion	Court Case Management conversion includes Name Information (Address, phone, name notes), Vehicle Information, Officer Information, Offense Code Information, Case Information (violation date, comments, citation), Witness Information, Disposition Information

Clarifications & Understandings

Tyler Statement Regarding Exceptions to the City of Bel Aire's RFP for ERP Software System

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(s).. That methodology, and that contract(s), 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 constitute a waiver of Tyler's right to negotiate any and all terms to the mutual satisfaction of the parties.

Tyler has provided a copy of our standard Terms and Conditions within this response. Tyler has also provided its Evidence of Insurance certificate and its source code escrow agreement with Iron Mountain (to the extent you desire to escrow the Tyler source code under a perpetual license agreement). Tyler's insurance program and source code escrow arrangements are established at a corporate level and are not subject to change on an individual customer basis.

Tyler will consider its implementation methodology and its contract(s) to be the starting point for those negotiations unless expressly stated otherwise in its Proposal. Tyler's standard contract(s) are included for your reference. To the extent you request to incorporate your bid 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 bid documentation.

Tyler retains all intellectual property and confidentiality rights in and to our proprietary and/or confidential information and deliverables.

Please see the following pages for exceptions to the City of Bel Aire's terms outlined within this RFP.

Clarifications & Understandings

City of Bel Aire, Kansas ("Client")

RFP: ERP SOFTWARE 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 will consider its implementation methodology and its contract to be the starting point for those negotiations unless expressly stated otherwise in its Proposal. 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 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.

Tyler is providing representative exceptions to standard procurement terms and conditions for your review. This list does not negate any of the expectations Tyler has stated above.

- 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: We reserve the right to protest the public disclosure of our confidential business information/trade secrets but will comply with applicable public records laws.
- Pricing: Unless expressly indicated otherwise, our Proposal contains estimates of the amount of services and associated expenses needed, based on our understanding of the size and scope of your project. The actual amount of services and expenses depends on such factors as your level of involvement in the project and the speed of knowledge transfer. If required, we will provide a not-to-exceed quote once the scope of services has been finalized. 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.
- Compliance with RFP: Tyler's Proposal complies with and is subject to the RFP's terms**, except as modified by, taken exception to, and as otherwise provided in Tyler's Proposal**.

Sample Contracts

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

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 07/17/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
MARSH USA, LLC.
99 HIGH STREET
BOSTON, MA 02110

CN102891976-GAWXC-GAWXC-23

CONTACT NAME: ...
PHONE (A/C, No, Ext):
FAX (A/C, No):
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Hartford Fire Insurance Company	19682
INSURER B : Trumbull Insurance Company	27120
INSURER C : Hartford Casualty Insurance Company	29424
INSURER D : Sentinel Insurance Company	11000
INSURER E : QBE Specialty Insurance Company	11515
INSURER F :	

INSURED
Tyler Technologies, Inc.
5101 Tennyson Parkway
Plano, TX 75024

COVERAGES **CERTIFICATE NUMBER:** NYC-011495459-08 **REVISION NUMBER:** 4

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			10 UEN DL0437	04/01/2023	04/01/2024	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
B	AUTOMOBILE LIABILITY			10 UEN DI9897	04/01/2023	04/01/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
C	X UMBRELLA LIAB X OCCUR			10 XHU DL0102	04/01/2023	04/01/2024	EACH OCCURRENCE	$ 25,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 25,000,000
	DED X RETENTION $ 10,000							$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N			10WBAK8AGK	04/01/2023	04/01/2024	X PER STATUTE / OTH-ER	
	ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH)	N / A					E.L. EACH ACCIDENT	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
E	Professional Liability Cyber Protection			130001996	06/17/2023	06/17/2024	Limit:	5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence Only

CERTIFICATE HOLDER

Tyler Technologies
5101 Tennyson Parkway
Plano, TX 75024

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

AGENCY CUSTOMER ID: CN102891976

LOC #: Boston

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
MARSH USA, LLC.		Tyler Technologies, Inc. 5101 Tennyson Parkway Plano, TX 75024
POLICY NUMBER		
CARRIER	NAIC CODE	
		EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

The Professional Liability / Cyber policies evidenced contain Self Insured Retentions to various perils covered. If you would like additional information regarding these sub limits or deductibles, please contact the insured.