SOFTWARE AS A SERVICE AGREEMENT

This Software as a Service Agreement is made between Tyler Technologies, Inc. ("Tyler") and City of Round Rock, Texas ("Client") (collectively the "Parties").

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary attached as Exhibit A, incorporated herein by reference for all purposes, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement.

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

SECTION A – DEFINITIONS

- **"Agreement"** means this Software as a Services Agreement, including all exhibits attached hereto, which are incorporated herein by reference for all purposes.
- **"Business Travel Policy"** means Tyler's business travel policy. A copy of Tyler's current Business Travel Policy is attached hereto as Schedule 1 to Exhibit B, incorporated herein by reference for all purposes.
- **"Client"** means City of Round Rock, Texas.
- **"Data"** means Client's data necessary to utilize the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for Client's Data identified in the Investment Summary (Exhibit A), if any.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in Tyler's written proposal to Client, or Client's functional equivalent, based on a condition within Tyler's reasonable control. Future functionality may be updated, modified, or otherwise enhanced through Tyler's maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in Tyler's then-current Documentation.
- **"Developer"** means a third-party who owns the intellectual property rights to Third-Party Software.
- **"Documentation"** means any online or written documentation related to the use or functionality of the Tyler Software that Tyler provides or otherwise makes available to Client, including instructions, user guides, manuals and other training or self-help documentation.
- **"Effective Date"** means the last signature date set forth in the signature block.
- **"Force Majeure"** means an event beyond the reasonable control of Tyler or Client, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by Tyler or Client.
- **"Investment Summary"** means the agreed upon cost proposal for the products and services attached hereto as Exhibit A.
- **"Invoicing and Payment Policy"** means the invoicing and payment policy. A copy of Tyler's current Invoicing and Payment Policy is attached hereto as Exhibit B.
- **"Order Form"** means an ordering document that includes a quote or Investment Summary (Exhibit A) and specifying the items to be provided by Tyler to the Client, including any addenda and supplements thereto.
- **"SaaS Fees"** means the fees for the SaaS Services identified in the Investment Summary (Exhibit A).
- **"SaaS Services"** means Software as a Service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and

use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of Tyler's normal business hours, or training, consulting or other professional services.

- **"SLA"** means the Service Level Agreement. A copy of Tyler's current SLA is attached hereto as <u>Exhibit C, incorporated herein by reference for all purposes</u>.
- **"Statement of Work"** means the industry standard implementation plan describing how Tyler's professional services will be provided to implement the Tyler Software, and outlining Client's and Tyler's roles and responsibilities in connection with that implementation. The Statement of Work is attached hereto as <u>Exhibit D, incorporated herein by reference for all purposes</u>.
- **"Support Call Process"** means the support call process applicable to all of Tyler's customers who have licensed the Tyler Software. A copy of Tyler's current Support Call Process is attached hereto as <u>Schedule 1</u> to <u>Exhibit C</u>.
- **"Third-Party Hardware"** means the third-party hardware, if any, identified in the Investment Summary (<u>Exhibit A</u>).
- **"Third-Party Products"** means the Third-Party Software and Third-Party Hardware.
- **"Third-Party SaaS Services"** means Software as a Service provided by a third-party, if any, identified in the Investment Summary (<u>Exhibit A</u>).
- **"Third-Party Software"** means the third-party software, if any, identified in the Investment Summary (<u>Exhibit A</u>) and not embedded in the Tyler Software.
- **"Third-Party Terms"** means, if any, the end user license agreement(s) or similar terms, as applicable.
- **"Tyler"** means Tyler Technologies, Inc., a Delaware corporation.
- **"Tyler Software"** means Tyler's proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary (<u>Exhibit A</u>) and licensed by Tyler to Client through this Agreement. The Tyler Software also includes embedded third-party software that Tyler is licensed to embed in Tyler's proprietary software and sub-license to Client.

SECTION B – SAAS SERVICES

1. <u>Rights Granted</u>. Tyler grants to Client the non-exclusive, non-assignable limited right to use the SaaS Services solely for Client's internal business purposes. The Tyler Software will be made available to Client according to the terms of the SLA. Client acknowledges that Tyler has no delivery obligations and Tyler will not ship copies of the Tyler Software as part of the SaaS Services. Client may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(9).

2. <u>SaaS Fees</u>. Client agrees to pay Tyler the SaaS Fees as set forth in the Investment Summary (<u>Exhibit A</u>) in accordance with the invoicing and Payment Policy (<u>Exhibit B</u>). The SaaS Fees are based on the amount of Data Storage Capacity of 20 TB. Client may add additional Data Storage Capacity on the terms set forth in Section H(1). In the event Client regularly and/or meaningfully exceeds the Data Storage Capacity, Tyler reserves the right to charge Client additional fees commensurate with the overage(s).

3. <u>Ownership</u>.

   3.1 Tyler retains all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by Tyler under this Agreement. Client does not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.

   3.2 The Documentation is licensed to Client and may be used and copied by Client's employees for internal, non-commercial reference purposes only.

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3.3 Client retains all ownership and intellectual property rights to the Data. Client expressly recognizes that except to the extent necessary to carry out Tyler's obligations contained in this Agreement, Tyler does not create or endorse any Data used in connection with the SaaS Services.

4. <u>Restrictions</u>. Client may not: (a) make the Tyler Software, or Documentation resulting from the SaaS Services, available in any manner to any third-party for use in the third-party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third-party in building or supporting, products or services competitive to Tyler; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third-party other than as expressly permitted by this Agreement.

5. <u>Software Warranty</u>. Tyler warrants that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, Tyler will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(9), below, the SLA and Tyler's then current Support Call Process or to provide Client with a functional equivalent. For the avoidance of doubt, to the extent any Third-Party software is embedded in the Tyler Software, Client's limited warranty rights are limited to Tyler's Defect resolution obligations set forth above; Client does not have separate rights against the Developer of the embedded Third-Party software.

6. <u>SaaS Services</u>.

6.1 Tyler's SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 21. Tyler agrees to maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as Client is timely paying for SaaS Services. The scope of audit coverage varies for some Tyler Software solutions. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information. If our SaaS Services are provided using a third-party data center, Tyler will provide available compliance reports for that data center.

6.2 Client will be hosted on shared hardware in a Tyler data center or in a third-party data center. In either event, databases containing Client's Data will be dedicated to Client and inaccessible to Tyler's other customers.

6.3 The data centers, AWS GovCloud for public-safety applications and data storage and Microsoft Azure for cloud connectivity for mobility devices, utilized under this Agreement have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event of a disruption of SaaS Services from the data center hosting Client's data, Tyler reserves the right to employ Tyler's disaster recovery plan for resumption of the SaaS Services. In that event, Tyler commits to a Recovery Point Objective ("RPO") of 24 hours and a Recovery Time Objective ("RTO") of 24 hours. RPO represents the maximum duration of time between the most recent recoverable copy of Client's hosted Data and subsequent unavailability of SaaS Services from the data center hosting Client's data. RTO represents the maximum duration of time following disruption of the SaaS Services within which Client's access to the Tyler Software must be restored.

6.4 Tyler conducts annual penetration testing of either the production network and/or web application to be performed. Tyler will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. Tyler will provide Client with a

written or electronic record of the actions taken by Tyler in the event that any unauthorized access to Client's database(s) is detected as a result of Tyler's security protocols. Client may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of Tyler's IT Security Officer.

6.5 Tyler will test its disaster recovery plan on an annual basis and mitigate any findings in accordance with industry standards.

6.6 Tyler will be responsible for importing back-up and verifying that Client can log-in. Client will be responsible for running reports and testing critical processes to verify the returned Data.

6.7 Tyler will provide secure Data transmission paths between each of Client's workstations and Tyler's servers.

6.8 The data centers utilized under this Agreement are accessible only by authorized personnel with a unique key entry. All other visitors to such data centers must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

6.9 In the event of a confirmed security breach, as such term or similar term is defined by applicable law, that occurs while Client's data is in Tyler's possession, Tyler will comply with all aspects of applicable law in investigating and remediating such breach. Additionally, Tyler will notify Client of such breach as soon as practical and without undue delay.

SECTION C –PROFESSIONAL SERVICES

1. Professional Services. Tyler will provide Client the various implementation-related services itemized in the Investment Summary (Exhibit A) and described in the Statement of Work (Exhibit D).

2. Professional Services Fees. Client agrees to pay Tyler the professional services fees in the amounts set forth in the Investment Summary (Exhibit A). Those amounts are payable in accordance with our Invoicing and Payment Policy (Exhibit B).

3. Additional Services. The Investment Summary (Exhibit A) contains, and the Statement of Work (Exhibit D) describes the scope of services and related costs (including programming and/or interface estimates) required for the project based on the documented scope of the project as of the Effective Date. If additional work is required, or if Client uses or requests additional services, Tyler will provide Client with an addendum outlining the costs for the additional work.

4. Cancellation. If travel is required, Tyler will make all reasonable efforts to schedule travel for our personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if Client repeatedly cancels services less than two (2) weeks in advance (other than for Force Majeure or breach by Tyler) of the mutually scheduled date of services, Client will be liable for all (a) non-refundable expenses incurred by Tyler on Client's behalf, and (b) daily fees associated with cancelled professional services only if Tyler is unable to reassign its personnel. Tyler will make all reasonable efforts to reassign personnel in the event Client cancels within two (2) weeks of scheduled commitments.

5. Services Warranty. Tyler warrants it will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services for Client that do not conform to this warranty, Tyler will re-perform such services at no additional cost to Client.

6. <u>Site Access and Requirements</u>. At no cost to Tyler, Client agrees to provide Tyler with full and free access to Client's personnel, facilities, and equipment as may be reasonably necessary for Tyler to provide implementation services, subject to any reasonable security protocols or other written policies provided to Tyler as of the Effective Date, and thereafter as mutually agreed to by Client and Tyler. Client agrees that it is Client's responsibility to ensure that Client satisfies the then-current system requirements, if any, minimally required to run the Tyler Software.

7. <u>Client Assistance</u>. Client acknowledges that the implementation of the Tyler Software, and the ability to meet project deadlines and other milestones, is a cooperative effort requiring the time and resources of Client's personnel, as well as Tyler's personnel. Client agrees to use all reasonable efforts to cooperate with and assist Tyler as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with Tyler to schedule the implementation-related services outlined in this Agreement.

8. <u>Background Checks and CJIS</u>. For at least the past twelve (12) years, all of our employees have undergone criminal background checks prior to hire. All employees are required to sign Tyler's confidentiality agreement and security policies. Additionally, Tyler will comply with all applicable CJIS requirements regarding the services that Tyler provides under this Agreement.

9. <u>Maintenance and Support</u>. So long as Client timely pays its SaaS Fees according to the Invoicing and Payment Policy (<u>Exhibit B</u>), then in addition to the terms set forth in the SLA and the Support Call Process (<u>Exhibit C</u>), Tyler will:

   9.1 perform its maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);

   9.2 provide support during its established support hours;

   9.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third-Party Software, if any, in order to provide maintenance and support services;

   9.4 make available to Client all releases to the Tyler Software (including updates and enhancements) that Tyler makes generally available without additional charge to customers who have a maintenance and support agreement in effect; and

   9.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable release life cycle policy.

Tyler will use all reasonable efforts to perform any maintenance and support services remotely. Currently, Tyler uses a third-party secure connectivity tool called BeyondTrust (formerly Bomgar), as well as GoToAssist by Citrix. Client agrees to provide Tyler with a login account and local administrative privileges as Tyler may reasonably require to perform remote services. Tyler will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If Tyler cannot resolve a support issue remotely, it may be required to provide onsite services. In such event, Tyler will be responsible for its own travel expenses, unless it is determined that the reason onsite support was required was a reason outside Tyler's control. Either way, Client agrees to provide Tyler with full and reasonable access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for Tyler to provide the maintenance and support services, all at no charge to Tyler.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Exhibit C, Schedule 1 provides for emergency after hours support 24/7/365. Requested services outside the scope of this Agreement such as those outlined in this section will be billed to Client on a time and materials basis at Tyler's then current rates. Client must request those services with at least one (1) week's advance notice.

SECTION D – THIRD-PARTY PRODUCTS

To the extent there are any Third-Party Products identified in the Investment Summary (Exhibit A), the Third-Party Terms will apply. Client acknowledges that Tyler may have embedded third-party functionality in the Tyler Software that is not separately identified in the Investment Summary (Exhibit A). If that third-party functionality is not separately identified in the Investment Summary (Exhibit A), the limited warranty applicable to the Tyler Software applies, and Tyler further warrants that the appropriate Developer has granted Tyler the necessary license to (i) embed the unidentified third-party functionality in the Tyler Software; and (ii) sub-license it to Client through our license grant to the Tyler Software. Client may receive maintenance and support on such embedded Third-Party Software under the Maintenance and Support Agreement.

SECTION E – INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. Tyler will invoice Client the SaaS Fees and fees for other professional services in the Investment Summary (Exhibit A) per our Invoicing and Payment Policy, (Exhibit B) subject to Section E(2) below and in accordance with the Texas Prompt Payment Act.

2. Invoice Disputes. In the event Client believes any delivered software or services do not conform to the warranties set forth in this Agreement, Client will provide Tyler with written notice within thirty (30) days of Client's receipt of the applicable invoice. The written notice must contain reasonable detail of the issues Client contends are in dispute so that Tyler can confirm the issue and respond to Client's notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in Client's notice. Tyler will work with Client as may be necessary to develop an action plan that outlines reasonable steps to be taken by both parties to resolve any issues presented in Client's notice. Client may withhold payment of the amount(s) actually in dispute, and only those amounts, until Tyler completes the action items outlined in the plan. If Tyler is unable to complete the action items outlined in the action plan because of Client's failure to complete the items agreed to be done by Client, then Client will remit full payment of the invoice. Tyler reserves the right to suspend delivery of all SaaS Services, including maintenance and support services, if Client fails to pay an invoice not disputed as described above within sixty (60) days of notice of Tyler's intent to do so.

   Any invoice not disputed as described above will be deemed accepted by Client and will be paid in accordance with the Texas Prompt Payment Act.

SECTION F – TERM, TERMINATION AND NON-APPROPRIATION

1. Term. The term of this Agreement is five (5) years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Client's right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.

2. Termination. This Agreement may be terminated as set forth below. In the event of termination, Client will pay Tyler for all undisputed fees and expenses related to the software, products, and/or services Client has received, or Tyler has incurred or delivered, prior to the effective date of termination. Disputed fees and

expenses in all terminations other than Client's termination for cause must have been submitted as invoice disputes in accordance with Section E(2).

2.1 <u>Failure to Pay SaaS Fees</u>. Client acknowledges that continued access to the SaaS Services is contingent upon Client's timely payment of SaaS Fees. If Client fails to timely pay the SaaS Fees, Tyler may discontinue the SaaS Services and deny Client's access to the Tyler Software. Tyler may also terminate this Agreement if Client does not cure such failure to pay within forty-five (45) days of receiving written notice of Tyler's intent to terminate.

2.2 <u>For Cause</u>. If Client believes Tyler has materially breached this Agreement, Client will invoke the Dispute Resolution clause set forth in Section H(3). Client may terminate this Agreement for cause in the event Tyler does not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).

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

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

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. <u>Intellectual Property Infringement Indemnification</u>.

1.1 Tyler agrees to defend Client against any third-party claim(s) that the Tyler Software or Documentation infringes that third-party's patent, copyright, or trademark, or misappropriates its trade secrets, and will promptly pay the amount of any resulting adverse final judgment (or settlement to which Tyler consents). Client must notify Tyler promptly in writing of the claim and give Tyler sole control over its defense or settlement. Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at Tyler's expense.

1.2 Tyler's obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on Client's use of the Tyler Software in contradiction of this Agreement, including with non-licensed third-parties, or Client's willful infringement.

1.3 If Tyler receives information concerning an infringement or misappropriation claim related to the Tyler Software, Tyler may, at its sole expense and without obligation to do so, either: (a) procure for Client the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case Client will stop running the allegedly infringing Tyler Software immediately. Alternatively, Tyler may decide to litigate the claim to judgment, in which case Client may continue to use the Tyler Software consistent with the terms of this Agreement.

1.4 If an infringement or misappropriation claim is fully litigated and Client's use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which Tyler consents), Tyler will, at its option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent. Tyler will pursue those options in the order listed herein. This section provides Client's exclusive remedy for third-party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

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

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

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

4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, TYLER'S LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO CLIENT'S ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).**

5. **EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL TYLER BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF TYLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

6. Insurance. During the course of performing services under this Agreement, Tyler agrees to maintain the following levels of insurance: (a) Commercial General Liability of at least $1,000,000; (b) Automobile Liability of at least $1,000,000; (c) Professional Liability of at least $1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least $5,000,000. Tyler will add Client as an additional insured to Tyler's Commercial General Liability and Automobile Liability policies, which will automatically add Client as an additional insured to Tyler's Excess/Umbrella Liability policy as well. Tyler will provide Client with copies of certificates of insurance upon Client's written request

SECTION H – GENERAL TERMS AND CONDITIONS

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

2. <u>Optional Items</u>. Pricing for any listed optional products and services in the Investment Summary (<u>Exhibit A</u>) will be valid for twelve (12) months from the Effective Date.

3. <u>Dispute Resolution</u>. Client agrees to provide Tyler with written notice within thirty (30) days of becoming aware of a dispute. Client agrees to cooperate with Tyler in trying to reasonably resolve all disputes, including, if requested by either Party, appointing a senior representative to meet and engage in good faith negotiations with Tyler's appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If Tyler fails to resolve the dispute, then the Parties shall participate in non-binding mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of the Parties may assert their respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent the Parties from seeking necessary injunctive relief during the dispute resolution procedures.

4. <u>Taxes</u>. The fees set forth in the Investment Summary (<u>Exhibit A</u>) do not include any taxes, including, without limitation, sales, use, or excise tax. Client is a tax-exempt entity and agrees to provide Tyler with a tax-exempt certificate. For clarity, Tyler is responsible for paying its income taxes, both federal and state, as applicable, arising from its performance of this Agreement.

5. <u>Nondiscrimination</u>. Tyler will not discriminate against any person employed or applying for employment concerning the performance of Tyler's responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. Tyler will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.

6. <u>E-Verify</u>. Tyler has complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of Tyler's employees assigned to Client's project.

7. <u>Subcontractors</u>. Tyler will not subcontract any services under this Agreement without Client's prior written consent, not to be unreasonably withheld.

8. <u>Binding Effect; No Assignment</u>. This Agreement shall be binding on, and shall be for the benefit of, either Client's or Tyler's successor(s) or permitted assign(s). Neither Party may assign this Agreement without the prior written consent of the other Party; provided, however, Client's consent is not required for an assignment by Tyler as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of Tyler's assets.

9. <u>Force Majeure</u>. Except for Client's payment obligations, neither Party will be liable for delays in performing its

obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the Party whose performance is delayed provides the other Party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.

10. <u>No Intended Third-Party Beneficiaries</u>. This Agreement is entered into solely for the benefit of the Parties. No third-party will be deemed a beneficiary of this Agreement, and no third-party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third- parties under any Third-Party Terms.

11. <u>Entire Agreement; Amendment</u>. This Agreement represents the entire agreement between the Parties with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by Client, if any, are for Client's internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each Party.

12. <u>Severability</u>. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.

13. <u>No Waiver</u>. In the event that the terms and conditions of this Agreement are not strictly enforced by either Party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such Party from enforcing each and every term of this Agreement thereafter.

14. <u>Independent Contractor</u>. Tyler is an independent contractor for all purposes under this Agreement.

15. <u>Notices</u>. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving Party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving Party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other Party at the address set forth on the signature page hereto or such other address as the Party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving Party of a change in address will be borne by the intended receiving Party.

16. <u>Client Lists</u>. Client agrees that Tyler may identify Client by name in client lists, marketing presentations, and promotional materials.

17. <u>Confidentiality</u>. Both Parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the Parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each Party agrees that it will not disclose any confidential information of the other Party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. To the extent Client engages independent contractors to fulfill its obligations under this Agreement, Client shall enter into a written agreement with said independent contractors that contains confidentiality covenants at least as restrictive as the confidentiality covenants contained herein. The

confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

(a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a Party or its employees or agents; or

(b) a Party can establish by reasonable proof was in that Party's possession at the time of initial disclosure; or

(c) a Party receives from a third-party who has a right to disclose it to the receiving Party; or

(d) is the subject of a disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement, or a subpoena, and that information is required by law to be disclosed; provided, however, that in the event Client receives an open records or other similar applicable request, Client will give Tyler notice of any requests for Tyler trade secret information, including without limitation, information for with Tyler holds a proprietary interest.

18. Business License. In the event a local business license is required for Tyler to perform services hereunder, Client will promptly notify Tyler and provide Tyler with the necessary paperwork and/or contact information so that Tyler may timely obtain such license.

19. Governing Law. This Agreement will be governed by and construed in accordance with the laws of the State of Texas, and jurisdiction and venue for any action shall lie in a state or federal court of competent jurisdiction in or serving Williamson County.

20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each Party represents to the other that the signatory set forth below is duly authorized to bind that Party to this Agreement.

21. Cooperative Procurement. To the maximum extent permitted by applicable law, Tyler agrees that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. Tyler reserves the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.

22. Data & Insights Solution Terms. Client's use of certain Tyler solutions includes Tyler's Data & Insights data platform. Client's rights, and the rights of any of Client's end users, to use Tyler's Data & Insights data platform is subject to the Data & Insights SaaS Services Terms of Service attached hereto as Exhibit G, incorporated herein by reference for all purposes. By signing a Tyler Agreement or Order Form, or accessing, installing, or using Data & Insights Solutions, Client certifies that is has reviewed, understands, and agrees to said terms.

23. Twilio Acceptable Use Policy and Terms of Service. Client's use of the Tyler Software may include functionality provided by a Third-Party Developer, Twilio. Client's rights, and the rights of any of Client's end users, to use said functionality are subject to the terms of the Twilio Acceptable Use Policy, available at http://www.twilio.com/legal/aup, and to applicable provisions found in the current Twilio Terms of Service, available at https://www.twilio.com/legal/tos. By signing a Tyler Agreement or accessing, installing, or using any such Tyler solution, Client certifies that Client has reviewed, understands and agrees to said terms. Tyler hereby disclaims any and all liability related to Client's or Client's end user's failure to abide by the terms of the Twilio Acceptable Use Policy or Terms of Service. Any liability for failure to abide by said terms shall rest solely with the person or entity whose conduct violated said terms.

24. Emergency Networking Terms of Service. Client's use of the Emergency Networking Third-Party Software listed in the Investment Summary (Exhibit A) is subject to the terms and conditions of the Emergency Networking

EULA attached hereto as <u>Exhibit H, incorporated herein by reference for all purposes</u>. By signing this Agreement, or accessing, installing or using Emergency Network services, Client agrees that it has read, understands and agrees to such terms.

25. In the event of a conflict, Tylers Clarification Responses (<u>Exhibit E</u>) supersedes Tyler's RFP Proposal Responses (<u>Exhibit F</u>) attached hereto and incorporated herein by reference for all purposes.

26. <u>Contract Documents</u>. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy
	Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement
	Schedule 1: Support Call Process
Exhibit D	Statement of Work
	Schedule 1: Emergency Networking Fire Records Data Migration
Exhibit E	Tyler Clarification Responses
Exhibit F	Tyler's RFP Proposal Response Documentation
Exhibit G	Data & Insights – Data Analytics Terms of Use
Exhibit H	Emergency Networking - End User License Agreement

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

Tyler Technologies, Inc.   City of Round Rock, TX

By: By:

Name: Name:

Title: Title:

Date: Date:

Address for Notices: Address for Notices:
Tyler Technologies, Inc.   City of Round Rock
One Tyler Drive   221 East Main Street
Yarmouth, ME 04096   Round Rock, Texas 78664_
Attention: Chief Legal Officer   Attention: City Manager

With a copy to: *With a copy to:*
Tyler Technologies, Inc.   Stephanie L. Sandre, City Attorney
5101 Tennyson Parkway   Sheets & Crossfield, P.L.L.C.
Plano, TX 75024   309 East Main Street
Attention: Legal Department   Round Rock, Texas 78664

Exhibit A
Investment Summary

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

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INVESTMENT SUMMARY

Tyler Software	$ 0
Services	$ 436,935
Third-Party Products	$ 61,280
Estimated Travel	$ 88,000
Total One-Time Cost	$ 550,525
Annual Recurring Fees/SaaS	$ 767,164
Tyler Software Maintenance	$ 0

Quoted By:	Larry Wells
Quote Expiration:	5/31/24
	RFP 23-025 for Integrated Public Safety System CAD/RMS/Mobile
Quote Name:	Replacement Project

Sales Quotation For:

Round Rock Police Department

2701 N Mays St

Round Rock TX 78665

Phone: +1 (512) 218-5500

Annual / SaaS

Description	Fee	Discount	Annual
Enterprise Public Safety			
Computer Aided Dispatch			
Enterprise CAD Combined LE/Fire/EMS - A list of Base Modules are included in the Assumptions on page 12.	$ 0	$ 0	$ 0
BOLOs	$ 0	$ 0	$ 0
CAD Auto Routing	$ 0	$ 0	$ 0
CAD AVL	$ 0	$ 0	$ 0
Service Vehicle Rotation (Wrecker, Ambulance)	$ 0	$ 0	$ 0
Web CAD Monitor	$ 0	$ 0	$ 0
CAD to CAD Interface	$ 0	$ 0	$ 0
CAD Paging Interface	$ 0	$ 0	$ 0
E-911 Interface	$ 0	$ 0	$ 0
CAD NCIC Interface	$ 0	$ 0	$ 0
ASAP Interface	$ 0	$ 0	$ 0
Encoder Interface	$ 0	$ 0	$ 0
CAD CFS (xml) Export Interface	$ 0	$ 0	$ 0
Telestaff Interface	$ 0	$ 0	$ 0

CAD Data Mart / Includes 10+ users	$ 0	$ 0	$ 0
Law Enforcement Records Management System			
Enterprise Law Enforcement Records - A list of Base Modules are included in the Assumptions on page 11.	$ 0	$ 0	$ 0
Alarms	$ 0	$ 0	$ 0
Bookings	$ 0	$ 0	$ 0
Briefing Notes	$ 0	$ 0	$ 0
Crash - Core crash data will be imported from Enforcement Mobile Crash application.	$ 0	$ 0	$ 0
Stop Data	$ 0	$ 0	$ 0
Equipment and Inventory	$ 0	$ 0	$ 0
Gangs	$ 0	$ 0	$ 0
Narcotics	$ 0	$ 0	$ 0
Use of Force	$ 0	$ 0	$ 0
Content Manager Core	$ 0	$ 0	$ 0
Citizen Reporting Interface	$ 0	$ 0	$ 0
NCIC Interface	$ 0	$ 0	$ 0
Public Safety Analytics (Performance Dashboard, Citizen Connect, Explorer, Analytics)	$ 39,800	$ 0	$ 39,800
Mobile			
Enterprise Law Enforcement Mobile Server Software	$ 0	$ 0	$ 0
Law Enforcement Mobile Site License	$ 0	$ 0	$ 0
-Enterprise Law Enforcement Field Mobile	$ 0	$ 0	$ 0
-LE Dispatch/Messaging/State/NCIC	$ 0	$ 0	$ 0
-Drivers License Mag Stripe Reader/Barcode Reader Interface	$ 0	$ 0	$ 0
-Mugshot Image Download	$ 0	$ 0	$ 0
-LE In-Car Mapping / AVL	$ 0	$ 0	$ 0
-LE In-Car Routing	$ 0	$ 0	$ 0
Fire/EMS Mobile Site License	$ 0	$ 0	$ 0
-Enterprise Fire Field Mobile	$ 0	$ 0	$ 0
-Fire Dispatch/Messaging	$ 0	$ 0	$ 0
-Fire In-Car Mapping / AVL	$ 0	$ 0	$ 0
-Fire In-Car Routing	$ 0	$ 0	$ 0
Field Reporting Site License	$ 0	$ 0	$ 0
-LE Field Reporting	$ 0	$ 0	$ 0
-LE Accident Reporting (requires Crash module in RMS)	$ 0	$ 0	$ 0
-Field Investigation Field Reporting	$ 0	$ 0	$ 0
-MCT Ticket Writer (reqires Ticket Writer interface in RMS)	$ 0	$ 0	$ 0

-Stop Data Reporting (requires Stop Data in RMS)	$ 0	$ 0	$ 0
Other			
Enterprise Public Safety - SaaS	$ 670,775	$ 0	$ 670,775
Workstation License	$ 0	$ 0	$ 0
Data Archive	$ 4,000	$ 0	$ 4,000
Hosting			
Mobility Hosting Annual Fee	$ 3,000	$ 0	$ 3,000
Recurring Costs			
PACE-10 (Includes ten training days and two Connect Conference Passes)	$ 10,700	$ 0	$ 10,700
Enforcement Mobile			
Interface			
Interface: eCommerce - Lexis Nexis Crash Sales	$ 3,199	$ 0	$ 3,199

TOTAL	**$ 731,474**

Services

Description	Quantity	Unit Price	Discount	Total	Maintenance
Enterprise Public Safety					
Project Management	1	$ 91,040	$ 0	$ 91,040	$ 0
Standard System Assurance and Software Installation	1	$ 9,280	$ 0	$ 9,280	$ 0
Mobility Implementation	1	$ 2,320	$ 0	$ 2,320	$ 0
GIS Implementation	1	$ 22,620	$ 0	$ 22,620	$ 0
Decision Support Software Service	1	$ 4,350	$ 0	$ 4,350	$ 0
NCIC Installation	1	$ 21,025	$ 0	$ 21,025	$ 0
Combined or Fire/EMS CAD Configuration (up to 2 PSAPs)	1	$ 13,050	$ 0	$ 13,050	$ 0
CAD Training (10 users ea.)	4	$ 4,350	$ 0	$ 17,400	$ 0
CAD Go-Live Support	1	$ 13,050	$ 0	$ 13,050	$ 0
Web CAD Monitor Installation	1	$ 1,160	$ 0	$ 1,160	$ 0
CAD Paging Interface Installation	1	$ 1,160	$ 0	$ 1,160	$ 0
E-911 Interface Installation	1	$ 1,160	$ 0	$ 1,160	$ 0
ASAP Interface Installation	1	$ 5,800	$ 0	$ 5,800	$ 0
Encoder Interface Installation	1	$ 3,480	$ 0	$ 3,480	$ 0
CAD Export Interface Installation Fee	4	$ 2,320	$ 0	$ 9,280	$ 0

Description	Quantity	Unit Price	Discount	Total	Total Annual
Telestaff Interface Installation	1	$ 1,160	$ 0	$ 1,160	$ 0
Law Enforcement Records Configuration (up to 5 agencies)	1	$ 8,700	$ 0	$ 8,700	$ 0
Law Enforcement Records Training (includes 10 trainers ea.)	1	$ 4,350	$ 0	$ 4,350	$ 0
Law Enforcement Records Go-Live Support	1	$ 8,700	$ 0	$ 8,700	$ 0
IBR Submission	1	$ 1,160	$ 0	$ 1,160	$ 0
Citizen Reporting Interface Installation	1	$ 2,320	$ 0	$ 2,320	$ 0
Law Enforcement and Fire Mobile Messaging and Law Enforcement Field Based Reporting Configuration	1	$ 14,500	$ 0	$ 14,500	$ 0
Law Enforcement and Fire Mobile Messaging and Law Enforcement Field Based Reporting Training (10 trainers ea.)	1	$ 8,700	$ 0	$ 8,700	$ 0
Law Enforcement and Fire Mobile Messaging and Law Enforcement Field Based Reporting Go-Live	1	$ 13,050	$ 0	$ 13,050	$ 0
Law Enforcement Field Based Accident Reporting Configuration	1	$ 5,800	$ 0	$ 5,800	$ 0
Software System Testing	3	$ 4,350	$ 0	$ 13,050	$ 0
Implementation of Enforcement Mobile to send Crash Data to LexisNexis	1	$ 1,000	$ 0	$ 1,000	$ 0
Custom Interface to Motorola MC7500 Consoles (one-way)	1	$ 25,600	$ 0	$ 25,600	$ 0
Custom Interface to LEADRS (one-way)	1	$ 16,800	$ 0	$ 16,800	$ 0
Custom Interface to Axon - Evidence (one-way)	1	$ 19,200	$ 0	$ 19,200	$ 0
Custom Interface to Unify - CAD-to-CAD (two-way)	1	$ 25,600	$ 0	$ 25,600	$ 0
Public Safety Analytics Installation & Remote Training	1	$ 4,500	$ 0	$ 4,500	$ 0
Enterprise Law Enforcement Additional Modules Installation- Includes: Alarms, Bookings, Briefing Notes, Equipment and Inventory, Gangs, Narcotics and Use of Force.				$ 9,570	$ 0
Data Archive Conversions				$ 36,000	$0

Enforcement Mobile

Description	Quantity	Unit Price	Discount	Total	Total Annual
Project Management	1	$ 1,000	$ 0	$ 1,000	$ 0
TOTAL				**$ 436,935**	**$ 0**

Third-Party Hardware, Software and Services

Description	Quantity	Unit Price	Discount	Total	Total Annual

Enterprise Public Safety					
Software					
Embedded Third Party Software	1	$ 29,500	$ 29,500	$ 29,500	$ 0
Annual					
Emergency Networking Fire Prevention Package	1	$ 6,400	$ 0	$ 0	$ 6,400
Emergency Networking FireRMS - Career - Fire Suite	1	$ 22,000	$ 0	$ 0	$ 22,000
Emergency Networking Import Monitor to EMS Section of Fire Records	1	$ 2,000	$ 0	$ 0	$ 2,000
Emergency Networking Investigations	1	$ 3,995	$ 0	$ 0	$ 3,995
Emergency Networking Pro Interface Package	1	$ 1,295	$ 0	$ 0	$ 1,295
Services					
Emergency Networking Implementation and Training	1	$ 13,975	$ 0	$ 13,975	$ 0
Hardware					
Bar Coding Scanner Kit w/Signature Pad	1	$ 5,000	$ 0	$ 5,000	$ 0
Lantronix UDS-1100	3	$ 205	$ 0	$ 615	$ 0
Redundant VPN Appliance Bundle	1	$ 6,000	$ 0	$ 6,000	$ 0
		TOTAL		**$ 25,590**	**$ 35,690**

Summary	One Time Fees	Recurring Fees
Total Tyler Software	$ 0	$ 0
Total Annual	$ 0	$ 731,474
Total Tyler Services	$ 436,935	$ 0
Total Third-Party Hardware, Software, Services	$ 25,590	$ 35,690
Estimated Travel	$ 88,000	$ 0
Summary Total	**$ 550,525**	**$ 767,164**

Detailed Breakdown of Conversions (Included in Summary Total)

Description	Quantity	Unit Price	Discount	Total
Enterprise Public Safety				
Conversion				
Data Archive Single Source: CAD and LERMS (up to 10 modules; includes Location Alert import into Enterprise CAD, Active Warrants, and On-Hand Property imports into Enterprise LERMS)	1	$ 36,000	$ 0	$ 36,000
Note: Data Archive scope described in Exhibit D, Statement of Work, under Sections 9.1.5 and 9.1.6 **TOTAL**				**$ 36,000**

Optional Tyler Annual / SaaS

Description	Fee	Discount	Annual
Enterprise Public Safety			
Law Enforcement Records Management System			
Hazardous Materials	$ 1,838	$ 0	$ 1,838
Link Analysis	$ 10,000	$ 0	$ 10,000
Recurring Costs			
PACE-05 (Includes five training days and two Connect Conference Passes)	$ 6,300	$ 0	$ 6,300
PACE-15 (Includes fifteen training days and two Connect Conference Passes)	$ 15,100	$ 0	$ 15,100
Computer Aided Dispatch			
Pictometry Interface	$ 8,577	$ 0	$ 8,577
Pre-Arrival Questionnaire Interface	$ 8,577	$ 0	$ 8,577
Twitter Interface	$ 18,383	$ 0	$ 18,383
NG911 Interface (text to 911)	$ 12,253	$ 0	$ 12,253
TOTAL			**$ 81,028**

Optional Services

Description	Quantity	Unit Price	Discount	Total	Maintenance
Enterprise Public Safety					
Hazardous Materials Implementation	1	$ 290	$ 0	$ 290	$ 0
Custom Interface to State Registrant Forms (one-way)	1	$ 16,800	$ 0	$ 16,800	$ 0
Custom Interface to Williamson County Digital Evidence System (DEMS) (two-way)	1	$ 27,200	$ 0	$ 27,200	$ 0
Custom Interface Billing Solution Provider (TBD) (one-way)	1	$ 14,400	$ 0	$ 14,400	$ 0
Pictometry Interface Installation	1	$ 580	$ 0	$ 580	$ 0
Pre-Arrival Questionnaire Interface Installation	1	$ 1,160	$ 0	$ 1,160	$ 0
Twitter Interface Installation	1	$ 3,480	$ 0	$ 3,480	$ 0
Link Analysis Implementation	1	$ 2,900	$ 0	$ 2,900	$ 0
NG911 Interface Installation	1	$ 1,450	$ 0	$ 1,450	$ 0
Standard Conversions				$ 125,000	$ 0
TOTAL				**$ 193,260**	**$ 0**

Optional Third-Party Hardware, Software and Services

Description	Quantity	Unit Price	Discount	Total	Total Annual
Enterprise Public Safety					
Annual					
Emergency Networking ePCR Web & Mobile Package	1	$ 25,000	$ 0	$ 0	$ 25,000
Emergency Networking ePCR Monitor Interface	1	$ 900	$ 0	$ 0	$ 900
Services					
Emergency Networking Implementation and Training	1	$ 6,080	$ 0	$ 6,080	$ 0
TOTAL				**$ 31,980**	**$ 6,080**	**$ 25,900**

Detailed Breakdown of Optional Conversions

Description	Quantity	Unit Price	Discount	Total
Enterprise Public Safety				
Conversion				
CAD Conversion to Enterprise CAD - Greater detail on what is included can be found in the Assumptions	1	$ 75,000	$ 0	$ 75,000
Law Enforcement Records Management – Master Name Information Only - Greater detail can be found in the Assumptions.	1	$ 50,000	$ 0	$ 50,000
TOTAL				**$ 125,000**

Assumptions

For additional information, please visit https://empower.tylertech.com/enterprise-public-safety-specifications.html

Workstation licensing is for up to 50 CAD workstations and 500 RMS workstations for the City of Round Rock Police Department and Fire Department.

Planned Annual Continuing Education (PACE) Terms and Conditions

The services include training days and two Connect conference passes. The following payment terms shall apply:

a. The initial PACE term commences upon the date of your signature on Tyler's Investment Summary ("Effective Date"), and continues for a one year period. Upon expiration of the initial term, PACE services will renew automatically for additional one (1) year terms unless canceled in writing by either party at least forty-five (45) days prior to the end of the then-current term.

b. Your PACE fees for the initial term, at the rates set forth in the Investment Summary, will be invoiced on the Effective Date.. PACE fees for each renewal term shall be invoiced on each anniversary thereof at our then-current rates.

c. Any training services or Connect registrations purchased prior to the start of the initial PACE term will be invoiced as incurred.

d. Training days expire at the end of each PACE term and can only be utilized on live modules.

e. Travel and Living Expenses are not included in the annual PACE fee and will be invoiced as incurred in accordance with our then-current Business Travel Policy.

f. In the event you cancel services less than two (2) weeks in advance, you are liable to Tyler for (i) all non-refundable expenses incurred by Tyler on your behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

g. Training hours are scheduled and delivered in four (4) or eight (8) hour increments.

h. Tyler provides on-site training for a maximum of twelve (12) people per class. In the event that more users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training

or Tyler will utilize a Train-the-Trainer approach whereby the client-designated attendees of the initial training can thereafter train the remaining users.

i. Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting.

Configuration and end user training for Decision Support Software to occur after Client has been live for 3 months or longer on an application. Classes are limited to 10 trainees maximum; service and travel costs will be incurred for additional classes. Decision Support Software Implementation is limited to 3 agencies per fee.

An unlimited Law Enforcement Mobile Site License is included for the agencies listed on this proposal. Additional training, services, third-party software and hardware may be required depending on modules and units deployed after the initial project.

An unlimited Fire/EMS Mobile Site License is included for the agencies listed on this proposal. Additional training, services, third-party software and hardware may be required depending on modules and units deployed after the initial project.

Enterprise Law Enforcement Field Mobile client software supports Apple iOS version 11.0 (or higher) and Android version 8.0 (or higher). Supported Android devices include Galaxy S8 or newer, Note 9 or newer, Galaxy Tab S4 or newer and two watches running Tizen 4.0 or newer the Gear S3 and Galaxy Watch.

AVL requires third-party GPS hardware.

Enterprise Fire Field Mobile client software supports Apple iOS version 11.0 (or higher) and Android version 8.0 (or higher). Supported Android devices include Galaxy S8 or newer, Note 9 or newer, Galaxy Tab S4 or newer and two watches running Tizen 4.0 or newer the Gear S3 and Galaxy Watch.

An unlimited Law Enforcement Field Reporting Site License is included for the agencies listed on this proposal. Additional training, services, third-party software and hardware may be required depending on modules and units deployed after the initial project.

Custom interface will be operational with existing third-party software. Any subsequent changes to third party applications may require additional services.

Enterprise Records Base Modules Included:
- Arrests
- Buildings / Businesses
- Case Management
- Case Processing
- Citations - Includes data populated from Enforcement Mobile
- Dynamic Reporting
- Field Interviews
- IBR/Clery Reporting
- Impounded Vehicles
- Incidents
- Investigations
- Orders of Protection
- Personnel
- Persons
- Property and Evidence
- Records Request
- Registered Offenders
- Standard Reporting
- Training
- Wants and Warrants

Enterprise CAD Base Modules
- CAD Mapping
- Call Entry
- Call Control Panel
- Unit Recommendations
- Unit Status and Control Panel
- Call Stacking
- CAD Messaging
- Call Scheduling
- Dispatch Questionnaire
- Fire Equipment Search/Fire Equipment Move
- GIS/Geo-File Verification
- Hazard and Location Alerts
- Hazmat Search
- Hydrant Inventory
- Access to New World LE Records
- Note Pads
- Proximity Dispatch (Requires CAD AVL and Mobile)
- Fire Response Plans
- Embedded Rapid SOS

Optional Data Conversion Details.

CAD Conversion to Enterprise CAD includes loading the following data into the production database.

- CAD Calls for Service
- Addresses
- Master Name (only as free form name)
- Master Vehicles (only as free form vehicle)
- Dispatch/on-scene/clear times by call and unit, plus other times
- Unit information related to the call
- Personnel information related to the call (data will be put into a Call Narrative or a Call Log entry at the beginning of the call.)
- Call narrative
- Call logs
- Unit logs (as related to the calls)
- Persons related to the call (loaded as free form names)
- Vehicles related to the call (loaded as free form vehicles)
- Shell records (RMS or MSP) Incident – Incident number, Incident type, Incident date, Recorded date, Address
- Prior Incident Alert
- Address Reverification / Consolidation

Law Enforcement Records Management – Master Name Information Only includes only core demographic details information below and no related documents.
- Name
- Address
- Height and Weight
- Gender and Race
- Eye and Hair Color
- Social Security Number
- Driver's License Number
- Physical Characteristics (build / complexion / hair style / body type)
- Supplemental Information (Place of birth / Citizenship)
- Address Reverification / Consolidation

Exhibit B
Invoicing and Payment Policy

Tyler will provide Client with the software and services set forth in the Investment Summary (Exhibit A) of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Invoicing: Tyler will invoice Client for the applicable software and services in the Investment Summary (Exhibit A) as set forth below. Client's rights to dispute any invoice are set forth in the Agreement.

1. SaaS Fees. SaaS Fees are invoiced on an annual basis, beginning on the commencement of the term as set forth in Section F(1) of this Agreement. Client's annual SaaS fees for the term are set forth in the Investment Summary (Exhibit A).

2. Professional Services.

2.1 . **Project services for Enterprise Public-Safety: CAD/RMS/Mobile:** Implementation, project management, and other professional services (including training), conversions, requested software interfaces, and other fixed price services as set forth in the Investment Summary (Exhibit A) will be invoiced upon completion of the following milestones:

Project Stage	Statement of Work (SOW) Milestone	Invoiced Amount
2	Assess & Define Stage Completion	20%
3	Prepare Solution Stage Completion	20%
4	Production Readiness Stage Completion	20%
5	Production (Go-Live) Stage Completion	20%
6	Close Stage Completion	20%

2.2 . **Project services for Emergency Networking: Fire/RMS, Investigations, Pro Interfaces:** Implementation, project management, and other professional services (including training), conversions, requested software interfaces, and other fixed price services as set forth in the Investment Summary (Exhibit A) will be invoiced upon completion of the following milestones:

Project Stage	Statement of Work (SOW) Milestone	Invoiced Amount
2	Assess & Define Stage Completion	20%
3	Prepare Solution Stage Completion	20%
4	Production Readiness Stage Completion	20%
5	Production (Go-Live) Stage Completion	20%
6	Close Stage Completion	20%

3. Third-Party Products.

   3.1 *Third-Party Software License Fees*: License fees for Third-Party Software, if any, are invoiced when Tyler makes it available to Client for downloading.

   3.2 *Third-Party Software Maintenance*: The first year maintenance for the Third-Party Software, is invoiced when Tyler makes it available to Client for downloading.

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

   3.4 *Third-Party SaaS:* Third-Party SaaS Services fees, if any, are invoiced annually, in advance, commencing with availability of the respective Third-Party SaaS Services. Pricing for the first year of Third-Party SaaS Services is indicated in the Investment Summary (Exhibit A). Pricing for subsequent years will be at the respective third-party's then-current rates.

4. Expenses. The Investment Summary (Exhibit A) includes travel expenses. Expenses will be billed as incurred and only in accordance with Tyler's then-current Business Travel Policy. Tyler's current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; Tyler reserves the right to charge Client an administrative fee depending on the extent of Client's requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

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

**Exhibit B
Schedule 1
Business Travel Policy**

1. Air Travel

   A. Reservations & Tickets

   The Travel Management Company (TMC) used by Tyler will provide an employee with a direct flight within two (2) hours before or after the requested departure time, assuming that flight does not add more than three (3) hours to the employee's total trip duration and the fare is within $100 (each way) of the lowest logical fare. If a net savings of $200 or more (each way) is possible through a connecting flight that is within two (2) hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

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

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

   B. Baggage Fees

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

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

   Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

   A. Private Automobile

   Mileage Allowance – Business use of an employee's private automobile will be reimbursed at the

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

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

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

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

4. Meals and Incidental Expenses

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

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

Breakfast   15%
Lunch   25%
Dinner   60%

B. Same Day Travel

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

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

5. Internet Access – Hotels and Airports

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

6. International Travel

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

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

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

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

Exhibit C

Exhibit C
Service Level Agreement

I.   Agreement Overview

This Service Level Agreement ("SLA") operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that Tyler will provide to Client to ensure the availability of the application services that Client has requested of Tyler to provide. This SLA does not apply to any Third-Party SaaS Services. All other support services are documented in the Support Call Process.

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

Actual Attainment: The percentage of time the Tyler Software is available during a calendar quarter, calculated as follows: (Service Availability – Downtime) ÷ Service Availability.

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

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

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

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

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

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

III.   Service Availability

a.   Client Responsibilities

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

b.   Tyler's Responsibilities

When Tyler's support team receives a call from Client that Downtime has occurred or is occurring, Tyler will work with Client to identify the cause of the Downtime (including whether it may be the result of

Exhibit C

Planned Downtime, a Client Error Incident, Denial of Service attack or Force Majeure). Tyler will also work with Client to resume normal operations.

c.   Client Relief

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

In order to receive relief credits, Client must submit a request through one of the channels listed in Tyler's Support Call Process within fifteen days (15) of the end of the applicable quarter. Tyler will respond to Client's relief request within thirty (30) day(s) of receipt.

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

Client Relief Schedule	
Actual Attainment	**Client Relief**
99.99% - 99.90%	Remedial action will be taken
99.89% - 99.50%	2%
99.49% - 99.00%	4%
98.99% - 98.50%	6%
98.49% - 98.00%	8%
97.99% - 97.50%	10%
97.49% - 97.00%	12%
96.99% - 96.50%	14%
96.49% - 96.00%	16%
95.99% - 95.50%	18%
Below 95.50%	20%

IV.   Maintenance Notifications

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

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

Exhibit C
Schedule 1

**Exhibit C
Schedule 1
Support Call Process**

Support Channels

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

Channel availability may be limited for certain applications. All three support channels described in this section are available to public-safety customers.

Support Resources

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

Support Availability

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

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

Exhibit C
Schedule 1

For support teams that provide after-hours service, Tyler will provide Client with procedures for contacting support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of such a Defect notification, Tyler will use commercially reasonable efforts to meet the resolution targets set forth below.

Emergency 24-hours per day, 7 days per week, telephone support for Enterprise Public Safety CAD software. After-hours phone support for the Enterprise Public Safety CAD software will be provided via an answering service and such service will coordinate with a Tyler support representative who will respond to CAD software service calls within 30 minutes of call initiation.

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

Incident Handling

Incident Tracking

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

Incident Priority

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

Exhibit C
Schedule 1

References to a "confirmed support incident" mean that Tyler and the Client have successfully validated the reported Defect/support incident. Priority Level	Characteristics of Support Incident	Resolution Targets[*]
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database. For Priority 1 Critical incidents that occur outside of normal business hours, Tyler provides Emergency 24-hours per day, 7 days per week, telephone support for Enterprise Public Safety CAD software. After-hours phone support for the Enterprise Public Safety CAD software will be provided via an answering service and such service will coordinate with a Tyler support representative who will respond to CAD software service calls within 30 minutes of call initiation.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the Client in restoring its last available database.

Exhibit C
Schedule 1

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

[*]Response and Resolution Targets may differ by product or business. Resolution targets described in this section apply to all Public-Safety applications being proposed to CORR.

Incident Escalation

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

Remote Support Tool

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

Exhibit D
Statement of Work

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City of Round Rock

SOW from Tyler Technologies, Inc.

April 17, 2024

Presented to:
Megan Tschoerner
2701 N. Mays
Round Rock, TX 78665

Contact:
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5101 Tennyson Parkway, Plano, TX 75024

Table of Contents

Part 1: Executive Summary

1. Project Overview

1.1 Introduction

Tyler Technologies ("Tyler") is the largest and most established provider of integrated software and technology services focused solely on the public sector. Tyler's end-to-end solutions empower public sector entities including local, state, provincial and federal government, to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights that solve problems in their communities.

1.2 Project Goals

This Statement of Work ("SOW") documents the methodology, implementation stages, activities, and roles and responsibilities, and project scope listed in the Investment Summary of the Agreement between Tyler and the CORR (collectively the "Project").

The overall goals of the project are to:

- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- Providing a single, comprehensive, and integrated solution to manage business functions
- Eliminate redundant data entry
- Provide a user-friendly user interface to promote system use and productivity
- Streamline business processes through automation, integration, and workflows
- Configure to match City workflows and business rules, as well as new requirements
- Provide near real-time data import and display near real-time statistics
-

1.3 Methodology

This is accomplished by the CORR and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. 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 the CORR's complexity and organizational needs.

Tyler's Six Stage Project Methodology

The methodology adapts to both single-phase and multiple-phase projects.

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

Iterative Project Model
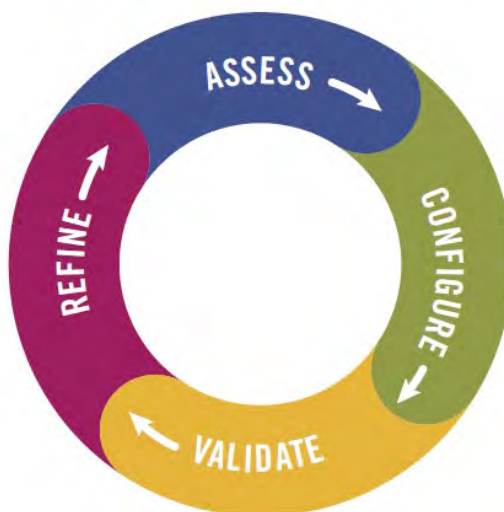
The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.
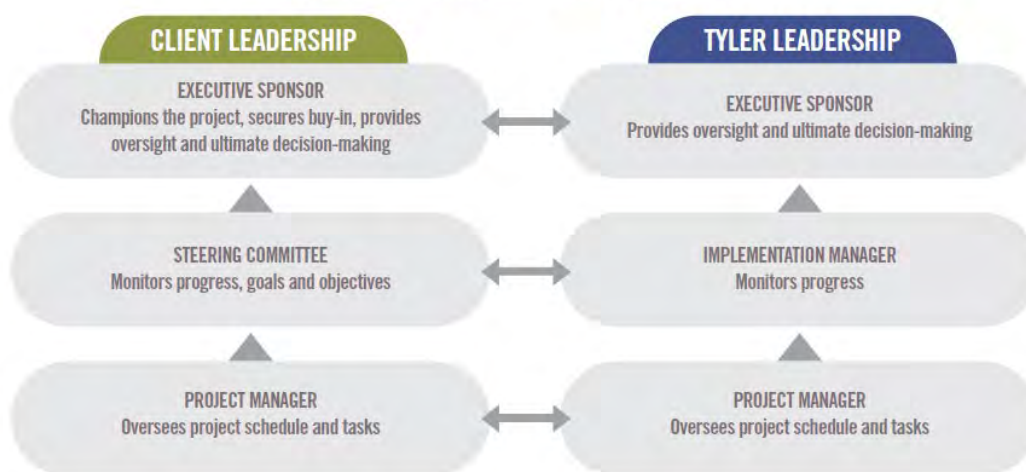
Part 2: Project Foundation

2. Project Governance

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

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

The chart below illustrates an overall team perspective where Tyler and the CORR 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 CORR Steering Committee become the escalation points to triage responses prior to escalation to the CORR 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 CORR and Tyler executive sponsors serve as the final escalation point.


Project Governance Relationships

CLIENT LEADERSHIP

EXECUTIVE SPONSOR
Champions the project, secures buy-in, provides oversight and ultimate decision-making

STEERING COMMITTEE
Monitors progress, goals and objectives

PROJECT MANAGER
Oversees project schedule and tasks

TYLER LEADERSHIP

EXECUTIVE SPONSOR
Provides oversight and ultimate decision-making

IMPLEMENTATION MANAGER
Monitors progress

PROJECT MANAGER
Oversees project schedule and tasks

3. Project Scope Control

3.1 Managing Scope and Project Change

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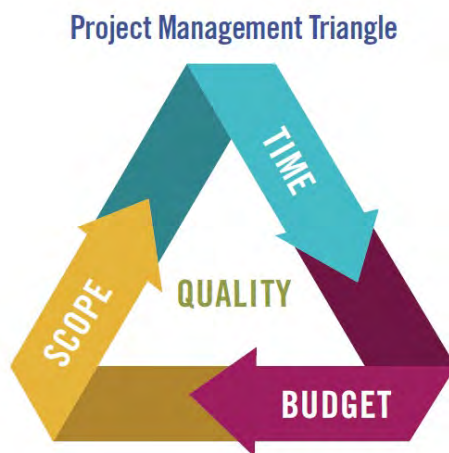
A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Scope and changes within the project will be managed using the change control process outlined in the following section.

3.2 Change Control

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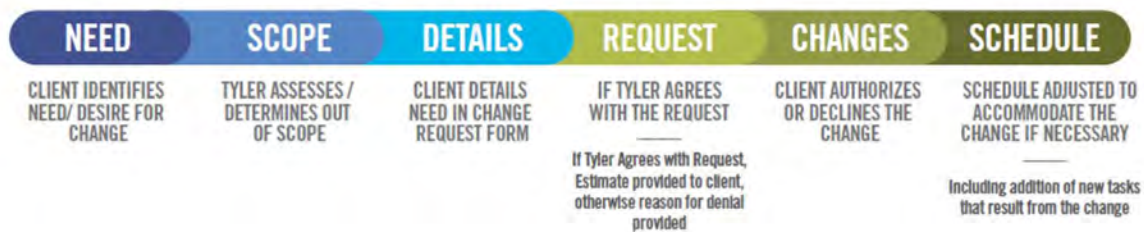
3.3 Change Request Management

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

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

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

Change Request Process

NEED	SCOPE	DETAILS	REQUEST	CHANGES	SCHEDULE
CLIENT IDENTIFIES NEED/ DESIRE FOR CHANGE	TYLER ASSESSES / DETERMINES OUT OF SCOPE	CLIENT DETAILS NEED IN CHANGE REQUEST FORM	IF TYLER AGREES WITH THE REQUEST	CLIENT AUTHORIZES OR DECLINES THE CHANGE	SCHEDULE ADJUSTED TO ACCOMMODATE THE CHANGE IF NECESSARY
			If Tyler Agrees with Request, Estimate provided to client, otherwise reason for denial provided		Including addition of new tasks that result from the change

4. Acceptance Process

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

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

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

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

- The CORR shall have ten (10) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept each Deliverable or Control Point. If the CORR does not provide acceptance or acknowledgement within ten (10) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- If the CORR does not agree the Deliverable or Control Point meets requirements, the CORR shall notify Tyler project manager(s), in writing, with reasoning within five (5) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The CORR shall then have two (2) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the CORR does not provide acceptance within two (2) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

5. Roles and Responsibilities

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

5.1 Tyler Roles & Responsibilities

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

5.1.1 Tyler Executive Manager

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

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

5.1.2 Tyler Implementation Manager

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

5.1.3 Tyler Project Manager

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

5.1.3.1 Contract Management

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

5.1.3.2 Planning

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

5.1.3.3 Implementation Management

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

5.1.3.4 Resource Management

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

5.1.4 Tyler Implementation Consultant

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

5.1.5 Tyler Sales

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

5.1.6 Tyler Technical Services

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

- Deploys Tyler products.
- Conducts GIS Planning.
- Reviews GIS data and provides feedback to the CORR.
- Loads CORR provided GIS data into the system.

5.1.7 Tyler Modification Services

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

5.1.8 Tyler SaaS Technicians

- Setup hosted server(s).
- Provide maintenance of hosted server hardware, operating system, and software upgrades
- Provide IT-related services for server environments
- Provides remote technical assistance and tracks issues
- Provide system management and disaster recovery services within hosted services
- Perform Tyler software upgrades through coordination with CORR
-

5.2 CORR Roles & Responsibilities

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

5.2.1 CORR Executive Sponsor

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

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

5.2.2 CORR Steering Committee

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

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

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

5.2.3 CORR Project Manager

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

5.2.3.1 Contract Management

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

5.2.3.2 Planning

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

5.2.3.3 Implementation Management

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

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

5.2.3.4 Resource Management

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

5.2.4 CORR Functional Leads

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

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

5.2.5 CORR Power Users

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

5.2.6 CORR End Users

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

5.2.7 CORR Technical Lead

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

5.2.7.1 CORR GIS

- Participates in GIS planning activities.

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

5.2.7.2 CORR Upgrade Coordination

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

5.2.8 CORR Change Management Lead

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

Part 3: Project Plan

6.   Project Stages

Work Breakdown Structure

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

Work Breakdown Structure (WBS)

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

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

6.1   Initiate and Plan

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

6.1.1 Initial Coordination

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

Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify CORR project team.

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

Inputs	Contract documents
	Statement of Work

Outputs/Deliverables	Working initial project documents
	Project portal

Work package assumptions:

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

6.1.2 Project/Phase Planning

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

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

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

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

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

	Exec Mgr	Impl Mgr	Proj Mgr	Impl Consult	Data Experts	Modif Svcs	Tech Svcs	Client Svcs	Exec Sponsor	Steering Comm	Proj Mgr	Func Leads	Change Mgmt	SME	Dept Heads	End Users	Tech Leads
Develop Project Management Plan		A	R							I		C	C	I			
Develop initial project schedule		A	R	I	I	I	I		I	I	C	C	I	I	C		I

Inputs	Contract documents
	Statement of Work
	Guide to Starting Your Project

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

Work package assumptions:

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

6.1.3 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. This task is especially important for Tyler-hosted/SaaS deployment models. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. Tyler will install Licensed Software on application server(s) or train the CORR to install License Software. The CORR is responsible for the installation and setup of all peripheral devices.

Objectives:

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

STAGE 1	Infrastructure Planning																
	Tyler								CORR								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Provide Infrastructure Requirements and Design Document		A	R		C		C				I						I
Initial Infrastructure Meeting		A	R		C		C				C						C

	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Schedule SaaS Environment Availability	A	R			C						I						
Schedule Installation of All Licensed Software	A	R			C						I						I
Infrastructure Audit	A	R			C					I							C

Inputs	Initial Infrastructure Requirements

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements
	Infrastructure Audit	System Passes Audit Criteria

6.1.4 Stakeholder Meeting

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

Objectives:

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

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

Inputs	Agreement
	SOW

	Project Management Plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Stakeholder Meeting Presentation	

Work package assumptions:

- None

6.1.5 GIS Preparation

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

Objectives:

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

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

Inputs	GIS Requirements Document

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

Work package assumptions:

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

6.1.6 Control Point 1: Initiate & Plan Stage Acceptance

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

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

Initiate & Plan Stage Deliverables:

- Project Management Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

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

6.2 Assess & Define

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

6.2.1 Solution Orientation

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

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

Objectives:

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

STAGE 2	Solution Orientation															
	Tyler								CORR								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Provide pre-requisites			A	R							I	I		I	I		I
Complete pre-requisites											A	R		C			C
Conduct orientation			A	R							I	I		I	I		I

Inputs	Solution orientation materials
	Training Plan

6.2.2 Current & Future State Analysis

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

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

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

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

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

STAGE 2	Current & Future State Analysis	
	Tyler	CORR

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

Inputs	CORR current state documentation
	Solution Orientation completion

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

Work package assumptions:

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

6.2.3 Conversion Assessment

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

Objectives:

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

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

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

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

Work package assumptions:

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

6.2.4 Modification Analysis

Tyler strives to provide robust, off-the-shelf solutions. Tyler can offer a comprehensive solution that allows for the unique nature of each client's business processes. Though opportunities to enhance Tyler products may exist, Tyler recommends Clients utilize existing functionality and, when necessary, adjust their business practices to the products; application refinements and enhancements should only be considered when no viable solution for a given process is available within the included Tyler products. We do recognize that some Projects may require modifications to the solution(s) to meet certain CORR business needs, including interfaces with 3rd party products, custom reports, or other custom product modifications. Some Projects have specific modifications included in the Project budget, others do not. If it's determined that additional, out of scope modifications are necessary to meet CORR needs, a Change Request is needed and additional cost estimate(s) will be provided by Tyler.

Objectives:

- Identify and define in-scope modifications.
- Identify and define out-of-scope modifications.
- Approve all modifications.

STAGE 2	Modifications analysis																
	Tyler								CORR								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Identify which modifications are within the scope/budget of this project [where applicable]	A	R				I			I		C						
Analyze/write a Business Requirements documents for each modification	A	R	C	C	C						C	C		C			
Review/Approve Business Requirements documents			C	C		C			A		R	C		C			
Refine project schedule based on included modifications	A	R		I	C						C						

Inputs	Modification Requirements
	Current & Future State Analysis Document
	Project Budget/Financial documents
	Project Schedule

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Modification Specifications	Meets CORR's business needs
	Change Requests for out-of-scope modifications	Meets CORR's business needs
	Revised Project Schedule	

Work package assumptions:

- 3rd party interfaces – The CORR is responsible for coordinating with the 3rd party.

6.2.5 This work package is not applicable.

6.2.6 Control Point 2: Assess & Define Stage Acceptance

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

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

Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Solution Orientation is delivered.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

6.3 Prepare Solution

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

6.3.1 Initial System Deployment

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

Objectives:

- All licensed software is installed and operational.
- The CORR can access the software.

STAGE 3	Initial System Deployment (Hosted/SaaS)*															
	Tyler							CORR								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads

Task													
Prepare hosted environment		A			R			I					C
Install Licensed Software with Initial Database on Server(s) for Included Environments		A			R			I					C
Install Licensed Software on CORR Devices (if applicable)		I			C			A					R
Tyler System Administration Training (if applicable)		A			R			I					C

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Licensed Software is Installed on the Server(s)	Software is accessible
	Licensed Software is Installed on CORR Devices (if applicable)	Software is accessible
	Installation Checklist/System Document	System meets prescribed checklist
	Infrastructure Design Document (C&J – If Applicable)	

Work package assumptions:

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

6.3.2 Configuration

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

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

Objectives:

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

STAGE 3	Configuration	
	Tyler	CORR

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

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

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

Work package assumptions:

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

6.3.3 Process Refinement

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

Objectives:

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

STAGE 3	Process Refinement															
	Tyler								CORR								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct process training			A	R							I	C	I	C			
Confirm process decisions			I	C					A		R	C	I	C			
Test configuration			I	C							A	R		C			
Refine configuration (CORR Responsible)			I	C							A	R		C			
Refine configuration (Tyler Responsible)			A	R							I	I		I			
Validate interface process and results			I	C			C				A	R		C			C
Update CORR-specific process documentation (if applicable)			I	C							A	R		C			
Updates to Solution Validation testing plan			C	C							A	R		C			C

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

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

Work package assumptions:

- None

6.3.4 Conversion Delivery

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

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

Objectives:

- Data is ready for production (Conversion).

STAGE 3	Data Delivery & Conversion																
	Tyler								CORR								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Provide data crosswalks/code mapping tool			A	C	R						I	I		I			
Populate data crosswalks/code mapping tool			I	C	C						A	R		C			

Iterations: Conversion Development			A	C	R				I					I
Iterations: Deliver converted data			A		R	I			I					I
Iterations: Proof/Review data and reconcile to source system			C	C	C					A	R		C		C

Inputs	
	Data Conversion Plan
	Configuration

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

Work package assumptions:

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

6.3.5 Modifications Delivery

Tyler consistently recommends that our clients utilize the software out-of-the-box and adjust business processes to conform, but we recognize there may be times when a modification of the software is requested to meet reporting obligations, functionality desires, or integrations with external systems. This work package focuses on the successful, high-quality delivery of the approved, in-scope modifications.

Objectives:

- Deliver contracted software modifications.
- Complete or update required configuration for the modifications.
- Test the delivered modifications.

STAGE 3	Modifications Delivery	
	Tyler	CORR

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Validate scheduled development for completion			A			R					I						
Conduct periodic scope review sessions (as applicable)			A	C		R					I	C		C			
Modify Solution Validation Plan (if applicable)			C	C							A	R		C			
Deliver (pre-production) modifications for testing			A	I	I	R	C				I	I		I			I
Test delivered modifications			I	C			C				A	R		C			I
Update configuration (if applicable)			A	R													
Update process documentation as needed			I	I							A	R		C			
Approve modifications for Production delivery			I	I							A	R		C			
Deliver modifications to Production			A	I	I	R	C				I	I		I			I

Inputs	
	Modification specification

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed modifications	CORR approves modification per scope
	Updated Modification Specification (if applicable)	
	Updated Solution Validation Plan	
	Updated process documentation (if applicable)	
	Revised configuration (if applicable)	Modification passes testing/approved by CORR after configuration is updated

Work package assumptions:

- Only approved modifications with approved scope will be provided.

- Only modifications approved for the current phase (if multi-phase) will be delivered.
- Additional scope requests may require additional budget.
- Modifications will be tested upon delivery.

6.3.6 This work package is not applicable.

6.3.7 Control Point 3: Prepare Solution Stage Acceptance

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

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

Prepare Solution Stage Deliverables:

- Licensed software is installed.
- Installation checklist/system document.
- Conversion iterations and reviews complete.
- Completed modifications.
- Revised configuration for modification (if applicable).

Prepare Solution Stage Acceptance Criteria:

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

6.4 Production Readiness

Activities in the Production Readiness stage will prepare the CORR 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 CORR to review the status of the project and the organizations readiness for go-live.

6.4.1 Solution Validation

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

Objectives:

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

STAGE 4	Solution Validation	
	Tyler	CORR

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

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

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

Work package assumptions:

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

6.4.2 Go-Live Readiness

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

Objectives:

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

STAGE 4	Go-Live Readiness	
	Tyler	CORR

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

Inputs	Future state decisions
	Go-live checklist

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

Work package assumptions:

- None

6.4.3 End User Training

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

Train the Trainer: Tyler provides one occurrence of each scheduled training or implementation topic. CORR users who attended the Tyler sessions may train additional users. Additional Tyler led sessions may be contracted at the applicable rates for training.

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

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

Objectives:

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

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

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

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

Work package assumptions:

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

6.4.4 Control Point 4: Production Readiness Stage Acceptance

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

Production Readiness stage deliverables:

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

- End user training.

Production Readiness stage acceptance criteria:

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

6.5 Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and the CORR 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 the CORR to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

6.5.1 Go-Live

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

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

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

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

Objectives:

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

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

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

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

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

Work package assumptions:

- The CORR will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- The CORR business processes required for Go-Live are fully documented and tested.
- The CORR Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- The CORR Project Team and Power User's provide business process context to the end users during Go-Live.
- The Tyler Go-Live support team is available to consult with CORR teams as necessary.
- The Tyler Go-Live support team provides standard functionality responses, which may not be tailored to the processes used by CORR.

6.5.2 Transition to Client Services

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

Objectives:

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

STAGE 5	Transition to Client Services	
	Tyler	CORR

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

Inputs	Open item/issues List

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

Work package assumptions:

- No material project issues remain without assignment and plan.

6.5.3 Post Go-Live Activities

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

Objectives:

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

STAGE 5	Post Go-Live Activities	
	Tyler	CORR

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

Inputs	List of post Go-Live activities

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

Work package assumptions:

▪ System is being used in a live production state.

6.5.4 Control Point 5: Production Stage Acceptance

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

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

Production Stage Acceptance Criteria:

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

6.6 Close

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

6.6.1 Phase Closeout

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

Objectives:

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

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

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

Inputs	Contract
	Statement of Work
	Project artifacts

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

Work package assumptions:

- Tyler deliverables for the phase have been completed.

6.6.2 Project Closeout

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

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

Objectives:

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

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

Inputs	Contract
	Statement of Work

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

Work package assumptions:

- All project implementation activities have been completed and approved.

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

6.6.3 Control Point 6: Close Stage Acceptance

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

Close Stage Deliverables:

- Post Project Report.

Close Stage Acceptance Criteria:

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

7. General Assumptions

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

7.1 Project

- Project activities will begin after the Agreement has been fully executed.
- The CORR Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control No Change Requests are anticipated given the detailed RFP specifications, product demonstrations and numerous content clarification sessions held by CORR and Tyler.
- Tyler will provide a written agenda and notice of any prerequisites to the CORR project manager(s) ten (10) business days or as otherwise mutually agreed upon time frame prior to any scheduled on-site or remote sessions, as applicable.
- Tyler will provide guidance for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, the CORR is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring the CORR to make process changes.
- The CORR is responsible for defining, documenting, and implementing their policies that result from any business process changes.

7.2 Organizational Change Management

Unless otherwise contracted by Tyler, CORR is responsible for managing Organizational Change. Impacted CORR resources will need consistent coaching and reassurance from their leadership team to embrace and

accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted CORR resources understand the value of the change, and why they are being asked to change.

7.3 Resources and Scheduling

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

7.4 Data

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

7.5   Facilities

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

8.   Glossary

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

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

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

Part 4: Appendices

9. Conversion

9.1 Enterprise Public Safety Data Archive Appendix

Conversion assistance will be provided to help convert the data files specified in the Investment Summary. If additional files are identified after contract execution, estimates will be provided to the CORR prior to Tyler beginning work on those newly identified files.

9.1.1 General

1. A Data Conversion Assessment to verify the scope of the conversion project will be conducted. A Data Conversion Plan will be generated based on this assessment. No data cleansing, consolidation of records, or editing of data will be part of the data conversion effort. Any data cleansing, removal of duplicate records, or editing must take place by the CORR prior to providing the data to Tyler.

9.1.2 Tyler Technologies Responsibilities

1. Tyler will create and provide the CORR with a Data Conversion Plan for signoff prior to beginning development work on the data conversion. No conversion programming by Tyler will commence until this document is approved.

2. Tyler will provide the data conversion programs to load the CORR data to the Tyler Data Archive for the specified files that contain 500 or more records.

3. As provided in the approved Data Conversion Plan, a schedule of on-site trips to the CORR location in order to conduct the following:

   a. Data Conversion Plan, and

   b. Assistance for Testing and Training

   c. * The CORR will be responsible for travel expenses as set forth in the Payment Terms.

4. Tyler will provide the CORR up to five (5) test iterations of converted data. One test iteration consists of:

   a. Loading of data into the Data Archive

   b. The CORR reviews test and responds in writing to Tyler issues revealed during testing and confirmation of known issues resolved

   c. Tyler corrects or otherwise respond to issues discovered and reported by the CORR,

   d. Tyler will conduct internal testing to verify corrections, and

   e. Both parties planning for the next test iteration and/or the live implementation

5. Tyler will provide warranty coverage for any conversion—procedure-related issue reported by the CORR to Tyler within thirty (30) days after the conversion is run in the live database.

9.1.3 CORR Responsibilities

2. The CORR will extract data from the legacy system to submit to Tyler. Data will be submitted to Tyler in one or more of the following formats:

   a. AS/400 files (SAV files),

   b. Microsoft SQL Server database,

   c. Microsoft Access database,

   d. Microsoft Excel spreadsheet,

   e. An ASCII—format delimited text file (including embedded column headings and text delimiters), or

   f. An ASCII-format fixed-width file (along with structured column definitions in an electronic format suitable for parsing, such as a spreadsheet or document table).

   Data may be delivered using any common media or data-delivery format such as 1/4—inch tape (AS400), Ultrium 1 Tape (AS/400), CD, DVD, USB device, hard drive, or FTP server.
   In the event that the CORR requests data extraction assistance from Tyler, data extraction services shall be billed at then-current rates, according to the Agreement.

3. The CORR will respond to each test iteration in writing, on a form provided by Tyler, either:

   a. Indicating acceptance that the Data Conversion Process is ready for the final conversion, or

   b. Indicating a list of changes that need to be applied to the Data Conversion Process for the next test iteration.

   Up to five (5) test iterations are provided as part of the Data Conversion Process. After the fifth (5th) test iteration, the CORR shall pay our then-current flat fee for each additional test iteration. The CORR will promptly review each test iteration once delivered. Prompt review by the CORR will reduce the likelihood that a need for additional test iteration(s) may arise due to an extended delay between delivery of a test iteration and its review.

4. A data dictionary (data descriptors) containing all data elements must be provided to Tyler for each file submitted with the media.

5. As provided in the Data Conversion Plan, the CORR will provide a dedicated resource in each application area to focus on conversion testing. This includes dedicating a support person(s) whenever our staff is on site regarding conversions. Roughly a one-to-one ratio exists for the CORR's commitment and Tyler's commitment. Understanding that thorough and timely testing of the converted data by the CORR personnel is a key part of a successful data conversion.

   The CORR agrees to promptly review and signoff on both the Data Conversion Plan, and on the final conversions after appropriate review.

9.1.4 Scope of Data Migration

9.1.5 Data to be imported into Tyler Enterprise Public-Safety production database:

Premise/location alerts in CAD. Officer safety items such as Knox Box, Know Offenders, dangerous dog, etc.

Active Warrants and creation of associated master name records.

On-hand property & evidence.

Prior incident alerts based on summarized Calls for Service (CFS) data. Imported CFS data includes:

- Date/Time of call
- Nature of call
- Call disposition
- Incident number
- Units dispatched.

It is not recommended that call narrative be imported as the field is limited to 500 characters.

9.1.6 Data to be migrated to the cloud-based data archive:

- Master Names
- Master Vehicles
- Master Property
- Arrests
- Field Contacts
- CAD Calls For Service, All data in OSSI, including narratives
- CASES (roles: victim, witness, Suspect)
- Impound/Tow
- Misc. Receipts
- Sex Offenders
- Equipment

Data archive notes:

Case records stored in the Data Archive has a security feature to restrict access by defined Groups. This feature is referred to as 'Sealing'. This is used to protect sensitive cases such as Internal Affairs or Juvenile cases. Client must manually assign cases to the restricted 'Sealed' category and assign privileges by group.

Full Master Name Index conversion is available as an option but not recommended. Master Names stored in the data archive accessible via direct query in Tyler CAD, Mobile and Records applications.

10.   Additional Appendices

10.1 Custom Interfaces – Enterprise Public Safety

Custom Interface services will be provided as listed in the Investment Summary of the Agreement between Tyler and Client. Custom Interfaces will be developed and delivered as described in work packages 6.2.4 Modification Analysis and 6.3.5 Modification Delivery. While Tyler will provide reasonable consultation, Client is responsible for obtaining technical contacts and/or technical specifications from the third parties involved.

The Desired Custom Interface Functionality included in the Investment Summary are further described in the Interface Control Document(s) (ICD) listed below. ICDs provide a functional description of these custom interfaces.

10.1.1 Interface Control Documents (ICDs)

Motorola MC7500

Interface	Motorola MCC7500 Radio Location
Direction	Import
Third Party	Motorola
Record Type	Radio PTT, Emergency, and GPS location
Detailed Description	Tyler Technologies will provide an interface that will import handheld radio locations from GPS-enabled radios on a Motorola P25 radio system for display on the map in Tyler Public Safety Enterprise CAD. The interface can also receive push-to-talk and emergency button presses and display that information in the event viewer. The Customer will be responsible for providing any 3rd party licensing/API/SDK information required for the interface. If 3rd party support is required during the development and implementation process, the customer will provide any support contract required. The push-to-talk and emergency button press functionality requires the Motorola ATAI API. The radio location functionality requires the Motorola IMW API The update time for the radio location is determined by the update time of the Motorola system and may be limited by the available bandwidth of the radio network, licensing, and configuration
Assumptions	1. The third-party will provide a documented API that will allow access to required data via a file transfer, web service, or TCP/IP. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. Any third-party software required for this interface to operate must be hosted and maintained by the customer in their environment. 4. The third-party will work with Tyler Technologies and the customer to test the interface.

For Internal Use Only:	
Practice Manager	Craig Salyers
Total Hours	120
Trips Required	0

Axon Evidence

Interface	Axon Evidence Video Link Import
Direction	Import
Third Party	Axon
Record Type	Incident
Detailed Description	Tyler Technologies will provide an interface that will add a link to Axon body camera video to an Enterprise Public Safety incident record based on data received from Axon. This interface requires implementation of the standard CAD CFS XML export interface that will also Axon to tag video with incident numbers. The transfer of data will be an automated batch process that will occur at a frequency configurable by the customer. The interface will support one transfer method and format. Data may be transmitted as a file, through a web service, as a TCP message, or through another agreed-upon protocol. The interface will be limited to fields that exist in the Tyler Public Safety Enterprise module. No new fields will be added to the database or user screen.
Assumptions	1. The third-party will provide a documented API that will allow access to required data via a file transfer, web service, or TCP/IP. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. Any third-party software required for this interface to operate must be hosted and maintained by the customer in their environment. 4. The third-party will work with Tyler Technologies and the customer to test the interface.

For Internal Use Only:	
Practice Manager	Craig Salyers
Total Hours	105
Trips Required	0

LEADRS – DUI

Interface	**LEADRS Incident Import**
Direction	Import
Third Party	LEADRS
Record Type	Incident
Detailed Description	Tyler Technologies will provide an interface that will import Incident data from LEADRS to Tyler Public Safety Enterprise. The interface will attempt to match the inbound subject and vehicle data with existing records in Tyler Public Safety Enterprise. When a match is not found, a new record will be created. The required fields for an inbound subject record are first name, last name, date of birth, and SSN or driver's license number. All inbound vehicle records must include a VIN. The transfer of data will be an automated batch process that will occur at a frequency configurable by the customer. The interface will support one transfer method and format. Data may be transmitted as a file, through a web service, as a TCP message, or through another agreed-upon protocol. The interface will be limited to fields that exist in the Tyler Public Safety Enterprise module. No new fields will be added to the database or user screen.
Assumptions	1. The third-party will provide a documented API that will allow access to required data via a file transfer, web service, or TCP/IP. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. Any third-party software required for this interface to operate must be hosted and maintained by the customer in their environment. 4. The third-party will work with Tyler Technologies and the customer to test the interface.

For Internal Use Only:	
Practice Manager	Craig Salyers
Total Hours	90
Trips Required	0

CAD-to-CAD with Unify

Interface	**Unity CAD Hub interface**
Direction	CAD to CAD

Third Party	Unity CAD Hub
Record Type	Call for service

Detailed Description	Tyler Technologies will provide an interface to the Unity CAD hub that provides the following functionality:
	
	• Calls can be transferred from Tyler Technologies Enterprise CAD to the CAD hub for routing to remote CAD systems
	• Calls can be transferred from remote CAD systems to Tyler Technologies Enterprise CAD via the CAD hub
	• Call updates (including call closures/cancellations) can be transferred from Tyler Technologies Enterprise CAD to the CAD hub for routing to remote CAD systems for linked/shared calls
	• Call updates (including call closures/cancellations) can be received in Tyler Technologies Enterprise CAD via the CAD hub from remote CAD systems for linked/shared calls
	• Updates will be written to the call narrative/log
	• Unit status updates for Tyler Technologies units can be transferred from Tyler Technologies Enterprise CAD to the CAD hub for routing to remote CAD systems
	• Unit status updates from remote CAD system units can be received in Tyler Technologies Enterprise CAD via the CAD hub from remote CAD systems
	• Remote CAD unit statuses can either be updated or written to the call narrative
	• Unit AVL updates for Tyler Technologies units can be transferred from Tyler Technologies Enterprise CAD to the CAD hub for routing to remote CAD systems
	• Unit AVL updates from remote CAD system units can be received and updated in Tyler Technologies Enterprise CAD via the CAD hub
	• Assistance requests can be sent from Tyler Technologies Enterprise CAD to the CAD hub for routing to remote CAD systems
	• Assistance requests can be transferred from remote CAD systems to Tyler Technologies Enterprise CAD via the CAD hub
	• Interface will support inquiries from the CAD hub for all active calls for service
	• Interface will support inquiries from the CAD hub for statuses of active units
	• Interface will support inquiries from the CAD hub for fixed code values including:
	    o Call types
	    o Unit statuses
	    o Call dispositions
	    o Call priorities
	    o Stations
	• Other CAD-related fixed code value lists as agreed upon by Tyler Technologies and the 3rd party
	• Interface will implement heartbeat messaging to ensure connectivity with the CAD hub

	• Interface will not support messaging • Interface will be coded against an API provided by the remote CAD hub vendor ○ Only methods in the API supporting the above functionality will be implemented
Assumptions	1. The third-party will provide a documented API that will allow access to required data via a file transfer, web service, or TCP/IP. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. Any third-party software required for this interface to operate must be hosted and maintained by the customer in their environment. 4. The third-party will work with Tyler Technologies and the customer to test the interface.

For Internal Use Only:	
Practice Manager	Craig Salyers
Total Hours	400
Trips Required	0

Standard interfaces are listed in Exhibit A, Investment Summary, and further described in Exhibit E Tyler Clarification Responses.

Standard CAD Call for Service (CFS) Export module to be utilized to supply CAD data to the following 3rd Party applications:

- Julota

- NICE – Audio logging system

10.2 This work package is not applicable.

11. Project Timeline

11.1 Enterprise Public Safety Project Timeline

11.1.1 Conceptual Project Schedule
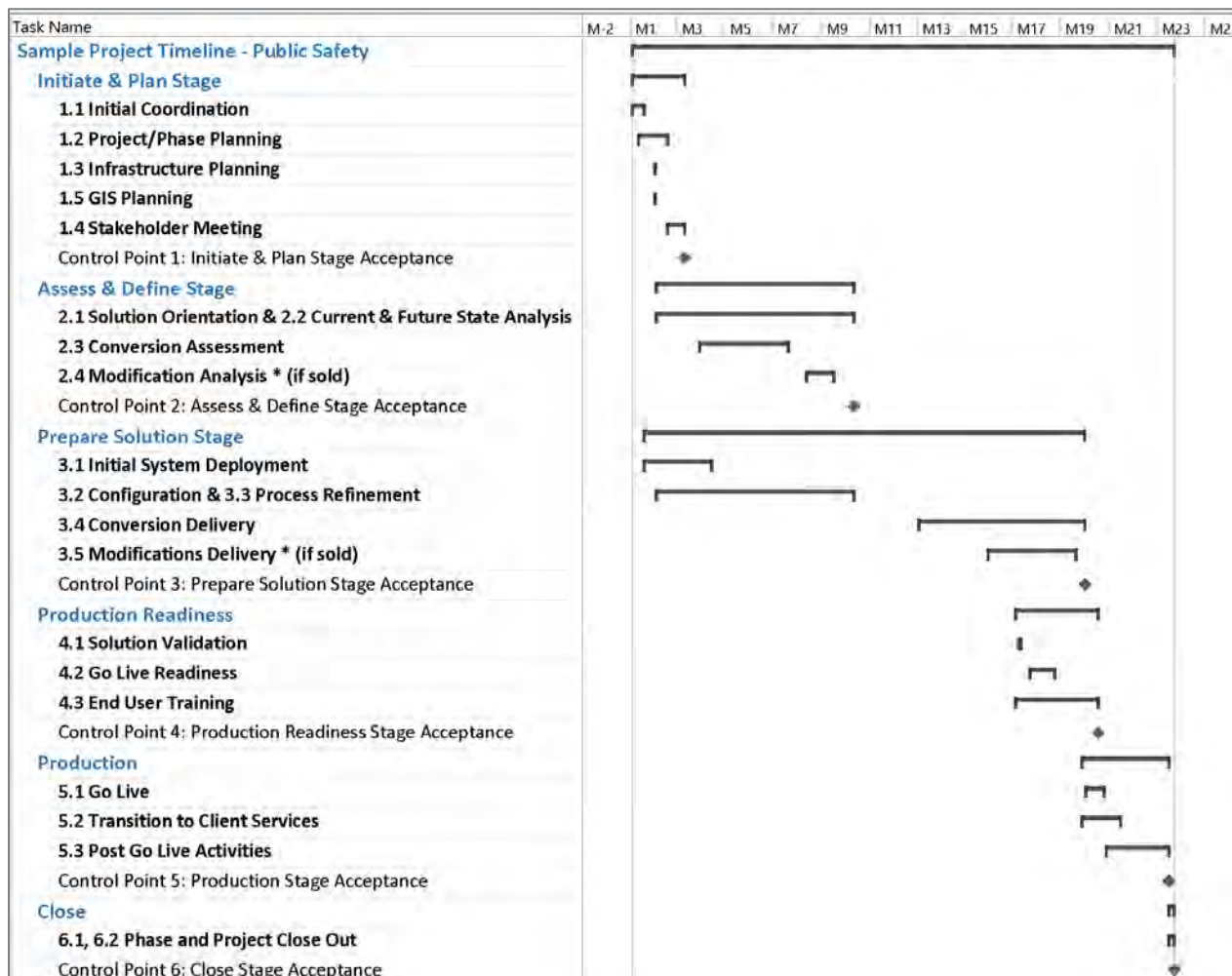
The dates or timing included in this sample are for illustrative purposes only. A more precise schedule and WBS with the appropriate tasks and schedule will be determined during the Initiate & Plan stage. The availability of CORR resources to perform tasks, final determination of the overall task list, CORR schedule constraints and the actual project start date must be determined.

11.2 Emergency Networking Fire RMS Sample Project Timeline

	RFP:			
	Client:	Round Rock Fire Dept		
	Project Start Date:	7/1/2024 (Monday)		
	Today's Date:	4/17/2024 (Wednesday)		

WBS	Task	Lead	Predecessors	Start	End
1	**PLAN AND SCHEDULE**			Mon 7/01/24	Wed 7/24/24
1.1	Set Up Program Management Team	EN		Mon 7/01/24	Thu 7/04/24
1.2	Project Kickoff Meeting	EN + RRFD	1.1	Fri 7/05/24	Mon 7/08/24
1.3	Develop Risk Management Plan	EN	1.2	Tue 7/09/24	Thu 7/11/24
1.4	Review Risk Management Plan	RRFD	1.3	Fri 7/12/24	Mon 7/15/24
1.5	Develop Communications & Escalation and Issue Management Plans	EN	1.4	Tue 7/16/24	Thu 7/18/24
1.6	Review Communications & Escalation and Issue Management Plans	RRFD	1.5	Fri 7/19/24	Mon 7/22/24
1.7	*FINALIZE: Mutually Agreed Upon Project Plan*	EN + RRFD	1.6	Tue 7/23/24	Wed 7/24/24
2	**DEPARTMENT ENGAGEMENT PLANNING**			Fri 7/19/24	Tue 7/30/24
2.1	Develop Initial Engagement Plan	EN	1.5	Fri 7/19/24	Wed 7/24/24
2.2	Review Engagement Plan	RRFD	2.1	Thu 7/25/24	Fri 7/26/24
2.3	*FINALIZE and COMMUNICATE: Department Engagement Plan*	EN + RRFD	2.2	Mon 7/29/24	Tue 7/30/24
3	**DISCOVERY**			Wed 7/31/24	Fri 8/23/24
3.1	Conduct Discovery Scope	EN	2.3	Wed 7/31/24	Mon 8/05/24
3.2	Develop Hardware and Technical Requirements Documentation	EN	3.1	Tue 8/06/24	Fri 8/09/24
3.3	Review Discovery Phase Deliverables	RRFD	3.2	Mon 8/12/24	Fri 8/16/24
3.4	FINALIZE Discovery and Requirements Deliverables	EN + RRFD	3.3	Mon 8/19/24	Fri 8/23/24
4	**SYSTEM DESIGN**			Mon 8/26/24	Tue 9/03/24
4.1	Review User and Dept Settings Configuration	EN + RRFD	3.4	Mon 8/26/24	Mon 8/26/24
4.2	Review Module Fields Options and Third Party Integration Configuration	EN + RRFD	4.1	Tue 8/27/24	Fri 8/30/24
4.3	FINALIZE Configuration review	EN + RRFD	4.2	Mon 9/02/24	Tue 9/03/24
5	**CONFIGURATION OF SYSTEM**			Wed 9/04/24	Tue 11/05/24
5.1	Complete System Configuration	EN	4.3	Wed 9/04/24	Tue 9/10/24
5.2	Complete Module Configuration	EN	5.1	Wed 9/11/24	Tue 9/17/24
5.3	Complete Third Party Integrations - Lifepak, Telestaff	EN	5.1	Wed 9/11/24	Tue 10/08/24
5.4	Data Conversion	EN + RRFD	5.1	Wed 9/11/24	Tue 10/22/24
5.5	FINALIZE System Configuration	EN	5.4	Wed 10/23/24	Tue 11/05/24
6	**TEST PLANNING AND TESTING**			Wed 9/11/24	Wed 10/16/24
6.1	Create Test Plan	EN	5.1	Wed 9/11/24	Tue 9/17/24
6.2	Review Test Plan	RRFD	6.1	Wed 9/18/24	Mon 9/23/24
6.3	FINALIZE Test Plan	EN + RRFD	6.2	Tue 9/24/24	Wed 9/25/24
6.4	Develop Test Cases	EN	6.3	Thu 9/26/24	Wed 10/02/24
6.5	Review Test Cases	RRFD	6.4	Thu 10/03/24	Mon 10/07/24

6.6	EXECUTE Test Cases & Issue Resolution	EN + RRFD	6.5	Tue 10/08/24	Mon 10/14/24
6.7	FINALIZE System and Integration Testing	EN + RRFD	6.6	Tue 10/15/24	Wed 10/16/24
7	**TRANSITION AND POST DEPLOYMENT SUPPORT PLANS**			Tue 10/08/24	Thu 10/31/24
7.1	Develop Change Management Plan	EN	6.5	Tue 10/08/24	Mon 10/14/24
7.2	Review Change Management Plan	RRFD	7.1	Tue 10/15/24	Wed 10/16/24
7.3	FINALIZE: Change Management Plan	EN + RRFD	7.2	Thu 10/17/24	Fri 10/18/24
7.4	Develop Support Plan	EN	7.3	Mon 10/21/24	Fri 10/25/24
7.5	Review Support Plan	RRFD	7.4	Mon 10/28/24	Tue 10/29/24
7.6	FINALIZE: Support Plan	EN + RRFD	7.5	Wed 10/30/24	Thu 10/31/24
8	**TRAINING, ROLLOUT AND SUPPORT**			Thu 10/17/24	Mon 11/18/24
8.1	Develop Training Plan	EN	6.7	Thu 10/17/24	Wed 10/23/24
8.2	Review Training Plan	RRFD	8.1	Thu 10/24/24	Fri 10/25/24
8.3	Develop Communications Plan	EN + RRFD	8.2	Mon 10/28/24	Tue 10/29/24
8.4	EXECUTE: Communication Plan	RRFD	8.3	Wed 10/30/24	Thu 10/31/24
8.5	EXECUTE: Training	EN + RRFD	8.4	Fri 11/01/24	Thu 11/14/24
8.6	EXECUTE: Final Data Conversion & Validation	EN	8.5	Fri 11/15/24	Fri 11/15/24
8.7	GO-LIVE & Post Deployment Support Services Begin	EN + RRFD	8.6	Mon 11/18/24	Mon 11/18/24
9	**ACCEPTANCE AND POST ACCEPTANCE SUPPORT**			Tue 11/19/24	Tue 11/26/24
9.1	Issue Resolution	EN	8.7	Tue 11/19/24	Mon 11/25/24
9.2	FINALIZE: Acceptance & Support Requirements	EN + RRFD	9.1	Tue 11/26/24	Tue 11/26/24

Exhibit D
Schedule 1
Emergency Networking Fire Records Data Migration

1. Emergency Networking will not charge any additional fees to integrate with Tyler Enterprise CAD once implementation is completed and available.

2. Data Migration Details

   a. Personnel & Apparatus Data
      i. This data is required to map to NFIRS data and needs to be in the excel/csv file format. Implementation will provide a sample CSV at kick off.

   b. NFIRS Data – Round rock to provide data to Emergency Networking from both systems. No data prior to 1/1/2006 will be converted.
      i. Firehouse – Round Rock to export data in the NFIRS file format & deliver to Emergency Networking
      ii. ESO – Round Rock to export data in the NFIRS file format & deliver to Emergency Networking

   c. Properties & Inspections Data
      i. ESO – Round Rock to export data in excel/csv file format & deliver to Emergency Networking

   d. Training Data
      i. ESO – Round Rock to export data in excel/csv file format & deliver to Emergency Networking

**Exhibit E
Tyler's Clarification Responses**

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Exhibit E
Tyler Clarification Responses

Ref#	City's Comments / Question	Tyler Notes / Clarifications
2	Web CAD Monitor Explain this functionality. Unlimited ?	A browser-based application that provides read-only access to CAD activity for City personnel. It has a map display of current CAD calls, status and unit locations. Both current calls and past calls. Typically used by Command Staff or on monitors at City locations like Fire Stations. Not for use by the public, must be viewed on secure City VPN (Virtual Private Network). Web CAD Monitor is an unlimited site license.
3	CAD-to-CAD Interface Want to work with UNIFY and also support Tyler CAD-2-CAD at the same time if needed. How can, or will, this 1 of 2 pieces be used in the future, if Unify is not used? Is the change from Tyler's Cad to Cad to Unify and back doable? I.e.: - If something didn't work with Unify would we still have the items needed to use Tyler's Cad to Cad without any future purchase? Discuss with Tyler again, just to confirm and include pricing for the different steps	This is 1 of 2 pieces needed for CAD-to-CAD to work with UNIFY. The other is custom interface in services. CAD-to-CAD is provided as follows: Item 1: Tyler to Tyler CAD-2-CAD. Standard CAD-2-CAD module that supports interoperability with other Tyler CAD clients. This capability is provided independent of any additional custom interfaces, such as to Unify. Item 2: Tyler to Unify CAD-to-CAD. Separate customization expanding our standard CAD-to-CAD to support Unify. Both options can be deployed simultaneously or independent of each other.
7	Encoder Interface ?	Fire Station alerting interface to tone out fire stations, supports Phoenix G2.
10	CAD Data Mart / Includes 2 users ?	CAD Data Mart is a SQL Server Analysis Services (SSAS) data cube for online

Ref#	City's Comments / Question	Tyler Notes / Clarifications
	What is the typical users of the Data Mart? Analyst, CID, Command, etc? What does "plus" mean for users beyond 10?	analytical processing (OLAP). The data cubes can be accessed using MS-Excel, PowerBI or Cognos to easily analyze large sets of data across multiple years. Will increase to 10+ users. This is typically used by analysts that want to crunch numbers and comparisons. The licenses are for those that use it to create content. However, you don't need a license to view the data. 10+ simply means unlimited.

13	Crash, Citations, and Stop Data. Through Brazos or how accomplished? Cites and accidents to continue through Brazos?)
	
	Discuss the different elements that affect this, so we identify and address the different components. This issue needs to have each of the different components in Brazos, Cris and LexisNexis
		Data Flows:
		
		• **Citations**: Captured via Brazos, as is currently done and stored in Brazos Cloud.
		   o Citation data transferred to Tyler Incode Court
		   o Citation data transferred to Tyler Enterprise Records systems.
		
		• **Stop Data.** Captured via Brazos, as is currently done and stored in Brazos cloud. Brazos provides a TCOLE compliant pdf report of stop data for submission to the State.
		
		• **Accidents.** Captured via Brazos, as is currently done and stored in Brazos cloud including diagrams & photo(s).
		   o Crash data transferred to Lexis/Nexis BuyCrash for citizens to be able to purchase accident reports via included interface. <u>CORR responsible to provision Lexis/Nexis BuyCrash eCommerce service.</u>
		   o Summary Crash data transferred to Tyler Enterprise Records including basic data such as date, time, location, incident number, vehicle(s), subjects(s), Officer(s), etc. .
		   o PDF copy of Crash Report can be imported into Enterprise Records.
		
		Tyler Integrations:
		
		Tyler's Mobile (windows laptop), ShieldForce (iOS/Android) and Brazos have a shared clipboard to allow persons and vehicle data to be cut/pasted between these applications.
		
		Brazos laptop version is embedded within the windows laptop Mobile application and can be launched directly within mobile.

Ref#	City's Comments / Question	Tyler Notes / Clarifications
		Brazos application can be loaded on the same iOS/Android devices as ShieldForce.

Brazos can run NCIC/TCIC queries (people and vehicle) via the enterprise public-safety message switch. Results can be placed on the clipboard for future use. |
| 14 | Content Manager Core
Does this refer to laserfisch? | Content Manager Core is our embedded document management system. Same as City is using today with Munis (Tyler Content Manager – TCM |
| 16 | Armory

Clarify "most", perhaps provide list | Most items are done through Personnel and Training modules.
Included in base RMS. Please see full list of CAD and RMS base modules included at the end of the spreadsheet.

Customer can manage Armory activity and data with our Personnel, Training and Equipment modules.

Equipment: Weapon information. Make, model, purchase date, costs, scheduled inspections and assignment to officer/vehicle/storage.

Personnel. Assigned assets, weapon, radio, vest, etc.

Training. Classes can be scheduled. However, we don't have a calendar view that was requested in the RFP so responded no #12. Also, we don't offer a failed-to-qualify notification, so we answered no #14. |
| 17 | Quartermaster

Clarify "most", perhaps provide list | Most items are done through Equipment and Inventory module.
Included in base RMS.

We do the items that were requested in the RFP items 16 to 21. Should have not said "most" on prior response |
| 20 | Digital media | 10 of 11 items from RFP are included in base RMS. We do not support exporting media to another storage medium. |
| 21 | Document Imaging | Included in base and Content Manager. Except Optical Character Recognition (OCR).

Tyler Content Manager (TCM) document management system does not offer OCR. |

Ref#	City's Comments / Question	Tyler Notes / Clarifications
		Note: Officer field reports (incidents, arrest, case, supplements, etc) have a pdf copy automatically created and added to the TCM document repository. These pdfs are searchable, including officer narratives. TCM also allows other pdf documents to be added and those are searchable also.
22	Forms – Tyler had indicated "no" however demoed it at visit How many custom forms are included in the project, and what is the cost for additional forms? Get clarity	Tyler's solution provides the ability for clients to create custom output print forms from Records Management using MS-Word Templates. Our RFP response of "No" applies to client's ability to create new **Mobile** Field Reporting Forms. We provide all required field report forms to meet TIBRS data collection; Arrest, Incident, Supplement, etc. Custom mobile field reporting forms are created by Tyler staff. Tyler provides the mobile data collection forms required to complete TIBRS reporting: incidents, cases, arrests, and supplements. We can provide additional custom mobile data collection fields for an average of $6,000 based on the complexity of the data to be collected. This data will go into RMS standard fields and can be searched and reported on. Many supplemental field forms can be accomplished in Brazos. Examples would include Tow, Criminal Trespass, Driver Exchange, etc. No extras needed at this point – per CORR.
31	Law Enforcement and Fire/EMS Mobile Site License	Included unlimited for Police and Fire Mobile and Field Mobile for use by City of Round Rock.
33	Field Reporting Site License	Yes, unlimited users and devices. Will remove MCT Ticket interface and Stop Data as this is done through Brazos.
39	Standard System Assurance and Software Installation Tyler is accomplishing this 100%?	Installation of the software in the AWS GovCloud is done by Tyler. We will configure and supply redundant (two) ASA (Cisco Adaptive Security Appliance) to connect City network to GovCloud. Additionally, we will coordinate with Round Rock technical staff regarding local tasks such as ASA connections, CAD client installations, iPhone gateway, etc.
41	How many personnel onsite and duration of stay during go-live, for CAD/RMS and Mobile	We would expect to have 3 CAD consultants, 1 Records Consultant and 2 Mobile consultants onsite for 3 days during the Go Live week. We would further expect to have 1 Records Consultant onsite the week following Go Live , as it takes time for

Ref#	City's Comments / Question	Tyler Notes / Clarifications
		Incidents/Cases to make it to Records, and then engage the other divisions (Investigations, Narcotics, Property, etc.) Based on 50+ go-lives annually and the thorough system validation phase, we are confident the staffing for Go-Live is sufficient. However, if CORR prefers additional resources this can be added to the project at additional costs.
43	Training 30-40 trainers across organization CID, Dispatch, Patrol etc. How is this designed up front, so that we know city needs will be met with regard to structuring training from a global perspective. Power users, train the trailer, system admin, IT, **Fire, (treated separately)** # of sessions, hours and days of week they're available and are cost different for non business hours, etc. Round Rock training needs to look at this too **Fire and police treated differently**	As we proceed through the Current/Future State Analysis, as well as the configuration of the application, Tyler Project Management and Implementation Consultants will work with Round Rock to tailor the training program to work around Round Rock's facilities, staffing, and configuration of the applications. Workflow and process decisions will drive the amount of time that we will spend with various departments. We also understand the challenge of 24x7 operations and staffing and will coordinate to ensure the training schedule meets the needs of Round Rock. To clarify, we perform Tyler led direct end user training for CAD and Records. This allows us to spend ample time onsite with dispatchers ensuring their critical muscle memory is in place as close to Go Live as possible, as well as intently focusing on the multiple departments utilizing our Records application and their individual needs, workflows and challenges. Mobile and Field Reporting will be handled in a Train the Trainer model due to the number of individuals to be trained. Fire and Police training are segmented. Admin and IT training is performed during the Configuration phase of the Project, not training. This is done so that agencies have a complete understanding and ownership of administration before we engage in training.
45	Public Safety Analytics Installation & Remote Training	This is a post Go-Live deliverable. Since the Analytics application cannot be used until the system has live data, we provide training for Analytics in the 30-60 days (about 2 months) following Go-Live.
47	Redundant VPN Appliance Bundle	This is the device that communicates with AWS GovCloud in an encrypted secure manner. We provide two devices for redundancy.

Ref#	City's Comments / Question	Tyler Notes / Clarifications
52	Tyler Travel. Is there a breakdown for this? How did you arrive at 43 trips and the pricing? It would appear that people are on-site very frequently, do we need this many visits – more detail – perhaps a travel plan? Can we get a quote for the training schedule we are asking for. Maybe a Not to Exceed? Include ALL training whether third party or not in one place in the contract	Tyler estimates each trip at $2,000 and we have included 43 trips based on the applications and services within our proposal. A complete Tyler Travel Policy (the same used by Munis, Incode, etc.) will be included in the agreement. Emergency Networking Travel is separated at $2,500 for Fire Records and $2,500 for ePCR that is Optional.

Interfaces / Integrations

STANDARD INTERFACES INCLUDED:

The following standard interfaces are included in the project and appear in Exhibit A: Investment Summary in the Annual/SaaS software section. Standard interfaces are Commercial Off the Shelf (COTS) applications maintained and supported by Tyler.

Interface Description	Notes / Comments
1. CAD-to CAD Interface	Supports Tyler CAD to Tyler CAD standard although no existing plans to interface with other Tyler CAD systems as part of initial project, perhaps in the future. Included to support custom interface needed for Tyler CAD to UNIFY;s CAD-2-CAD service.
2. CAD Paging Interface	Sends call data to individuals or to 3rd party paging/notification systems.
3. E-911 Interface	Received ANI/ALI and other related data from CORR 911 call handling system.
4. CAD NCIC Interface, Records NCIC, Mobile NCIC	Provides secure two-way interface to TLETS/TCIC/NCIC in CAD, Records, Mobile and Mobility (smart devices).
5. ASAP CAD Interface	Automated Secure Alarm Protocol (ASAP) receives alarm notifications from alarm companies directly into CAD.
6. Encoder Interface	CAD Fire Station Alerting (Supports WestNet, Locution, Zetron, Phoenix G2 and others.
7. CAD CFS XML Exporter	Export CAD data in Tyler's standard XML format for the following 3rd parties: • NICE Audio Recorder • Emergency Networking Fire RMS • Axon for auto-tagging video • Julota CAD Export

	• Electronic Health Care Provider – Vendor TBD
8. Telestaff Interface	Update CAD by transferring shift, unit, and personnel data from Telestaff.
9. Brazos e-Citations & Crash Reports	Citations & Warnings data imported into Records Management System. Summary Crash data send to Records; Date/Time, Location, Officer(s), Vehicle(s), Global Subject(s). Complete Crash report available on-line in the Enforcement Mobile (Brazos) cloud repository.
10. Incode Warrants	Import active municipal warrants into Records Management System.
11. Driver's License Mag Stripe Reader Interface	Allows use of a mag strip reader attached to a laptop to read driver's license data. CORR not anticipating using, but this capability is provided with the Workstation license.
12. RapidSOS	RapidSOS integration is a core capability in CAD, not a separate interface.
13. Citizen Reporting Interface (RMS)	Allows Citizens to use Lexis/Nexis (DORS) website to file non-critical requests for police reports.

CUSTOM INTERFACES INCLUDED

Each custom interface appears in Exhibit A with associated costs under the Services section. Additionally, a technical Interface Control Documents (ICD) for each customer interface is provide in Section 10 of the Statement of Work. Summary description below provided for convenience, actual functionality will be dictated by ICD. .

Interface Description	Notes / Comments
1. Motorola MC7500 Radio	Import handheld radio location data into CAD as often as radio system pushes GPS data.
2. Axon Evidence.com	Create URL link in Tyler RMS (cases or incidents) to launch Evidence.com to specific record-based on Axon Case or Event number.
3. LEADRS – DUI System	Tyler to import data from LEADRS to create an Incident record in Records.
4. CAD-to-CAD for UNIFY CAD Service	Provide ability to send or receive CAD calls to/from the Unify CAD broker service.
5.	

Optional Interfaces Not Included in project:

It was determined by CORR and Tyler based on demonstrations and discussions that the following interfaces would not be included in the project. Any of these interfaces can be added in the future at CORR's request.

1.   CRIS
2.   Citiworks
3.   Out of Band AVL
4.   Alarm Interface
5.   ESO
6.   MCT Ticket Writer
7.   Livescan
8.   Guardian

9. Adore
10. NG911- Not required at this time, due to InDigital costs.
11. Prearrival Questionnaire ProQA
12. KnoxBox
13. EMS Billing Solution Provider – Vendor TBD
14. LEXIS/NEXIS (CRASH data captured in Brazos will to be sent directly to Lexis/Nexis)
15. DEMS – Willimson County prosecutor system. Document export of arrest packet to Laserfiche folders by CORR at County's system.
16. Pictometry – Limited value to dispatch given costs.
17. State Registrant SORS (Sex Offender Registration System)

Exhibit F
Tyler's RFP Proposal Response Documentation

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City of Round Rock, Texas

RFP No. 23-025
Integrated Public Safety System CAD/RMS/Mobile
Replacement Project

July 28, 2023

Restrictions on Disclosure

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

- Response to Attachment A – Solution Feature Questionnaire
- 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 proposal, 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

tyler technologies

July 28, 2023

Ms. Amanda Crowell, Purchaser
City of Round Rock Finance Department
221 E. Main Street
Round Rock, Texas 78664

Dear Ms. Crowell,

Tyler Technologies, Inc. (Tyler) is pleased to provide our proposal to the City of Round Rock (City) for an integrated public safety system that includes Enterprise Public Safety software. With decades of experience in designing, developing, and delivering public sector software nationally, we look forward to the opportunity to enter into a contract with the City to implement the requested software and interfaces and provide professional services including project management, data conversion, testing, and training.

Tyler's headquarters is in Plano, Texas, and Tyler is the largest provider of software solutions to local government in the United States. We are also the largest provider of cloud-hosted solutions to local government, with over 10,500 installs.

Tyler recommends our Enterprise CAD, Law Enforcement Records, and Mobile solution that will be hosted in the Amazon Web Services (AWS) GovCloud. Our system will allow the City and the Police and Fire Departments to be more efficient. For example, the City already uses Tyler's Enforcement Mobile (formerly Brazos) for electronic citations and Municipal Justice (formerly Incode Court) solutions. Tyler will provide data exchanges through Amazon's Publish & Subscribe portal to share data within the City and with other departments like Williamson County, all without interfaces or rekeying the data, thus eliminating duplicate entry. Today an officer can write an electronic citation by quickly scanning the driver's license and VIN and – with just a couple of clicks – print a citation. All that information can also be reused by the officer to write an incident or arrest report in Mobile Field Reporting. This works in reverse, too. From a call for service, the officer can write reports and then issue an electronic citation or tow. All the citation data is now in your City's Municipal Justice system, and it is in the Enterprise Law Enforcement Records system, too – all without having to rekey data.
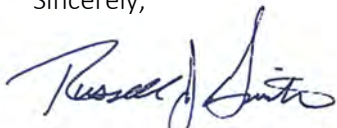
This is just one example. Another example of our data exchange through Amazon is prebooking from the Mobile unit to Round Rock's jail or Williamson County's Jail because the County uses Tyler's Enterprise Justice (formerly Odyssey) system for jail and courts. We look forward to sharing all the exchanges we offer as part of Tyler's Alliance program, including warrants from the County and booking mug shots and demographic data back to Round Rock's Law Enforcement Records.

Should the City have any questions regarding this RFP response, please contact:

Larry Wells, Senior Account Executive
Tyler Technologies
840 West Long Lake Road, Troy, Michigan 48098
(239) 691-6790 / Larry.Wells@tylertech.com

Tyler can provide a successfully proven and low-risk approach that will allow the City to quickly achieve the goals set forth for this project. We look forward to working with you as you consider the options for this upcoming project and firmly believe that the Tyler solution combines the product, the experience, and the approach to fully meet the project's goals.

Sincerely,

Russell Smith
President, Justice Group

Table of Contents

1. Attachments

Attachment A – Solution / Feature Questionnaire

Please refer to Section 3 of this response.

Attachment D – Subcontractor Information Form

Please see attached.

Attachment E – Reference Sheet

Please refer to Section 3 of this response.

Addenda Acknowledgement

Tyler is in receipt of Addendum 1, released June 22, 2023.

CJIS Certification

All Tyler personnel working at a client site where they may be exposed to National Crime Information Center (NCIC) or Criminal Justice Information Services (CJIS) information are CJIS certified at level 4.

Litigation Within the Last Three Years

Litigation matters involving a Tyler client: Tyler has more than 37,000 successful installations across more than 12,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Litigations between Tyler and a Tyler client are not common. Tyler makes every effort to engage in reasonable and productive dispute resolution processes with its clients when there are project challenges or other apparent impasses under a contract. In limited circumstances, a Tyler client feels compelled to bring a lawsuit (often for reasons that, although unstated, are outside Tyler's control), or a third-party brings a lawsuit involving both Tyler and a Tyler client. **Currently pending lawsuits that meet this description are summarized below:**

- *State of California v. Conduent Incorporated et al.*(Alameda County Superior Court, State of California, No. 18-2-05901-31): US eDirect, Inc., a wholly-owned subsidiary of NIC Inc., itself a wholly-owned subsidiary of Tyler, was joined to a pending lawsuit against Conduent Inc. on June 10, 2021. Plaintiff Bryan Bashin, a blind camping enthusiast, filed a*qui tam*action on behalf of the State of California for the alleged violation of the California False Claims Act stemming from Defendants' alleged failure to accommodate his blindness on the website. US eDirect is confident that it performed its contractual duties relating to accessibility and that the website complied with applicable law. The plaintiffs also cannot establish fraud against the public fisc where no funds came from the public fisc, and US eDirect was only paid when consumers of the site successfully completed a reservation. For these and other reasons, US eDirect is confident that the claims against US eDirect are meritless.

Recent litigation that meets this description is set forth below:

- *Kern County v. Tyler Technologies, Inc.* (Superior Court of California, County of Kern, Case No. BCV-20-101197): Tyler was served on May 21, 2020. Kern County's complaint includes allegations

of breach of contract and related tort claims and violations of state business statutes. Tyler strongly disputes those allegations. Tyler has been, and remains, ready, willing, and able to deliver on our contract. We hope the county will choose to engage with us productively and we look forward to refuting the misinformation and misguided allegations included in their complaint. On January 27, 2023, the court dismissed the lawsuit with prejudice after the parties reached a mutually agreeable settlement.

- *Anoka County v. Tyler Technologies, Inc.* (Anoka County, MN District Court): On June 15, 2020, Anoka County served Tyler with a complaint that Anoka did not file with the court, escalating a dispute outside of the contractual dispute resolution process. Anoka's complaint sought specific performance and damages in excess of $50,000. On July 6, 2020, Tyler removed that lawsuit to the United States District Court for the District of Minnesota (Case No. 20-cv-1524). Tyler filed its answer, affirmative defenses, and counterclaims on July 13, 2020. Tyler also continued to try to get Anoka to engage with Tyler in a productive and cooperative way. At the time of the dispute, Anoka was in live production on the contracted-for system, which they used for daily operations, including a publicly available portal for citizen inquiry and payment of current tax bills. Prior to Anoka filing the lawsuit, Tyler's project team had already delivered the functionality scheduled for go-live and post go-live and continued to deliver on its ongoing obligations on a regular and highly-resourced basis. As a result of this highly engaged response by Tyler, the parties were able to mutually agree to a resolution, and the Court dismissed the case with prejudice on April 29, 2021.

Litigation matters involving current or former Tyler employees: Although Tyler has more than 7,200 current employees, employment lawsuits involving Tyler are not common. Currently, there are loosely affiliated lawsuits against Tyler involving FLSA-type claims. **Currently pending lawsuits that meet this description are summarized below:**

- *Harrison v. Tyler Technologies, Inc.* (E.D. Tex., 21-cv-607) (service date: August 6, 2021): This is a lawsuit regarding an alleged misclassification under the FLSA. It was filed by the same lawyer who filed two prior suits against Tyler, and recycles identical claims; however, the plaintiff in this lawsuit served in different roles than the prior plaintiffs, and Tyler is confident that each of those roles were properly classified as exempt. Tyler expects to move for summary judgment that each role is properly classified as exempt as a matter of law.

Recent lawsuits that meet this description are described below:

- *Kudatsky v. Tyler Technologies, Inc.* (N.D. Cal., Case No. 19-CV-07647) (service date: December 6, 2019): A former implementation consultant filed a purported class action lawsuit under the FLSA alleging that implementation consultants such as himself were improperly classified as exempt. Tyler strongly disagreed with those allegations and is confident that implementation consultants were and are properly classified as exempt professionals payable on a salary basis. To avoid the time and expense of ongoing litigation, however, Tyler agreed to settle the lawsuit. The court approved the settlement on November 17, 2021, and the parties processed settlement payments in January 2022. The settlement did not require Tyler to reclassify any of its employees.
- *Wright v. Tyler Technologies, Inc.* (E.D. Ark., 20-cv-454) (service date: March 2, 2020) and *Greene v. Tyler Technologies, Inc.* (N.D. Ga., Case No. 19-cv-1338) (service date: March 26, 2019): The same lawyer brought each of these individual plaintiff lawsuits alleging wage and overtime violations under the FLSA. (This same lawyer also filed the *Harrison* lawsuit referenced above.) Each of the plaintiffs was initially employed by a company that Tyler acquired. Tyler disputed

each plaintiff's claims, but ultimately reached a resolution with each. The *Wright* lawsuit was resolved on September 17, 2021, and the *Greene* lawsuit was resolved on April 14, 2021.

- *Kohlmann v. Tyler Technologies, Inc. et al. (N.D. Cal., Case No. 20-CV-00861):* Tyler was served on January 7, 2020. A former Tyler employee alleged she was terminated because Tyler refused to accommodate, and discriminated against her on the basis of, a medical condition. Despite Tyler's efforts, plaintiff failed her standardized assessments and, as such, her employment with the company was terminated. Tyler strongly disputed her contentions, and the lawsuit was dismissed with prejudice as of October 15, 2020.

Lawsuits otherwise involving Tyler software or services: Third parties have also brought lawsuits against Tyler based on some alleged connection between the cause of action and a Tyler software or service. **Currently pending lawsuits that meet this description are summarized below:**

- *Roe et al. v. The State Bar of California et al.* (Superior Court of California, County of Orange, Case No. 22-CIV-01250695): On March 28, 2022, Tyler was added as a defendant to the above-captioned proceedings. The allegations relate to data harvesting performed by a third-party (a website known as judyrecords.com) on public-facing websites known as Odyssey Portal that Tyler licenses. The State Bar of California maintains an Odyssey Portal, and judyrecords.com was able to harvest data relating to public and non-public case records searchable on that site. The plaintiffs allege various state and federal law claims relating to privacy and antitrust violations. The plaintiffs purport to bring the lawsuit as a class action. Tyler does not believe that there is a basis to certify the alleged class, or that the claims against Tyler have merit.
- *Melissa C. Lloyd, et al, vs. Shwedo, et al (Court of Common Pleas for the Fifth Judicial Circuit, Kershaw County, South Carolina, No. 2021CP2800734):* In early September 2021, plaintiffs filed this purported class action against, among others, South Carolina Interactive, LLC ("SCI") a wholly owned subsidiary of NIC Inc., itself a wholly owned subsidiary of Tyler. The complaint alleges that certain processing fees assessed in connection with use of online payment services provided by SCI for various South Carolina governmental entities are impermissible under applicable law. Tyler is confident that the service fees charged by SCI are consistent with applicable law and its agreement with the State of South Carolina.
- *Stern v. Snohomish County, d/b/a Snohomish County 911 ("Sno911") et al.* (Snohomish County Superior Court, State of Washington, No. 18-2-05901-31): Tyler was joined to a pending lawsuit against Sno911 on January 24, 2019. Plaintiff Darrin Stern is a former employee of Sno911, a Tyler client in live production on the New World Public Safety software. Mr. Stern alleges that Sno911 discriminated against him by failing to accommodate his alleged disability – color-blindness. He alleges a single claim against Tyler: that Tyler aided and abetted Sno911's discrimination against, and wrongful discharge of, Mr. Stern. Tyler had no role in Sno911's employment decisions relating to Mr. Stern. The matter has been resolved and a formal order from the court with the dismissal is expected.

Recent litigation that meets this description is summarized below:

- *Singh et al. v. Tyler Technologies, Inc.* (Superior Court of California, County of San Mateo, Case No. 22-CIV-00985): Tyler was served on March 8, 2022. Mr. Singh's complaint includes allegations that Tyler violated California statutes and defamed him because his name was associated with case filings on cases for which he was not the attorney of record. Mr. Singh appears to believe that Tyler knew about a defect in its Odyssey case management solution and ignored that defect, to the detriment of Mr. Singh and his reputation. Tyler disagrees with Mr. Singh's allegations,

does not understand the basis for them and is confident that the claims and damages assertions are misplaced. The claim was dismissed on April 21, 2022.

- *Levine v. Scott et al.* (Dekalb County Superior Court, GA, No. 19-CV-7832). Tyler was served on September 25, 2019. The plaintiff is an individual seeking declaratory and injunctive relief for various claims. His suit names twelve co-defendants along with Tyler, most of whom are officials from various Georgia state courts. As best can be understood from the complaint, the allegations stem from Mr. Levine's complaints about the results of various court proceedings and court rulings against him. Tyler had no involvement in any of those proceedings or rulings, and the only alleged connection between Tyler and the complaint appears that certain filings were entered using a Tyler electronic filing solution. The claim was dismissed on February 15, 2022.

- *Turnage et al. v. Oldham et al.* (W.D. Tenn., 16-cv-2907): Tyler was served on January 9, 2017. Tyler's original co-defendants include Shelby County, Tennessee, and various Shelby County officials. The alleged class action plaintiffs' complaint alleges that processing errors in the County's new criminal justice software system resulted in certain plaintiffs being denied timely processing through the jail, incorrectly issued arrest warrants, or other errors. Tyler was responsible for the court case management system component of the system, and was not responsible, for example, for the jail management solution. Since that time, and various case consolidations, the consolidated plaintiffs have filed multiple amended complaints, ultimately naming all of the other vendors whose software or services were involved in the County's criminal justice system upgrade. Tyler moved to dismiss the lawsuit, and that motion was granted in part, leaving only one claim pending against Tyler. To avoid the time and expense of ongoing litigation, all parties agreed to a settlement that was finally approved by the court on December 9, 2021, with no admission of liability by Tyler. With the settlement approved, the claims administration process was turned over to a third-party claims administrator for expected completion in the first half of 2022.

- *Chavez Law Offices, PA v. Tyler Technologies, Inc.* (Second Judicial District Court, Bernalillo County, New Mexico, No. D-202-CV-2021-01248): On March 2, 2021, Tyler was served in the above-captioned proceedings. The Plaintiff, a law firm in New Mexico, alleged that Tyler, as the provider of the Odyssey File & Serve electronic filing system used by New Mexico courts, had not refunded certain filing fees paid by Plaintiff that the Plaintiff believed it should not have been charged. The complaint alleged certain tort claims and violations of the New Mexico Unfair Trade Practices Act. The lawsuit appeared to be based on Plaintiff's misunderstanding of how filing fees are assessed and the circumstances under which they may be refunded. Tyler removed the lawsuit to federal court and moved to compel arbitration in Dallas, Texas, consistent with the applicable contract terms. The federal district court for the district of New Mexico granted Tyler's motion to compel arbitration. No such arbitration action has been filed.

Lawsuits initiated by Tyler: Tyler's goal is to resolve every dispute reasonably and amicably. Where that is not possible, Tyler seeks redress through a lawsuit when it feels compelled to do so. **Currently pending lawsuits that meet this description are summarized below:**

- On August 23, 2022, Tyler filed a lawsuit against the NY Department of Taxation and Finance and the NY Office of Information Technology Services in U.S. District Court for the Northern District of New York. The complaint alleges breach of contract and unjust enrichment arising out of the State's failure to pay for certain services Tyler delivered. Tyler was forced to seek redress through a lawsuit after the State ignored Tyler's extensive efforts of outreach to collect payment after the State abruptly terminated Tyler's agreement for convenience.

Recent litigation that meets this description is summarized below:

- On June 23, 2022, Tyler filed a lawsuit against Lexington County, South Carolina, in U.S. District Court for the District of South Carolina (Case No. 3:22-cv-01991-CMC). Tyler's complaint alleges breach of contract and related claims arising out of the County's failure to fulfill its obligations during the implementation, its refusal to pay for certain services Tyler performed for the County, and its attempt to terminate the contract despite being close to go-live. Tyler made every effort to resolve the matter without resorting to litigation, but these efforts were unsuccessful. The parties agreed to a confidential settlement and the lawsuit was dismissed on December 14, 2022.
- On August 10, 2020, Tyler filed a lawsuit in the United States District Court for the Southern District of Indiana, *Tyler Technologies, Inc. v. Lexur Enterprises, Inc. et al* (Case No. 20-cv-00173). The lawsuit is based on defendants' concerted scheme to interfere with the bidding on public works contracts to undermine honest and fair competition in connection with the award of those contracts. The claims include federal and state antitrust claims, claims for tortious interference of contract and tortious interference with business relationships, and civil conspiracy. The parties agreed to a confidential settlement, and the lawsuit was dismissed on September 17, 2021.
- On July 6, 2020, Tyler filed a lawsuit against Multnomah County, OR, involving an implementation of its Odyssey Attorney Manager product. Tyler filed the lawsuit in the United States District Court for the District of Oregon (Case No. 20-cv-1083). The complaint alleged breach of contract and related claims arising out of the County's failure to fulfill its obligations during the implementation and its refusal to pay for certain services Tyler delivered. Tyler was forced to take this action after extensive efforts at outreach and cooperation. Shortly after Tyler filed the complaint, the parties were able to engage in a productive dialogue, and subsequently negotiated a mutually agreeable settlement. As a result of the settlement, Tyler moved for voluntary dismissal with prejudice. The Court entered that dismissal on December 7, 2020. The County remains a Tyler client on other Tyler Software today.

Lawsuits involving other Tyler matters: Other lawsuits, involving other issues at the corporate level, lawsuits involving one of Tyler's predecessor-in-interest, or that represent some other type of filing are summarized below. **Currently pending lawsuits that meet this description are set forth below:**

- *In re NIC Inc. Stockholder Litigation* (District Court of Johnson County, Kansas, Civil Court Department, 21CV01311): On July 12, 2021, plaintiffs filed this alleged consolidated class action petition. It is brought on behalf of the two named plaintiffs and all other similarly situated former shareholders of NIC Inc., a company that merged with and into Tyler effective April 21, 2021, after the NIC shareholders duly voted to approve the merger. The lawsuit alleges that NIC's former board of directors breached their fiduciary duties to the NIC shareholders in connection with the merger. NIC, now a wholly owned subsidiary of Tyler, is named as a defendant, along with each director, because plaintiffs contend NIC is a "necessary party" for the relief requested – namely, compensation to the plaintiffs. Tyler and NIC are confident that the claims are baseless.

Recent litigation that meets this description is summarized below:

- *Decapolis Systems, LLC v. MedSys Group, LLC* (filed May 12, 2022, E.D. Tex., Case No. 22-cv-146): Decapolis filed this patent infringement lawsuit against various vendors to Cerner Corporation for its electronic health records and processing systems. Tyler was one of the co-defendants, but quickly explained to the plaintiffs that the Tyler software did not infringe either patent-in-suit. On July 21, 2022, the plaintiffs filed a notice of voluntary dismissal, which the court granted on July 25, 2022.

- *Nancy Atkins v. Kentucky Interactive, LLC* (Commonwealth of Kentucky, Franklin Circuit Court, No. 15-CI-144-0025): Kentucky Interactive was served on January 11, 2018. The Plaintiff, in her capacity as Liquidator of Kentucky Health Cooperative, Inc., alleged that Kentucky Interactive received preferential transfers from Kentucky Health Cooperative preceding bankruptcy that became voidable under KRS 304.33-310(1)(b)(1) & (3). Kentucky Interactive disputed those allegations with several defenses well-recognized in bankruptcy law. A settlement of the parties was approved by the Court on June 27, 2022.
- *Rendon v. Tyler Technologies, Inc. et al*. (California Superior Court, Los Angeles County): On September 30, 2021, Tyler was served with this lawsuit, alleging that Tyler's Investor Relations webpage deprived plaintiff, a visually impaired individual, of equal access to the webpage. Accessibility audits – including those performed by Plaintiff – confirm that no such barriers to access exist. The parties reached a settlement agreement, and the lawsuit was dismissed on February 2, 2022. The settlement does not require Tyler to take any remedial action.

ATTACHMENT D
SUBCONTRACTOR INFORMATION FORM
COMPLETE AND RETURN THIS FORM WITH THE SOLICITATION RESPONSE

SOLICITATION NUMBER: RFP 23-025

RESPONDENT'S NAME: Tyler Technologies, Inc.   **DATE:**   July 27, 2023

- **CIRCLE ONE - NO, I WILL NOT USE SUBCONTRACTORS ON THIS CONTRACT   NO**

    YES, I INTEND TO USE SUBCONTRACTORS ON THIS CONTRACT   (YES)
        If yes complete the information below

1.   Subcontractor Name   Emergency Networking, Inc.

     Name of Contact   Sean Ramsey

     E-Mail Address   sean@emergencynetworking.com

     Address   36 N. Liberty Street

     City, State, Zip Code   Powell, Ohio 43065

     Telephone Number   (844) 347-3367   Fax Number: (   )

     Describe work to be performed   Emergency Networking provides a complete Fire Records Management system that is integrated with the Tyler Enterprise CAD and Fire Prevention Mobile solutions.

     Percentage of contract work to be performed   1 %

2.   Subcontractor Name

     Name of Contact

     Title of Contact

     E-Mail Address

     Address

     City, State, Zip Code

     Telephone Number   (   )   Fax Number: (   )

     Describe work to be performed

     Percentage of contract work to be performed   %

- *Add additional pages as needed*

2. Company Information

Business Organization

Organization Name and Address

Tyler Technologies, Inc., is not a subsidiary of another company.

Tyler's headquarters is located at:

> 5101 Tennyson Parkway
> Plano, Texas 75024

Our Public Safety Division is located at:

> 840 West Long Lake Road
> Troy, Michigan 48098

Office Performing Proposed Project Services

Tyler's Public Safety Division in Troy, Michigan, will provide project services.

Form of Organization

Tyler is a corporation incorporated in the state of Delaware. Tyler's headquarters is in Plano, Texas, and we have offices throughout the country.

Project Management Structure

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

Project Governance Relationships

CLIENT LEADERSHIP

TYLER LEADERSHIP

EXECUTIVE SPONSOR
Champions the project, secures buy-in, provides oversight and ultimate decision-making

↔

EXECUTIVE SPONSOR
Provides oversight and ultimate decision-making

STEERING COMMITTEE
Monitors progress, goals and objectives

↔

IMPLEMENTATION MANAGER
Monitors progress

PROJECT MANAGER
Oversees project schedule and tasks

↔

PROJECT MANAGER
Oversees project schedule and tasks
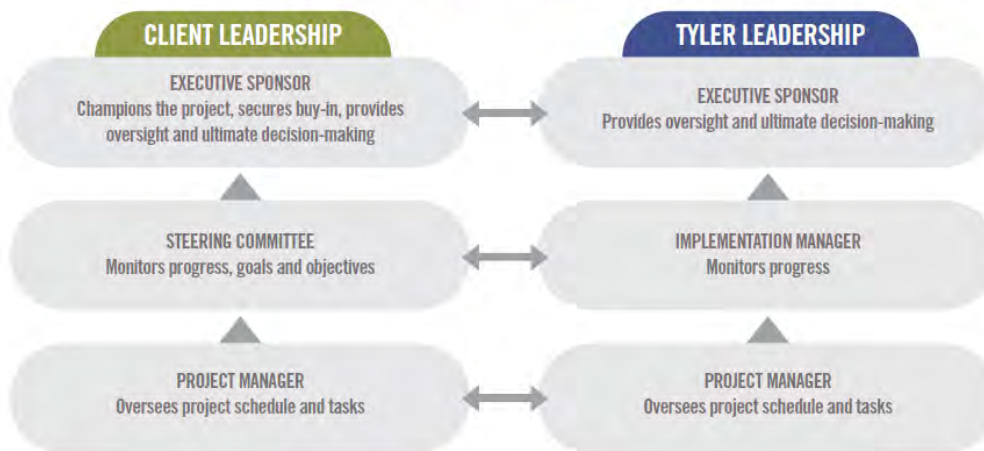
Tyler's project organization chart is as follows:

Professional Services Manager
- Maintains resource scheduling
- Attends periodic project status meetings with Client
- Reviews project status with Tyler Project Manager to ensure successful implementation

Tyler Project Manager
- Coordinates availability of Tyler resources
- Tyler resource management
- First point of contact for contract issues
- Coordinate third-party responsibilities (Emergency Networking)
- Issue resolutions (first stop – joint with the Client)
- Tyler senior management communications
- Change order process (joint with the Client)
- Project Status reports
- Overall project coordination

Training Team
- Curriculum development
- Deliver training
- Competency evaluation
- End user documentation

Conversion Team Data Archive
- Load data
- Configure application to search and display data

Interface Team
- Deliver interfaces
- Work with third parties
- Test interfaces
- Train System Administrator on interfaces

Systems Assurance Team
- DBMS setup
- Network management
- Testing (technical)
- Operational documentation
- Performance management
- Change management (technical)
- Implementation setup and assurance

Go-Live Team
- Go live
- Stabilization
- Operational turnover

Emergency Networking Management Structure
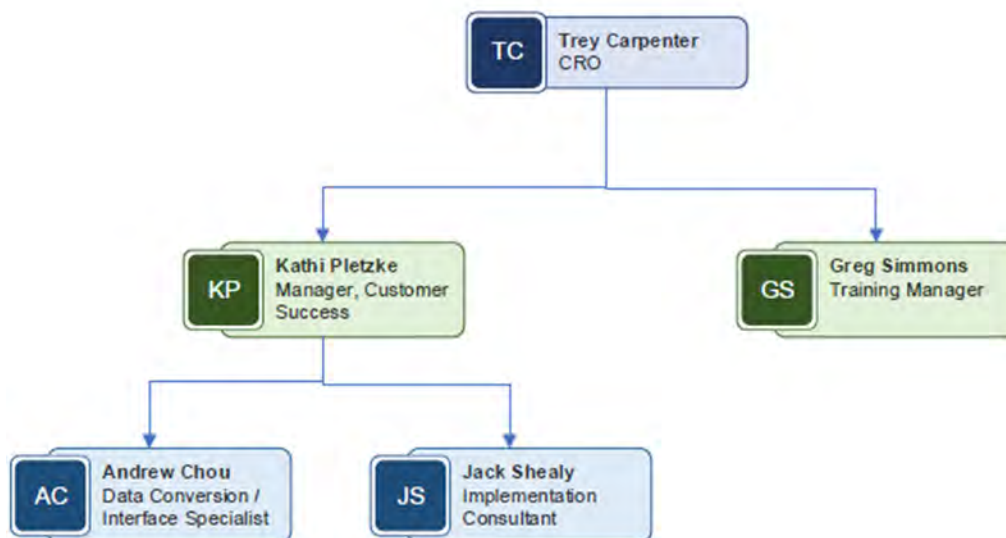
Authorized Negotiator

Tyler's authorized negotiator who is authorized to negotiate contract terms and render binding decisions on contract matters for Tyler is as follows:

Russell Smith, President, Justice Group
(248) 269-1000
Rusty.Smith@tylertech.com

3. Evaluation Criteria: Segment 1 – Respondent's Solution, Approach & Timeline

A. System Concept and Solution

Understanding of the Project Requirements

In response to the City's request for CAD and Mobile software and services, Tyler summarizes below our understanding of the project scope and our overall design for the project implementation. Application software required to meet the City's functional needs is being proposed by Tyler, partnering with Emergency Networking for Fire Records functionality.

The proposed Enterprise Public Safety software is built on contemporary technology, reducing learning curves, while having intuitive processes incorporated into the system and built-in workflow. This software will provide the City with the following benefits:

- Increased productivity
- Reduced cost of operating the servers, maintaining the systems, and administration functions
- Real-time access to information across the system for better, more current decision-making processes
- Ability to capture information and share it via charts, graphs, email, and other tools for timely presentation

Tyler's proposal includes the following software and services:

- **Software**
  - Enterprise CAD
  - Enterprise Law Enforcement Records
  - Enterprise Law and Fire Mobile
  - Enterprise Law and Fire Field Mobile (mobility apps for iOS and Android)
  - LE Field Reporting
  - Public Safety Insights
  - Emergency Networking for Fire Records functionality
- **Professional Services**
  - Provide Project Management resources; assign a Tyler Project Manager to this project to accomplish the goal of the City using the software successfully, on time, and within scope of budget.
  - Provide experienced trainers to work with City personnel to train on-site in all the licensed applications under the supervision of the Project Manager. Tyler trainers have expertise in their fields and are cross trained to address issues of other modules in process of implementation or in live mode.
  - Provide quality assurance services for connectivity, installation of software, security and administrator setups, and work with the information technical resources of the City.
  - Work with the City regarding the Data Archive solution for legacy data.
  - Provide ongoing support services via a maintenance agreement to include:
    - Unlimited access to the Tyler Support Services Team during regular business hours, 8 a.m. to 5 p.m. (local time), Monday through Friday, so long as the City pays annual

maintenance fees on the Tyler software. (24/7 Emergency Support is provided as standard for Enterprise CAD and can be purchased for other applications.)

- All future version releases and upgrades to the licensed software are made available without any additional license fees.

Tyler will team with the City to develop a successful project plan and together we will proceed through a smooth implementation process that culminates when the system goes live. Successful implementation requires consistent and open communication between our two organizations. As implementation proceeds Tyler will review the City's current business processes and workflows and the City team will learn how our software can support and enhance those processes.

Our implementation methodology follows the Project Management Institute (PMI) approach. Tyler will work with the City to design a project plan based on your needs and priorities. Typically, applications will be phased in based on priorities and available resources, although a phased approach is not required. Throughout the implementation Tyler will maintain regular communication and provide status reports to City management to monitor progress, identify and mitigate risks and resolve any issues that might arise. During system go live, the support team will be on site to ensure a stable transfer to the new system.

Training is also a critical part of our successful implementation record. Tyler provides on-site and tailored training to facilitate a smooth transition. Post-live training and refresher courses also help you continue to get the maximum benefit from the software's features.

Tyler's project team will include specialized professionals in a number of disciplines. The people assigned to the project will include:

- Senior level managers who will ensure the proper involvement of Tyler at all levels
- Project managers with experience implementing similar projects and who understand public safety environments
- Trainers with prior public sector experience and expert knowledge of the software applications to help City users master the software
- Specialists to work with the City through the Data Archive process

Project management occurs throughout the project and is a component of every task. Overall project management activities for both Tyler and the City are listed here for reference. Tyler Project Management Team responsibilities include the following:

- Maintaining project communications with City's Project Manager
- Managing the efforts of the Tyler staff and coordinating Tyler's activities with the City's Project Manager
- Conducting regular status meetings with the City's Project Manager
- Conducting regular project review meetings with the City's Project Manager via telephone conference calls
- Responding to issues raised by the City's Project Manager in a timely manner
- Preparing and submitting regular status reports
- Preparing and submitting project Change Orders to the City's Project Manager as necessary
- Providing all documentation, 10 business days in advance of meeting or call.
- Preparing and submitting key project milestones signoff documents to the City's Project Manager

Tyler will manage project scope in the following manner:

- Pre-Trip reports will be sent for each task that Tyler is assigned to 10 days in advance of the scheduled task
- Post-Trip reports will be sent within 3 days of the completion of the task
- Implementing Standard Software and Managing Project Scope
  - Adopt best practices to implement and use the standard solution optimally
  - Existing business processes may need to be modified
  - Changing requirements or delayed sign-offs may delay project and increase cost
- Non-Standard deliverables require a signed Requirements Document (RD)
  - RD is drafted by City and a Tyler Solutions Consultant
  - RD is reviewed by both City and a Tyler Project Manager
  - City signs off on RD
  - Tyler only begins development after receiving a signed RD

City Project Management Team responsibilities include the following:

- Maintaining project communications with the Tyler Project Manager
- Managing the efforts of the City's staff and coordinating City activities with the Tyler Project Manager
- Providing input to Tyler for creation of the regular status reports
- Ensuring that City personnel have ample time, resources, and expertise to carry out their respective tasks and responsibilities
- Participating in the status meeting with the Tyler Project Manager on a monthly basis or as may otherwise be required to discuss project status
- Providing responses to issues raised by the Tyler Project Manager in a timely manner
- Ensuring that all documents are provided 10 business days in advance are reviewed by the City prior to documented activities.
- Serving as liaison with all City-provided third-party vendors and associated systems
- Ensuring that acceptable Change Orders are approved by authorized signature(s)
- Ensuring that timely signoff of key project milestones is provided
- Ensuring timely payment of invoices
- Ensuring that Tyler personnel have access to server and network equipment and work areas necessary to complete its work
- Providing workspace for Tyler personnel as reasonably requested

Formal project status meetings occur monthly and are conducted either on the phone or in person. Status reports are delivered as part of these meetings and cover the following information:

- Activities completed since the last report
- Upcoming activities
- Project changes
- Project concerns
- Open invoice list
- Financial recap of the budget for time and expenses

Technical Solution

a) Description and Drawings of System Architecture

The Tyler Technologies Enterprise Cloud deployment model utilizes two availability zones (datacenters) within one region (cluster of three geographically separated datacenters). The solution will be deployed in

an Amazon Web Services (AWS) GovCloud region (East or West) utilizing Tyler's DevOps expertise, load balancers with redundant nodes, disaster recovery tooling and Tyler Managed Services. The software suite will utilize an application load balancer with redundant CAD application server nodes, Law Enforcement Records application server nodes, an Elasticsearch cluster of three nodes and two SQL Enterprise production nodes configured in an AlwaysOn failover group. This configuration will keep the system online during application of Microsoft patches to the operating system (OS) and SQL and when applying hotfixes and patches to the CAD, Law Enforcement Records and SQL nodes. Depending on the workload, the redundant nodes will be configured in an active/active or active/passive configuration.

The solution will be deployed on dedicated Elastic Compute Cloud (EC2) instances and will use dedicated Elastic Block Store (EBS) volumes. It will utilize the shared responsibility model: AWS will be responsible for all compute and storage infrastructure, datacenter networking and cloud security; Tyler will manage and maintain the platform, applications, operating systems, disaster recovery failover and system backup. Collectively, we all will have input on the network, firewall and encryption configuration. The client will be responsible for all existing on-premises equipment and workstations and the internet connection.

Tyler Managed Services will provide peace of mind that the environment is properly configured and maintained. We will be responsible for the setup, configuration, system monitoring, system and application updates, triage, support, and system backup and ensuring that the applications are installed in the best possible configuration.

With the active/active or active/passive configuration, a failure of an EC2 instance in one of the availability zones will result in failover to the availability zones in real time or near-real time. We will also adhere to the 3-2-1 backup rule to ensure that the client's data is protected. Three copies of the data will exist, with two backup copies stored on different media and one copy situated in a different location. During the deployment process, a backup schedule will be determined that will create EBS snapshots of each instance. Data will reside in the primary availability zone, the other two availability zones in the region and, as an option, data can replicate across to the other AWS GovCloud region (East or West). The restoration process from a snapshot is not an automatic process, as we want to ensure that there is a true catastrophic long-term outage. In case of an outage, the snapshot/backup will be restored in another availability zone.

The system management functions will be covered under the Tyler Managed Services offering. Native SQL server maintenance plans will run daily to optimize the SQL index. Health checks and alerts will be provided by AWS Cloud Watch monitoring. It will also provide capacity utilization alerts and uptime alerts. The managed services team will provide the following routine functions:

- Health checks and alerts
- Monitoring resource utilization (e.g., memory, storage, etc.)
- Uptime alerts
- Monitoring application and Windows services
- Verifying backups
- Applying operating system and application patches/updates
- Performance tuning the EC2 environment (e.g., resource allocation, etc.)
- Reviewing application system log files

Cloud Diagram

Please see attached.
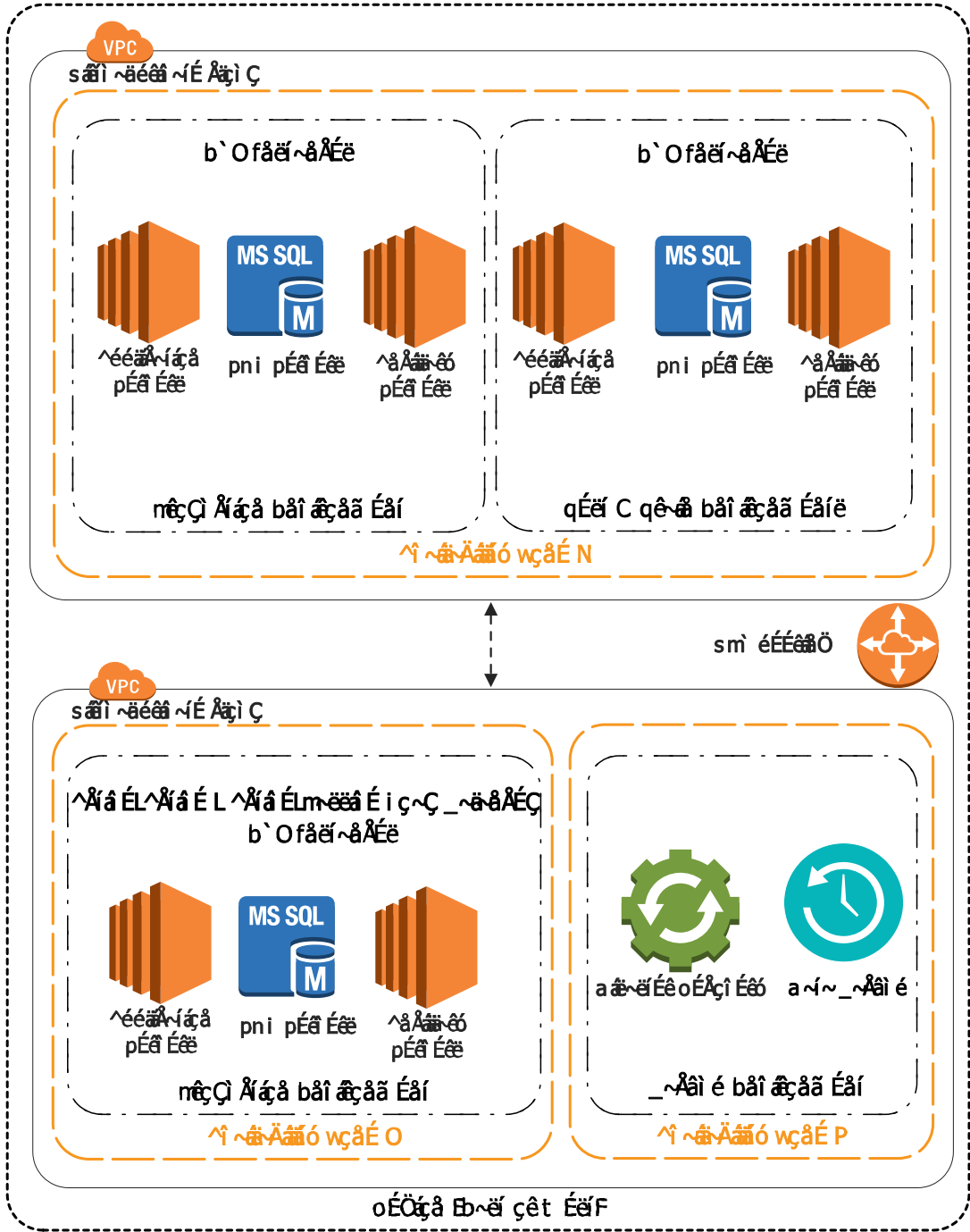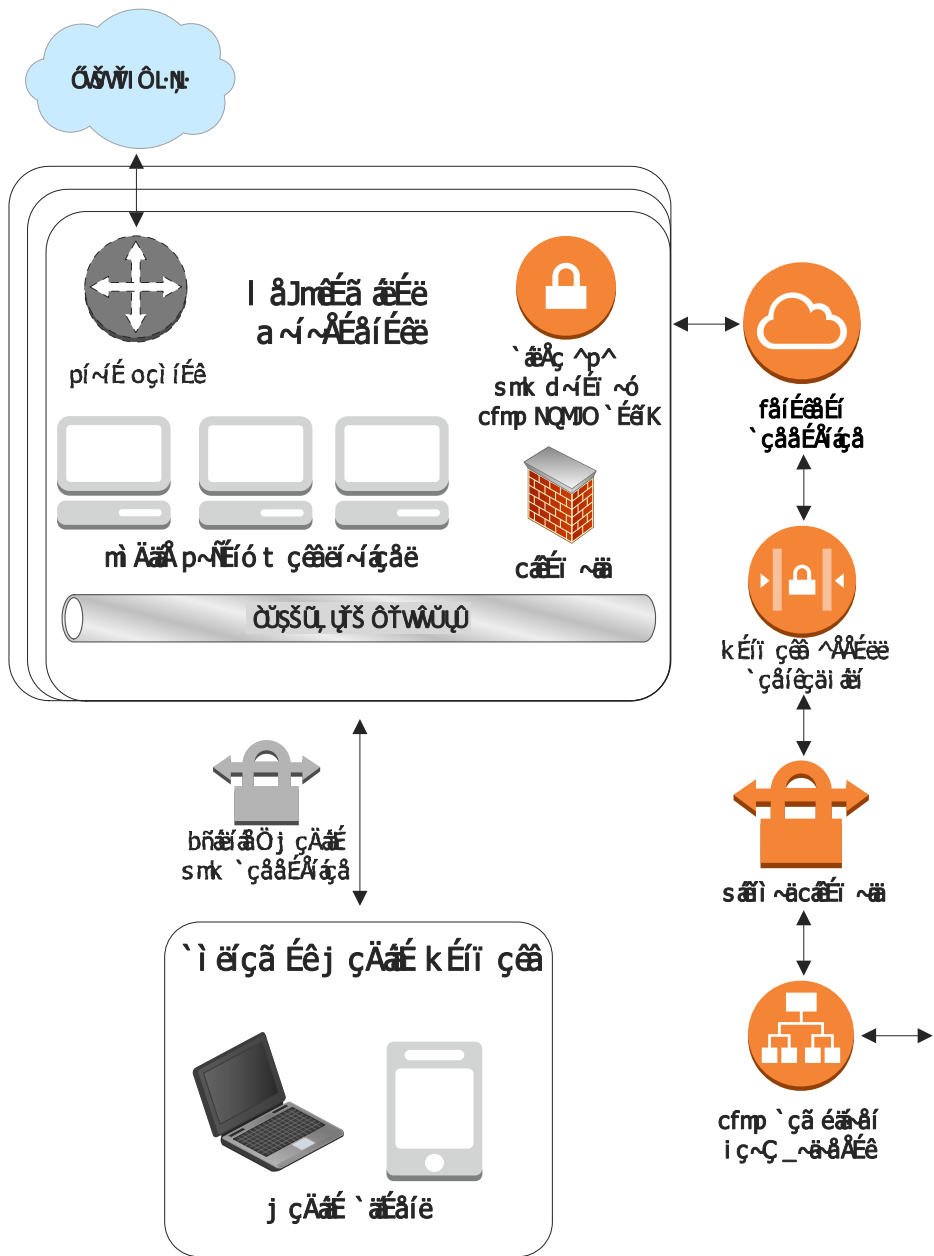
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AWS GovCloud

VPC

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MS SQL   MS SQL

VPC

MS SQL

MSLOULOMOP

b) Description of Work Solution – Discovery to Post- Go-Live Delivery

1. Discovery

Tyler's attached Statement of Work outlines our work solution from project initiation to project close and the transition to support services.

Business Process Review

Part of Tyler's standard implementation is a Business Process Review (BPR), during which we review current workflows, match functions to the workflow and identify potential productivity gains and reporting changes. This activity often reveals opportunities to save on labor costs and/or provide better services. A sample BPR completed for a Tyler client is attached in this section.

Defining and Managing the Project Scope

Tyler works with the client to define project scope early and manage it carefully throughout the implementation. The Statement of Work (SOW) provides a baseline that clearly identifies project deliverables and constraints, as well as a formal process for managing changes. During the Initiate and Plan stage, the Tyler and client teams jointly and very specifically define what is in and out of scope.

Managing project scope through a well-defined change control process is perhaps the most important aspect and challenge of project management. Failure to agree upon, document, communicate and manage changes to scope can have a significant impact on the success of the project and can lead to frustration and disputes. Scope control and change management are governed by the following principles:

- A baseline document (SOW) that defines project scope must be established
- The assumptions in the baseline document must be validated early in the project
- The project scope document must be communicated to all key project participants
- Changes to scope should be allowed only through a formal, auditable process
- Scope changes must be approved by project sponsors
- The contract or services agreement must define the mechanism for amending project scope

The initial contract and SOW serve as the baseline for project scope. These documents are reviewed and validated through an early application fit analysis activity. The SOW is then revised to incorporate changes identified during the fit analysis; these changes are also communicated to the project participants.

Once all parties are in agreement that project scope has been properly documented, changes to that scope must follow a formal procedure that is auditable by and accountable to the project sponsors. As project participants raise issues during the course of the project, the impacted project teams should first seek to develop agreement as to whether the issue is in-scope or out-of-scope. If the project teams cannot arrive at a consensus, the issue is escalated to the project management team for consideration.

If the issue is found to be in-scope, Tyler and the client work together to revise the project plan and SOW to account for the change.

If an issue is found to be out-of-scope, the project management team must document the cost, budget and quality impact of both implementing and not implementing the change. The project management team then prepares and submits a recommendation to the project sponsors for approval. Only the project sponsors can approve expansion of project scope.

If the project sponsors approve the scope change, the SOW and other project materials (project plans, schedule, deliverables, etc.) are revised and appropriate contract documents are executed to authorize the change in scope.

Key items to consider regarding project scope changes include the following:

- Change requests may cover any type of change to the project, but the most frequent are changes to scope, payment schedule or cost.
- Changes may be requested by any project stakeholder.
- Change requests and approvals should be documented and describe the costs, benefits, and risks of the change.
- The project team should assess all change requests to gauge the impact of the change across the project and should understand the full impact before approving change requests.
- Some projects and clients will choose to convene a formalized Change Control Board to review and approve change requests; others, particularly small projects, may designate an individual such as the project sponsor to review and approve change requests.
- Approved change requests may have broad implications for the project: Plans and estimates will need to be revised; some deliverables will likely need to be modified; and project documentation, including the Project Management Plan, will need to be updated.
- Change control should not be confused with organizational change management. Change control focuses on changes requested for the project, such as a scope change. Organizational change management focuses on helping an organization adapt to the new technology and processes and organizational changes produced by the project.
- Change control is performed continually and iteratively throughout the duration of the project whenever stakeholders raise change requests.
- A large volume of change requests over the course of the project may itself impact the project schedule, as project resources will be required to understand, evaluate, and validate change requests. The Tyler project manager will present this as a risk should the volume be deemed too high.

2. Project Plan

Project Planning Tools and Communication Methods

Formal project status meetings occur monthly and are conducted either on the phone or in person. Status reports are delivered as part of these meetings and cover the following information:

- Activities completed since the last report
- Upcoming activities
- Project changes
- Project concerns
- Open invoice list
- Financial recap of the budget for time and expenses

Please also refer to the attached sample Statement of Work.

Sample Project Plan

A sample Gantt Chart and sample Project Plan are included in this section.

3) Integrations

Building Integrations

Tyler provides most interfaces using our internally developed Interoperability Engine, designed to provide a service-orientated architecture to deliver standards-based data exchange. Individual interfaces or adapters can be deployed for almost any external system. This could be a data export to a data warehouse (Law Enforcement Information Exchange (LInX), COPLINK, National Data Exchange (N-DEx)), or it could be a full two-way exchange of data using National Information Exchange Model (NIEM) or any other specification. With IOE, an interface can be modified, configured, and deployed without affecting the application.
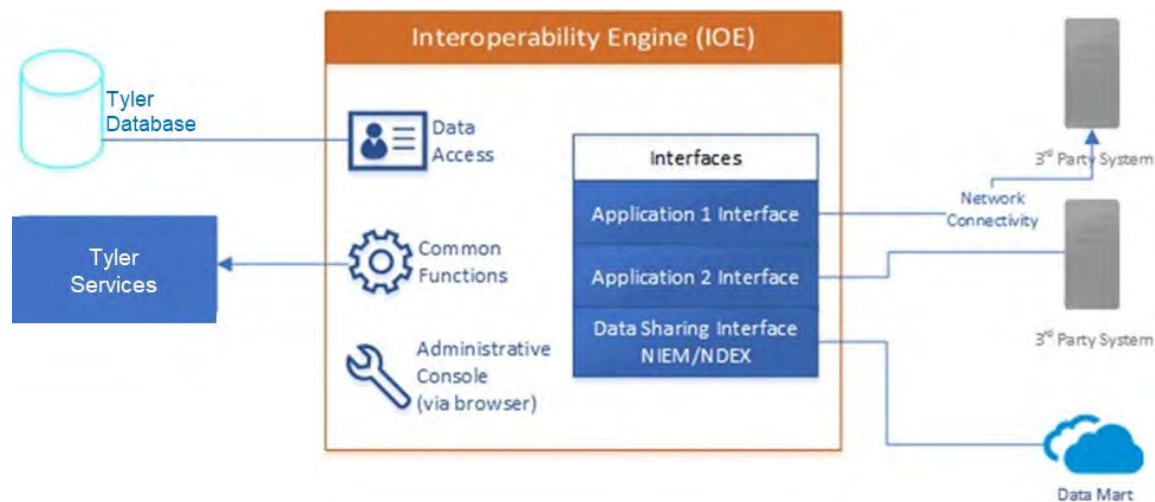
Interface Architecture.

Tyler's IOE framework has built-in functionality to support email notifications, logging, secure File Transfer Protocol (FTP) and other configuration settings. It can be accessed via the browser and uses a single point of administration, with each individual interface being Uniform Resource Identifier (URI)/page specific. Once logged into IOE, an administrator can start/stop interfaces, review logs, modify settings and perform diagnostics.

The main IOE web page displays the configured interfaces, active workflows, and the log viewer.

IOE Main Web Page.

Attachment C – Integration Table

Tyler's approach to the integrations listed on Attachment C are attached.

Integrated Public Safety System
CAD/RMS/Mobile Replacement Project
Solicitation Number RFP 23-025
Attachment C – Integration Table

Item	Purpose	City's Need	Tyler Approach
1	**ADORE**	**Field Training Software**	
	Documentation of performance of introductory employees (Sworn and Civilian)	Integration or alternatively, provide comparable solution to "auto tag" call information from CAD (Computer Aided Dispatch) into FTO (Field Training Officer) software for daily observation reports	Tyler proposes a custom CFS export to ADORE.
2	**ANI/ALI**	**Automatic Number Identification/Automatic Location Identification**	
	Provides location information to CAD	Integration with new system	Tyler proposes our standard E-911 interface
3	**Auto Return**	**Vehicle Tow Application**	
	Towing Service Application used to have tow trucks respond to locations for crashes, impounds or other purposes.	Provide solution or Integration with new system	Tyler's proposal includes our Service Vehicle Rotation module in Enterprise CAD.
4	**Axon – Evidence**	**Evidence.com**	
	Digital evidence storage	Provide integration such as access or link to digital evidence	Tyler proposes a custom import of evidence from Axon to our Enterprise Law Enforcement Records.
5	**Axon – Video/ Camera**	**Camera and In Car System**	
	Body worn camera vendor	Provide integration such as access to hardware features for tracking and in car system features (AVL (Automatic Vehicle Locator), Mobile Router, etc.)	Tyler proposes our standard CAD CFS (xml) Export interface.
6	**Billing Solution (TBD)**	**EMS, and other Incident Types**	
	List billing solutions currently integrated with CAD/RMS (Records Management System) vendor.	Ability to have billing information automatically exported to billing provider.	Tyler proposes a custom CFS export to send agency-defined information to a third-party billing provider.
7	**Brazos – Cites and Accidents**	**Citation and Accident Program**	
	Accident reports and citations	Provide solution or integration, capture data	Standard Tyler integration.

Integrated Public Safety System
CAD/RMS/Mobile Replacement Project
Solicitation Number RFP 23-025
Attachment C – Integration Table

Item	Purpose	City's Need	Tyler Approach
8	**CRIS**	**Crash Records Information System**	
	TXDOT (Texas Department of Transportation) software for reporting crashes to the state.	Ability to maintain data submitted to CRIS (Crash Records Information System) in-house in our RMS	Tyler's proposal includes a custom one-way interface with TXDOT CRIS.
9	**Cityworks**	**Building Inspection Documents**	
	Cityworks software suite for permits, licensing and land information	Provide solution or integration, and capture data.	An interface is not proposed.
10	**Electronic Health Care Report Provider (TBD)**	**Electronic Health Care Report**	
	Import CAD data to EHR (Electronic Heath report) solution, if RMS is provided by CAD/RMS vendor the ability to import EHR data into vendor's RMS. List EHR vendors with current integrations.	To have a data import from CAD to an integrated EHR and import EHR data to RMS if vendor is providing a Fire RMS solution.	Tyler's standard CAD CFS (xml) Export will send data from Enterprise CAD to the EHR provider. Alternatively, the proposed Emergency Networking software provides the EHR that can receive data directly from Tyler's Enterprise CAD and then import into the RMS.
11	**Emergency Medical Dispatch**	**Emergency Medical Dispatch**	
	Get more detailed information on medical calls	As long as WilCo EMS is providing the ambulance service, there is no need for us to do this. If that changes in the future to fire-based EMS, then we will need to be able to do this	Enterprise CAD supports the ability for agencies to define questionnaires. Additionally, Tyler's standard Pre-Arrival Questionnaire interface supports Pro QA, ProQA Paramount, APCO Meds, Advisor, PowerPhone, and Intellicom.
12	**ESO**	**Fire RMS**	
	Used for report writing and data tracking.	For CAD integration to import call times, address of call. Or supply a replacement for this program.	Tyler proposes our standard CAD CFS (xml) Export interface.
13	**Guardian**	**Personnel**	
	Personnel records, training, performance, discipline, critical incident/high liability incident review documentation, etc.	Provide solution or integration	Tyler proposes a custom two-way exchange of Personnel information between Guardian and Enterprise LE Records.
14	**InCode**	**Local Warrants**	
	Tyler software used by municipal court	Integration or provide solution - Warrants or other municipal court information to be shared with police	Standard Tyler integration.

Integrated Public Safety System
CAD/RMS/Mobile Replacement Project
Solicitation Number RFP 23-025
Attachment C – Integration Table

Item	Purpose	City's Need	Tyler Approach
15	**Julota**	**Report writing software for CRU (Crisis Response Unit).**	
	CAD must import and export data with Julota for report writing.	Provide integration or solution	Tyler proposes a custom CFS export to Julota.
16	**LEADRS**	**Law Enforcement Advanced DWI (Driving while intoxicated)/DUI (Driving Under the Influence) Reporting Sys**	
	Software used only for DWI arrests, managed by Texas Municipal Police Association. Allows for streamlined reporting for DWI arrests.	Provide solution or integration, preferable single step data entry for multiple forms using same information for DWI related forms.	Tyler proposes an export of Arrest data from Enterprise LE Records to LEADRS.
17	**Lexis Nexis**	**Online Report Access - BuyCrash**	
	Give citizens and insurers access to accident reports written by Round Rock PD, 24/7, via an online access.	Interfaced software would free up existing staff from manually formatting reports for distribution, processing checks, making deposits to City Finance, and having to check multiple systems for the report.	Requires the proposed custom Crash export from Enterprise LE Records to LexisNexis.
18	**LIVESCAN**	**Digital Fingerprinting**	
	Electronic fingerprinting	Provide interface	Tyler proposes our standard LiveScan interface.
19	**Motorola Software**	**Radio software**	
	Radio management software	Integrate data with Motorola MC7500 Consoles into CAD and Mobile data. Radio Emergency button alerts, including GPS data.	Requires proposed custom radio location interface.
20	**NICE**	**Call logging, radio, 911 and admin phones**	
	Recording of radio and other communication	Provide solution or integration with new system	Tyler proposes a custom export of calls for service to NICE.
21	**Odyssey**	**Williamson County RMS system for prosecutors**	
	No current access to this database	Interface integration with system.	Standard Tyler integration.
22	**Paging (Intrepid)**	**Paging solution needed**	
	On call notifications to respond to incidents.	Provide solution or integration	Tyler proposes our standard CAD Paging interface
23	**Rapid SOS**		
	Web based location tracking for incoming wireless 911 calls.	Interface live location data with CAD map and call screen.	Standard functionality

Integrated Public Safety System
CAD/RMS/Mobile Replacement Project
Solicitation Number RFP 23-025
Attachment C – Integration Table

Item	Purpose	City's Need	Tyler Approach
24	**Telestaff**	**Fire Department Staffing Software**	
	Software used in Fire Department staffing	Interface with new system. To send what personnel are working on which units into RMS for reports. For Dispatch to view specialty skills of each person working, for instance, Bilingual abilities.	Tyler proposes our standard Telestaff interface. Emergency Networking also has an integration with Telestaff.
25	**TLETS/NCIC**	**Texas Law Enforcement Telecommunications System/National Crime Information Center**	
	Provides access to criminal justice databases.	Integration with new system	Tyler proposes our standard NCIC interfaces for CAD and LE Records.
26	**US Digital Designs Phoenix G2 Station Alerting**	**Fire Station Alerting**	
	Fire Station alerting	Interface with new system. Send units in order of estimated arrival.	Tyler proposes our standard Encoder interface.
27	**Unify – Central Square**	**CAD to CAD**	
	Provides data exchange from participating CAD agencies.	Provide solution or interface to facilitate data exchange including initial and continued sharing of: • Location (AVL) Data • Call Notes • Unit Data • Caller Data • System Generated Notes	Tyler proposes a custom two-way CAD-to-CAD interface between Unify and Enterprise CAD.

4) Security Practices

Tyler's public safety applications are designed to meet a number of industry security requirements, including FBI, Criminal Justice Information Services (CJIS) Security, Health Insurance Portability and Accountability Act (HIPAA) and other specific privacy requirements.

The proposed solution is architected as a secure client-server and browser-based Internet Information Services (IIS) application that can leverage Microsoft Active Directory (AD) for user authentication (single sign-on). With AD integration, agencies can use a Virtual Private Network (VPN) or Advanced Authentication (AA) server (e.g., 2FA) to apply two factor authentication as needed.

The client-side application or internet browser component does not store or cache any personally identifiable information (PII) or State/NCIC data. All of the Enterprise applications provide CJIS-compliant encryption using Advanced Encryption Standard (AES) 256-bit encryption and meet the requirements of Federal Information Processing Standard (FIPS) 140-2.

Application Security is done at an agency (ORI/FDID) level and is granular down to the window, tab, screen or form level. Security for each agency is over Add, Change, Delete, View/Use and Execute (print/run report). Each document and file attachment can also be secured.

System Users and Roles for all applications are managed in Tyler Enterprise Security. Special permissions for officer and juvenile access also exist. For State/NCIC, the system also uses workstation and transaction (request format) security.

Screen shot is Private and Confidential – Subject to restrictions on disclosure.

Search and Add roles in Enterprise Security.
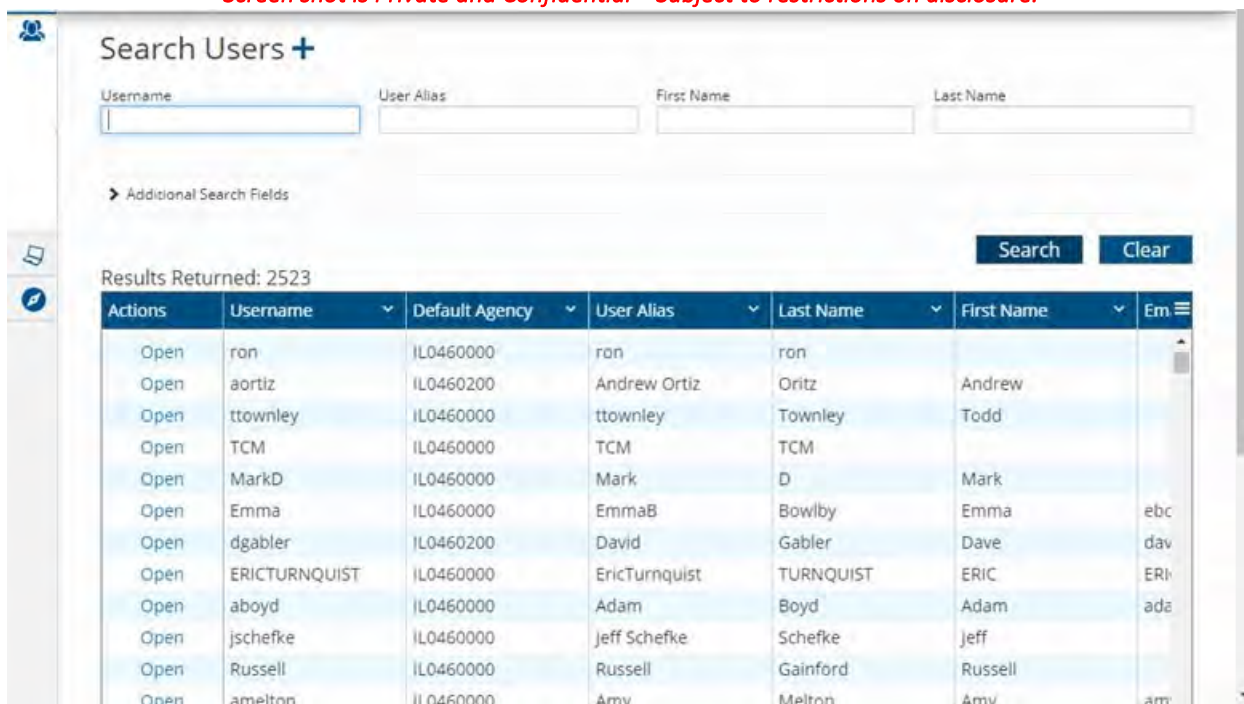
Search and Add user search in Enterprise Security.

The Enterprise CAD and Mobile solution is a fully featured Windows client with browser access to specific components of functionality. The Law Enforcement Records solution is a fully featured browser-based application with zero footprint on the client. Users do not access the database; only the application services connect to the databases. Tyler's default deployment follows Microsoft SQL Server best practices. This limits database users and other configuration settings to ensure that the database is hardened to that server. All access is forced through the Enterprise applications, which enforce a granular security model where access to the data is based on that user's permissions. Access to key data is logged at a field level. In addition, individual records and documents can be locked and secure within the application beyond the standard security.

The granular application security is role based, making it easier to manage permissions. Roles can be configured, and users associated with those roles. Changes to security take effect immediately without requiring the user to log off. The Enterprise database resides in Microsoft SQL Server, which offers additional functionality and is widely documented online with more options and third-party tools than any other database available. Best practices for hardening SQL Server are recommended; users do not connect to the database so there is no need to maintain database users or Microsoft SQL Server security. All access to data is through the application services, which enforces the configured permissions (user, template or both) and controls access to document processing (binary data).

For Law Enforcement Records, role permissions are managed from within the application but are only accessible by administrators and/or authorized personnel. Permissions are categorized by Group and Component.

Screen shot is Private and Confidential – Subject to restrictions on disclosure.
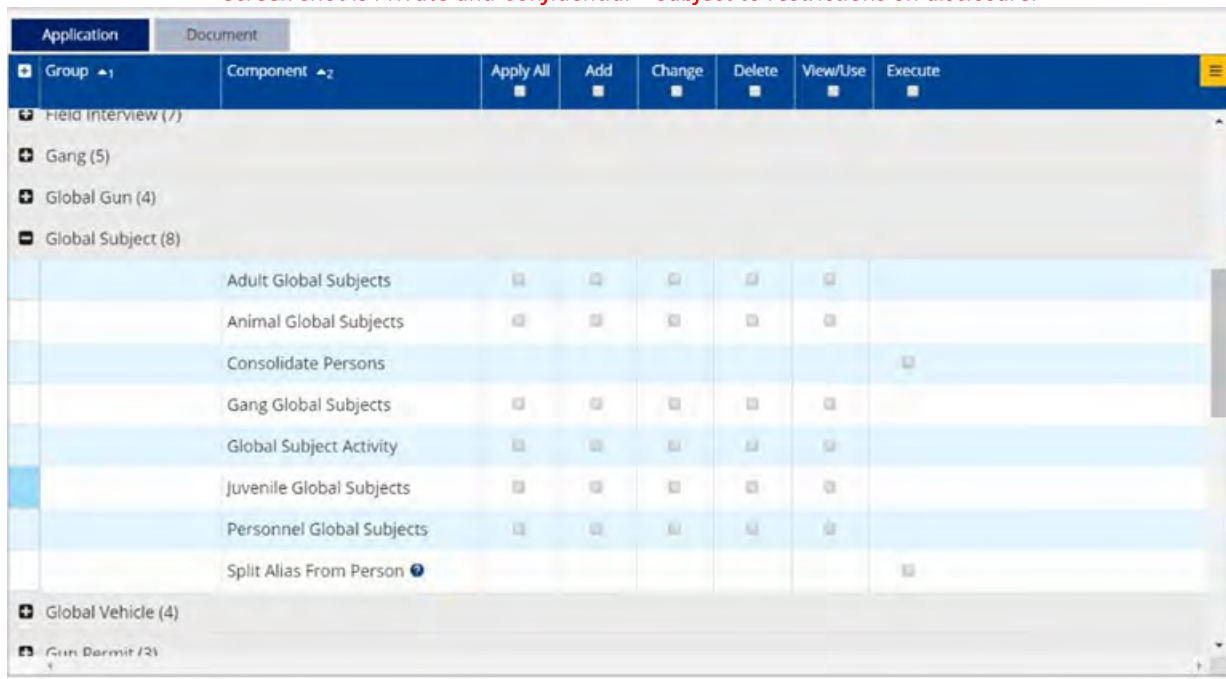
Role Permissions in Enterprise Law Enforcement Records – granular security over all functionality by agency.

All State/NCIC and Mobile clients must be defined as part of configuration and setup. If a workstation is not listed in the appropriate maintenance option, the user will not be able to access State/NCIC or Mobile features even though they have the appropriate application permissions.

The application architecture of Tyler's Enterprise solution ensures that sensitive data is protected, and users have access to the information they need while limiting access as appropriate. When Enterprise software is deployed using industry best practices and following Microsoft recommendations for security, agencies can be assured that the applications provide data protection and a secure mechanism for accessing sensitive information.

Multi-Agency and Multi-Jurisdictional

Tyler's public safety software accommodates two types of role permissions: Agency and System. Agency permissions are agency-specific, whereas system permissions are applied to all agencies on a given system. When system administrators utilize Enterprise Security to create and assign roles to users, they can apply to a single agency or to multiple agencies depending on data-sharing requirements and restrictions.

c) Cybersecurity

Tyler offers a range of cybersecurity solutions to help clients keep up with evolving cybersecurity best practices. We provide the expertise and resources necessary to advance our clients' cybersecurity culture, partnering with them to create and help sustain a cybersecurity strategy that can realistically and cost-effectively advance cyber maturity and improve cyber resilience.

Cybersecurity isn't a destination.

There is no single, straight path that will get you to the point where you can say, "We did it! We're 100% cyber-secure."

A more realistic destination is cyber resiliency — the ability to prepare for and adapt to changing conditions, so you can withstand and recover rapidly from disruptions. Achieving cyber resilience depends on what we like to call the cybersecurity lifecycle — an ongoing cycle of interconnected elements that complement and reinforce one another.

Program Development

An effective cybersecurity program needs to be approached strategically. It provides the big picture for how you will keep your organization at a desired security level. Governance, management, and a codified set of policies will serve as the program foundation and allow you to keep pace with a dynamic and evolving threat environment. Tyler takes a holistic approach that promotes cross-functional responsibilities across business disciplines.

Our services include:

- Information Security Policy Assessment and Development
- Cybersecurity Partnership Program/Co-sourced CISO

Education & Training

Cybersecurity isn't simply about technology. People and process are equally important components. Study after study cites people as the weakest link in cybersecurity defenses. Your organization will reap significant benefits from training users throughout their tenure. Use security awareness to remind people of appropriate behaviors and security training programs to teach them specific skills. Include security education, as well, to give them a foundation for making good decisions. All will serve to reinforce the message that cybersecurity is a multi-disciplinary responsibility shared throughout the organization.

Our services include:

- Security Awareness Training
- Cyber Incident Response Exercise
- Executive Cybersecurity Readiness Program

Cyber Assessment

Organizations should regularly audit their security measures and conduct tests to find out where they're vulnerable. Best practices call for independent testing for several reasons. Cybersecurity professionals have the latest, most sophisticated tools and techniques along with the most current information on successful exploits. Also, internal teams sometimes see things during tests that should trigger a response but get ignored because they know the idiosyncrasies of their IT infrastructure — a common but dangerous mistake. Tyler delivers concise, actionable findings, and effective remediation

recommendations. Plus, our knowledgeable security experts are available to interpret findings and support you on follow-up issues.

Our services include:

- Vulnerability Assessment
- Penetration Testing
- Firewall Configuration and Rule-Set Review

Advisory Services

An effective cybersecurity program includes myriad policies and procedures, encompassing risk assessment and management, regulatory and audit compliance, as well as business continuity planning. It is difficult and often overwhelming to keep up with regulations and best practices from a cybersecurity standpoint. Our security experts are immersed in cybersecurity. We stay one step ahead by constantly researching information on the latest security breaches, advisories, and legislative updates so you can focus on your business goals and core competencies.

Our services include:

- Risk Assessments
- Incident Response Plan Development
- Continuity of Operations and Disaster Recovery Program Development

Threat Detection

Cyber-attacks continue to evolve in scope and sophistication. Are you prepared for the inevitable cybersecurity incident? Reliable and consistent network analysis is essential to determine when an incident occurs. The quicker that you detect it, the easier it will be to contain it. Tyler offers our Tyler Detect service for purchase; Tyler Detect is a managed threat detection and log forensics service that gives you independent analysis of suspicious network activity from highly trained security experts. With Tyler Detect, you can be confident that you will consistently be able to detect network anomalies in order to prevent incidents from becoming breaches.

Digital Forensics

If you experience an incident or breach, we can support your existing incident response team with *nForensics*, our scalable and cost-effective digital forensic service. Our approach ensures that the entire process has precision, accuracy, integrity, and is defensible. These services include on-site or remote collection of electronically stored information, expert analysis of collected data including deleted data, and documented chain of custody for each step of forensic examination.

B. Response to Attachment A Solution / Feature Questionnaire

Our response to your software specifications is based on our interpretation of each feature or requirement. Our response will be accurate in a high percentage of cases. Occasionally, however, our interpretation does not coincide with the prospect's intention. A demonstration of our software will further assure the City that Tyler can meet and/or exceed your requirements. Our standard software offers broad software capabilities, and the use of tables and user-defined fields affords the flexibility to extend our functionality.

Instructions

The purpose of this worksheet is to provide a uniform method for vendors to identify the various capabilities of their products. The five tabs in this document are: Instructions, CAD, RMS, Mobile and

Please provide a response to each item in each tab.

1. A column with a drop-down box has been provided with "yes" and "no" options. Respond based on your ability to comply with or provide the feature requested.
2. Place any desired text in "Comments" column. The wrap feature has been limited to 50 characters, so detailed comments require an attachment.
3. If attachments are needed to provide additional commentary, please identify the item using the Tab Label (CAD/RMS/MOBILE or System), include the number in column B and provide desired

CAD

Category	#	Vendor Functionality	Yes/No	Comments
CAD	1	Provide for an infrastructure solution for CAD with minimum of 99.99999% uptime rate (5 nines)	No	99.9% SLA. See attached comment.
CAD	2	Displays premise history/information (gate codes, warnings, prior contacts, etc.)	Yes	
	3	Real Time turn-by-turn navigation for driving directions	Yes	
CAD	4	The CAD system shall include and Automatic Vehicle Location (AVL) Component or integration	Yes	
CAD	5	A Common Locations File which allows operators to enter a specific business or location name that verifies against the Geofile and displays the address and place name	Yes	
CAD	6	Ability to provide premise history information in the mobile application	Yes	
CAD	7	Ability to view All CAD events on map	Yes	
CAD	8	Ability, thouughout the system, to separate person information between PD and Fire in the context of HIPPA & CJIS Requirements	Yes	
CAD	9	**Link CAD Event data skeleton to RMS to include minimal items below:**		
CAD	10	Link CAD CR, IR, AR, and system numbers associated with the CAD Event	Yes	
CAD	11	Link CAD Location information (address reported, crime location, updated addresses)	Yes	
CAD	12	Link CAD Event number	Yes	
CAD	13	Link CAD Reporting party information	Yes	
CAD	14	Link CAD Event Codes, sub type codes, disposition codes (and labels)	Yes	
CAD	15	Link CAD times (open, dispatch, enroute, arrive, close)	Yes	
CAD	16	Link CAD associated narratives (comment windows)	Yes	
CAD	17	Ability to use keyboard for Entry	Yes	
CAD	18	Ability to use Mouse for Entry	Yes	
CAD	19	Specific unit tracking / map centering (pursuit mode)	Yes	
CAD	20	Ability to provide pre-plans while enroute to an incident	Yes	
CAD	21	Automatic call-routing (current GPS location to CAD call destination)	Yes	
CAD	22	Ability for Dispatch to run a NCIC query for an officer and the return includes the officer unit number requesting the query	Yes	
CAD	23	Permissions based play-back of historical AVL unit history	Yes	
CAD	24	Ability to provide call notes that are easily readable and in chronological order	Yes	
CAD	25	Ability to MERGE or reference duplicate CAD Events	Yes	
CAD	26	Sort and View Events by Priority	Yes	
CAD	27	Ability to provide map data to Phoenix G2	No	
CAD	28	Utilize real-time road conditions to recommend quickest/appropriate unit.	No	

CAD	29	Ability to Drill-down on unit icon for specific unit information/call information	Yes	
CAD	30	Ability to perform automatic moveups	Yes	
CAD	31	Manages the generation of unique control numbers for tracking calls for service, reporting incidents etc., including number format, manual generation of numbers	Yes	
CAD	32	Ability to see all logged-on personnel via GPS location (constant refresh)	Yes	
CAD	33	Ability to automatically prompt for potential duplicate calls based on location and proximity	Yes	
CAD	34	Ability to provide address based response plans	Yes	
CAD	35	Alerts to dispatchers to newly entered comments in CAD events	Yes	
CAD	36	One step access to gates and other access codes	Yes	
CAD	37	MDC with GPS supported and displayed during motion	Yes	
CAD	38	Ability to restrict access to events based on uniques circumstances, i.e.: prominent arrest or other	No	This can be done in LERMS, not in CAD.
CAD	39	Provides for operator-controlled window sizing and sorting	Yes	
CAD	40	Ability to also query local records (RMS) when running a person for a warrant check	Yes	
CAD	41	Closest unit recommendation from CAD incident	Yes	
CAD	42	AVL/mapping includes multiple layers including parcel data and satellite image (hybrid display)	Yes	
CAD	43	Ability to create specialized response plans based on Location/Hazard Type	Yes	
CAD	44	CAD Position to CAD Position Point-to-Point messaging with no character limitation	Yes	
CAD	45	The CAD system shall capture non-incident and incident related unit history in a unit history file.	Yes	
CAD	46	Ability to view officer queries (names checks, TLETS) from unit history or call history	Yes	
CAD	47	Immediate plotting/display of E-911 information	Yes	
CAD	48	Displays prior event information for calls for service at same location	Yes	
CAD	49	Ability to allow searches via wildcard, diminutive match, meta-phone match, Soundex match, and string match	Yes	
CAD	50	Ability to alert (visual and audible) the dispatcher when they have run a subject thru TLETS that is wanted and prioritize that hit (response) so it presents itself first.	Yes	
CAD	51	Ability to display past calls from a specified area.	Yes	
CAD	52	Integration/Solution with Unify CAD-to-CAD	Yes	Requires the proposed custom CAD-to-CAD interface.
CAD	53	Can generate multiple case numbers for a single event	Yes	
CAD	54	Immediate plotting of E911 cell-phone GPS information	Yes	
CAD	55	Displays event, unit, and wireless call locations on an integrated mapping component	Yes	
CAD	56	Ability to perform reply, delete, forward, include, print and summary actions upon receipt of a CAD message (i.e., warrant information, TLETS returns, etc.)	Yes	
CAD	57	Abilility to create specialized response plans based on call types	Yes	

CAD	58	CAD/TLETS interface with the ability to "Attach" TLETS responses to the history of CAD calls.	Yes	
CAD	59	Ability to use hot links to better navigate the systems	Yes	
CAD	60	Ability to hold calls for a specific unit	Yes	
CAD	61	Next Gen 911 Capable	Yes	Please see attached comment.
CAD	62	Tracking of calls generated by CAD (false alarms)	Yes	
CAD	63	Pre-designation of specific type of incidents (e.g. homicides, fatals, etc.)	Yes	
CAD	64	Ability to provide cross-staffing for Fire units both in station and out of station	Yes	
CAD	65	Send call for service via email if desired (user input - ad-hoc or distribution lists)	Yes	
CAD	66	The CAD priority to be set based on nature of Incident codes	Yes	
CAD	67	Easy to use interface for accessing and creating standard and custom reports	Yes	
CAD	68	Ability to use "F" keys for Entry	Yes	
CAD	69	Parallel CAD training system, away from LIVE CAD, for training purposes	Yes	
CAD	70	Robust standard reports in CAD	Yes	
CAD	71	Ability to edit and upload pre-plan information in real time	Yes	
CAD	72	Ability to report response unit times utilizing user defined polygons	Yes	
CAD	73	Color-coded icons to represent unit status	Yes	
CAD	74	Provides for dynamic font sizing for CAD windows	Yes	
CAD	75	Dispatch enabled / call-specific SMS messaging for significant incidents (real-time). Intended for specific workgroups (e.g. command staff, Investigations, Traffic Bureau, SWAT Team, etc...)	Yes	CAD Paging supports SNPP, SMTP, TAP, WCTP.
CAD	76	Stand-alone (no Mobile client software) GPS device support (motors, bike patrol)	Yes	Requires the standard Out-of-Band AVL interface.
CAD	77	User friendly night mapping functionality with Ctrl+ key type initiation	Yes	
CAD	78	Send calls for service via SMS if desired (user input - ad-hoc or distribution lists)	Yes	CAD Paging supports SNPP, SMTP, TAP, WCTP.
CAD	79	A pop-up messaging system between dispatchers	Yes	
CAD	80	"Hot Hits" warning display and audible warning	Yes	
CAD	81	Provides for mechanism to customize CAD windows and SAVE per user	Yes	
CAD	82	The ability to access booking photos via CAD and send them to MDC's or attach them to calls.	Yes	
CAD	83	Ability to use special time stamp for tracking of particular calls, i.e.: homeless, CIT etc	Yes	
CAD	84	CAD Position to Mobile user(s) messaging	Yes	
CAD	85	Group Messaging between CAD position(s) and Mobile user(s)	Yes	
CAD	86	Beyond address points, the ability to provide graphic pop-ups of large businesses, apts, schools etc.	Yes	Via Preplans.
CAD	87	Automatic courtesy letter for incomplete 911 false alarms	Yes	Via the LERMS Alarms module.
CAD	88	CAD "lite" to have all CAD functionality except dispatch units	Yes	
CAD	89	Ability to manage tows	Yes	

CAD	90	The CAD shall provide an ability to quickly manage changes of a single unit, including on or off duty, area of coverage, personnel assigned, and whether recommended for dispatch	Yes	
CAD	91	Grant access to HIPPA and CJIS information based on user permissions	Yes	
CAD	92	Ability to assign/holding calls for service or "batch dispatch" (send multiple calls for service to field units for handling at will)	Yes	
CAD	93	Permissions based redaction of TLETS information from call history	No	Please see attached comment.
CAD	94	System has a tool to identify non-geoverified addresses	Yes	
CAD	95	Ability to provide pre-arrival instructions (EMD)	Yes	
CAD	96	P2P Functionality- other agencies RMS data search	No	
CAD	97	Ability to sort CAD notes by criteria	Yes	
CAD	98	Provide Rip-and-Run station printouts for Fire Department	Yes	

RMS

Category	#	Vendor Functionality	Yes/No	Comments
Category		**Alarm Monitoring**		
Alarm Monitoring	1	Ability to query by name or address	Yes	
Alarm Monitoring	2	CAD call creation from alarm activation information	Yes	Via CAD.
Alarm Monitoring	3	Immediate display of essential information of specific activation	Yes	Via CAD.
Alarm Monitoring	4	Ability to bring up video feed provided by alarm system (automatic)	Yes	Please see attached comment.
Alarm Monitoring	5	Ability to produce notification to alarmed businesses via template for letter and email.	Yes	
Alarm Monitoring	6	Ability to receive incoming alarm activations from, Council Chambers, other City Facilities, etc…	No	This feature is available in CAD.
Category		**Armory Management**		
Armory Mgmt.	8	Chain of custody log for each firearm (transferring ability)	Yes	
Armory Mgmt.	9	Tracking of firearms and maintenance issues	Yes	
Armory Mgmt.	10	Tracking of officer scores/monthly qualifications	Yes	Via user-defined fields.
Armory Mgmt.	11	Automatic system reminders for firearm maintenance	Yes	
Armory Mgmt.	12	Range-use scheduling (viewable calendar)	No	
Armory Mgmt.	13	Back-up firearm use and off-duty firearm registration	Yes	
Armory Mgmt.	14	Fail-to-Qualify notifications/officer reminder	No	
Category		**Quartermaster**		
Quartermaster	16	Ability to track assignment, condition, location, history and upkeep of department equipment	Yes	
Quartermaster	17	Ability to coordinate future/preventative maintenance schedules	Yes	
Quartermaster	18	Track consumable items (e.g. ammunition, cleaning supplies, etc…) track equipment	Yes	
Quartermaster	19	Track supplier contact info., ordering instructions, order history, supplier fulfillment	Yes	
Quartermaster	20	Ability to view item's balance, reorder point, full-stock quantity	Yes	
Quartermaster	21	Ability to produce inventory management reports	Yes	
Category		**Case Management**		
Case Mgmt.	23	Ability to create supplemental reports to cases	Yes	
Case Mgmt.	24	Ability to add notes to cases	Yes	
Case Mgmt.	25	Ability for investigators not assigned to a case, to view case and case notes	Yes	
Case Mgmt.	26	Ability to assign officers to cases	Yes	
Case Mgmt.	27	Ability to re-assign case to new detective/case agent	Yes	

Case Mgmt.	28	Ability to make cases confidential on an ad-hoc basis	Yes	
Case Mgmt.	29	Dashboard style of information (detective caseload totals, clearance rate, specific crime trending/tracking, etc.)	Yes	
Case Mgmt.	30	Ability to receive alerts on user defined fields (e.g. an investigator will receive an alert if a specific person or vehicle is entered in the system by patrol)	Yes	
Case Mgmt.	31	Accurate case disposition tracking	Yes	
Case Mgmt.	32	Ability to attach files to case notes	Yes	
Case Mgmt.	33	Supervisor-level approvals and case clearance decisions	Yes	
Case Mgmt.	34	Ability to share and restrict data among agencies via security	Yes	
Case Mgmt.	35	Ability to set timers on follow-up	Yes	
Case Mgmt.	36	Case timeline charting	Yes	
Case Mgmt.	37	Case Relationship Charting	Yes	
Case Mgmt.	38	Casework tip-tracking / lead generation (tip sheets)	Yes	
Case Mgmt.	39	Ability to generate letters to any and all	Yes	
Case Mgmt.	40	Creation of AC/SWAT/Detective/etc. on-call roster	No	Please see attached comment.
Case Mgmt.	41	Automated email notification on expired timers related to assigned cases	Yes	
Case Mgmt.	42	Creation of To-Do/Action-Item lists within case notes	Yes	
Category		**Crime Analysis**		
Crime Analysis	44	Calculation and display of Case Clearance Rate	Yes	
Crime Analysis	45	Completely configurable dashboard that will allow for end user manipulation of data in any form, and the ability to generate ad hoc reports on the fly	Yes	
Crime Analysis	46	Ability to perform a Link Analysis function between, people, locations, vehicles, etc.	Yes	
Crime Analysis	47	Calculate trends and patterns with refreshing customizable dashboard	Yes	
Crime Analysis	48	Graph and chart views within dashboard	Yes	
Crime Analysis	49	Calculation and display of Crime Index	Yes	
Category		**Crime Lab**		
Crime Lab	51	Integration with Property and Evidence module	No	
Crime Lab	52	Evidence processing tracking log	No	
Category		**Digital Media**		
Digital Media	54	Chain of custody and audit trails	Yes	
Digital Media	55	File compatibility support for all file formats	Yes	
Digital Media	56	Encryption and authentication for each digital file	Yes	
Digital Media	57	Security and access control based on user-defined access levels	Yes	
Digital Media	58	Export of media to other storage medium	No	
Digital Media	59	Upload and manage of photos/video files	Yes	
Digital Media	60	Audit trails and chain of custody reports	Yes	
Digital Media	61	Upload and manage of Digital Audio Recordings (DAR)	Yes	Please see attached comment.
Digital Media	62	Searchable fields and play-back / viewing capabilities	Yes	
Digital Media	63	Ability to record interviews (audio/video file) via tablet/smart-phone and add to case	Yes	

Digital Media	64	Officer initiated upload of digital media	Yes	
Category		**Document Imaging**		
Document Imaging	66	Scan documents into system and tie to specific record	Yes	
Document Imaging	67	Security levels for viewing/printing/saving/copying	Yes	Via Roles and Permissions.
Document Imaging	68	Searchable fields with wildcard ability	Yes	
Document Imaging	69	Seamless integration into Laserfische or other digital file system	Yes	Please see attached comment.
Document Imaging	70	OCR (Optical Character Recognition) functionary in document imaging	No	
Category		**Fleet**		
Fleet	72	Ability to track fleet, vehicle assignments and maintenance dates	No	
Fleet	73	Ability to track daily vehicle check-out procedure and reported vehicle damage	No	
Fleet	74	Generate monthly fleet maintenance reports and distribute via email	No	
Fleet	75	Ability to document equipment failure and initiate BO repair slip	No	
Category		**Forms**		
Forms	77	Ability to create custom forms	No	
Forms	78	Can be created in a user friendly manner requiring minimal training	No	
Category		**Internal Affairs**		
IA	80	Internal Affairs Case Management to add, track, and manage cases from initial incident through final case disposition	No	Please see attached comment.
Category		**Incident Reporting**		
Incident Reporting	82	**Users should be able to initiate and complete forms from:**		
Incident Reporting	83	A desktop workstation connected to the RMS via a local or wide-area network	Yes	
Incident Reporting	84	The associated Call for Service will be accessible from the Incident Report.	Yes	
Incident Reporting	85	A mobile data computer attached to the RMS via a wireless connection	Yes	
Incident Reporting	86	**Ability to generate standard reports, including:**		
Incident Reporting	87	Age, Sex and Race of Person Arrested - Under 18	Yes	
Incident Reporting	88	Age, Sex and Race of Person Arrested - 18 & Over	Yes	
Incident Reporting	89	Domestic violence	Yes	
Incident Reporting	90	Violent crimes to senior citizens	Yes	
Incident Reporting	91	Property recovered sorted by property classification	Yes	
Incident Reporting	92	Property Stolen by Classification	Yes	
Incident Reporting	93	Monthly Arrest and Citation Register	Yes	
Incident Reporting	94	Law Enforcement Officers killed or assaulted report	Yes	
Incident Reporting	95	Hate crime statistics for reporting period	Yes	
Incident Reporting	96	Monthly Return of Offenses known to Police	Yes	
Incident Reporting	97	Monthly Returns of Arson Offenses	Yes	
Incident Reporting	98	Ability to print individual incident summary and detail report	Yes	
Incident Reporting	99	Additional Analysis of Larceny and Auto Theft	Yes	
Incident Reporting	100	**Ability to produce incident reports by:**		
Incident Reporting	101	Officer Name and ID	Yes	

Incident Reporting	102	Beat/Area/Zone, City, Agency, Watch	Yes	
Incident Reporting	103	NIBRS coding	Yes	
Incident Reporting	104	Victims	Yes	
Incident Reporting	105	Suspects	Yes	
Incident Reporting	106	Offense type	Yes	
Incident Reporting	107	Case status	Yes	
Incident Reporting	108	Date/Time ranges	Yes	
Incident Reporting	109	**Ability to generate a case log status report which contains the following:**		
Incident Reporting	110	Report number	Yes	
Incident Reporting	111	Reports in progress	Yes	
Incident Reporting	112	Reports completed, but not yet reviewed	Yes	
Incident Reporting	113	Report rejected, still outstanding	Yes	
Incident Reporting	114	Report approved	Yes	
Incident Reporting	115	Report incomplete but reviewed	Yes	
Incident Reporting	116	Case numbers issued, but not used	Yes	
Incident Reporting	117	Date/Time and Reviewer/Approver	Yes	
Incident Reporting	118	**Ability to retrieve records by single or combined criteria:**		
Incident Reporting	119	Reporting officer	Yes	
Incident Reporting	120	Crime classification	Yes	
Incident Reporting	121	Report number	Yes	
Incident Reporting	122	Time of day	Yes	
Incident Reporting	123	Date or date range	Yes	
Incident Reporting	124	Involved party name	Yes	
Incident Reporting	125	Location/reporting district	Yes	
Incident Reporting	126	Vehicle description	Yes	
Incident Reporting	127	Any field in record	Yes	
Incident Reporting	128	**Ability for field officers and other personnel to digitally complete, including signatures in the field, and also to print the following forms and reports:**		
Incident Reporting	129	Any standard crime report	Yes	
Incident Reporting	130	Missing Person Report	Yes	Please see attached comment.
Incident Reporting	131	Death Report	Yes	Please see attached comment.
Incident Reporting	132	Statement of Probable Cause (Juvenile and adult)	Yes	Please see attached comment.
Incident Reporting	133	Stolen Vehicle/Vessel, Stored, Impounded, Released & Recovered vehicles	Yes	Please see attached comment.
Incident Reporting	134	Field Interviews	Yes	Please see attached comment.
Incident Reporting	135	Emergency Protective Order	Yes	Please see attached comment.
Incident Reporting	136	Application for 72 Hour Mental Health Detention for Evaluation and Treatment	Yes	Please see attached comment.
Incident Reporting	137	Child Abuse or Severe Neglect Indexing Form	Yes	Please see attached comment.
Incident Reporting	138	Report of Suspected Dependent Adult/Elder Abuse	Yes	Please see attached comment.
Incident Reporting	139	DPS DUI Admin Per Se	Yes	Please see attached comment.
Incident Reporting	140	Property/Evidence reports	Yes	Please see attached comment.
Incident Reporting	141	Notice to Victims of Sex Crimes	Yes	Please see attached comment.

Incident Reporting	142	Intoxicated Driver Arrest Report	Yes	Please see attached comment.
Incident Reporting	143	Standard Texas State traffic forms including CR3 Form	Yes	Please see attached comment.
Incident Reporting	144	Additional agency user-designable forms	Yes	Please see attached comment.
Incident Reporting	145	Medical booking sheet	Yes	Please see attached comment.
Incident Reporting	146	The system should have a business process workflow to create an incident report from the transfer of CAD data to the MDC to the submission of the report to the RMS, all the way through case closure.	Yes	
Incident Reporting	147	The system should guide the officer through the data collection process (forms & fields) in accordance with state requirements. The system should present the appropriate fields based on the crime type and event circumstances and should prevent the officer from submitting the report with errors. This will include the ability for system administrator based form template designs to support data capture and narrative template functionality	Yes	
Incident Reporting	148	The system will support redaction of necessary data when preparing reports for public release or making the report available online.	Yes	
Incident Reporting	149	User ability to set order of pages to be printed and numbered in a crime/incident report that follows a specified order	Yes	Please see attached comment.
Category		**Jail**		
Jail	151	Workflow from mobile with arrest report with that flow functioning effectively between all systems (CAD/RMS and Mobile)	Yes	
Jail	152	Property Management (Intake and Issuance)	Yes	
Jail	153	Auto-populating redundant fields across all forms	Yes	
Jail	154	Integration with Wilco Jail Forms	Yes	
Jail	155	Integration with Wilco Probable Cause Declaration system	Yes	
Category		**Juvenile**		
Juvenile Contact	157	The system will collect data on juvenile contacts, standard outputs include:	Yes	
Juvenile Contact	158	Ability to comply with Texas state law regarding records retention and sealing	Yes	
Juvenile Contact	159	To prevent unauthorized access and release, juvenile records should be specially marked/indexed.	Yes	
Juvenile Contact	160	Juvenile custody	Yes	
Juvenile Contact	161	Juvenile Detention reports	Yes	
Juvenile Contact	162	Juvenile contact report	Yes	
Juvenile Contact	163	Name listing for juveniles separate from adults, based on varying search criteria	Yes	
Category		**K-9**		
K9	165	Canine Activity reports creation and tracking	Yes	
K9	166	Tracking daily/weekly/monthly training activities	Yes	
K9	167	Reminder for annual re-certification /POST certification	Yes	
K9	168	Auto-calculation of officer-hour searches vs. use of canine team	Yes	
K9	169	Track narcotics training aids	Yes	
K9	170	Cost summary reporting (food, equipment, medical, training, etc…)	Yes	

Category		Online Reporting		
Online Reporting	172	Work-flow of the report to a supervisor for approval and ability to kick-back for corrections/additions to the citizen	Yes	Please see attached comment.
Online Reporting	173	Ability for the public to file incident reports online via a web portal and transmit to an agency-specific in-box	Yes	Please see attached comment.
Online Reporting	174	Initiation of case number on citizen completion	Yes	Please see attached comment.
Category		Personnel		
Personnel	176	Employee master address book/phone list	Yes	
Personnel	177	Track detailed employee information, address, phone DL#, Marital, DOB, Emergency contact, PID# etc.	Yes	
Personnel	178	Track Special Assignment Tours, promotions	Yes	
Personnel	179	Track annual Evaluation due -dates and alerts for training updates	Yes	
Personnel	180	Ability to track employee history, Medical Alert, blood type, height, weight, eye color drug allergies, hospital of choice, and by whom (internally) they would like to provide emergemcy notifications	Yes	
Personnel	181	Ability to track racial profile; such as race and ethnicity	Yes	
Personnel	182	Ability to track position number	Yes	
Personnel	183	Ability to track Type of Employee such as civilian, sworn, temp ETC	Yes	
Personnel	184	Ability to track rank and date rank sworn	Yes	
Personnel	185	Ability to track date sworn	Yes	
Personnel	186	Ability to track date hired, date resigned	Yes	
Personnel	187	Ability to track date of separation and type	Yes	
Personnel	188	Ability to track when they are a non-department employee	Yes	
Personnel	189	Ability to track incentives receiving	Yes	Via a user-defined field.
Personnel	190	Ability to track each time an employee gets a personnel action completed for a change in their status such as pay, title change, etc.	Yes	
Personnel	191	Ability to attachh personnel action	Yes	
Personnel	192	Ability to track if employee is military	Yes	
Personnel	193	Ability to track Shift and shift hours	Yes	
Personnel	194	Ability to track section, division and squad	Yes	
Personnel	195	Ability to track if employee is lateral (with experience, from)	Yes	
Category		Mapping		
Mapping	197	Viewable map layers (user selected)	Yes	
Mapping	198	Zoom/Pan and printing	Yes	
Mapping	199	Ability to drill down into icon for call details	Yes	
Mapping	200	Hot spotting of clusters	Yes	
Mapping	201	User-defined crime-type pin mapping (filtering)	Yes	
Mapping	202	Canned report crime-type pin mapping (date/time, location, etc.)	Yes	
Mapping	203	Access for public to filter on crime-types, date/time range, districts/beats and display data on City map (based on non-specific address 100-block filter)	Yes	

Category			Portal		
Portal	205	Complete CAD/RMS functionality via portal	Yes	Done in CAD via Web CAD Monitor.
Portal	206	Secure CJIS compliant web-based access/portal to all systems intended for remote workers (e.g. Mobile Command Post, secondary dispatch location, EOC, etc.)	Yes	
Category			**Predictive Policing**		
Predictive Policing	208	Hot spotting/clustering	Yes	
Predictive Policing	209	Provide daily reports with predictive algorithm of specific crime-types and specific shifts	No	Please see attached comment.
Category			**Project Management**		
Proj Mgmt.	211	Ability to attach files	No	
Proj Mgmt.	212	Ability to create To-Do Lists/Action-Items with by-the-minute history and completion indicators	No	
Proj Mgmt.	213	Ability to build/add team members	No	
Proj Mgmt.	214	Milestone email notifications	No	
Proj Mgmt.	215	Daily progress reports	No	
Proj Mgmt.	216	Ability to create, update and track projects	No	
Proj Mgmt.	217	Creation of time-lines and due-dates (calendar and Gant Chart views)	No	
Category			**Property and Evidence**		
Property	219	Search by any data field such as, name, booking number, tag number, serial number, employee name or ID number, etc.	Yes	
Property	220	Ability to accurately track Property Detail daily functions such as entry, moving, checking in/out, and disposition of property/evidence	Yes	
Property	221	Ability to run disposition reports	Yes	
Property	222	Ability for Property officer and others to receive a automatic notifications, based on configuerable rules and time lines regarding property tracking and disposition.	Yes	
Property	223	Integrated bar-coding, or other modern tracking capability	Yes	
Property	224	Automatic Property/Evidence retention tracking with automated notifications/requests for disposal	Yes	
Property	225	Ability to have tags linked to multiple disposition records and can cross-reference each disposition record	Yes	
Property	226	Ability to request corrections be made by the originating officer	Yes	
Property	227	Integrated electronic signature pads autopopulate	Yes	
Property	228	Must assign a unique identifier (tag) in bar code format, or other modern tracking, to each item of evidence	Yes	
Category			**Racial Profiling**		
Racial Profiling	230	Ability to comply with Texas racial profiling mandates provided for in the Texas Code of Criminal Procedure, including reporting requirements.	Yes	
Category			**Registrants**		

Registrants	232	Tracking of sex registrants (personal info. and photos)	Yes	
Registrants	233	Integration with State registrant forms (first-timers and renewals)	Yes	Proposed custom export of career criminal data.
Registrants	234	Renewal registration reminder	Yes	
Category		**Reporting**		
Reporting	236	Ability to create, save, print and distribute reports	Yes	
Reporting	237	Able to produce NIBRS reports (checks and balance system on amount or time)	Yes	
Reporting	238	All Texas and Willaimson County reports	Yes	
Reporting	239	User-selected filters for report generation	Yes	
Reporting	240	Year-to-year/year-to-date and monthly comparisons (trend reporting)	Yes	
Reporting	241	Create Ad-hoc trend and statistical reports and queries	Yes	
Reporting	242	Ability to modify standard reports (headers)	Yes	
Category		**RMS**		
RMS	244	Provide for an infrastructure solution for RMS with a minimum uptime rate of 99.99%	No	99.9% SLA. See attached comment.
RMS	245	Strong word-processing functionality in the narrative field (similar to MS Word)	No	
RMS	246	System shall provide a master names, vehicle and property index used for all names, vehicles or property entered into the system. These indexes must be used by all systems (CAD, RMS, Mobile)	Yes	
RMS	247	System must have soundex and phonetic search capabilities for RMS records	Yes	
RMS	248	Search capability by multiple parameters (date range, report status, officer, crime, report type, vehicle license/description, name, location, property, character string, etc.)	Yes	
RMS	249	System has a tool to run to identify duplicate master records (e.g. names, vehicles)	Yes	
RMS	250	Ability to allow wildcard searches	Yes	
RMS	251	Compatability with NIBRS reporting requirements	Yes	
RMS	252	Compatibility with Texas reporting requirements, recognizing the difference between State and Federal reporting mandates, including but not limited to, Use of Force, Racial Profiling as well as other reporting differences	Yes	
RMS	253	Ability to capture all data, and perform all edits required for TX UCR reporting and make NIBRS related fields a mandatory requirement for report entry	No	Please see attached comment.
RMS	254	Free-form fields in each document section for comments, additional info, notes, and/or details that is searchable	Yes	
RMS	255	Ability to see and print CAD Calls for Service within RMS	Yes	
RMS	256	System provides a Link Analysis to connect all related records	Yes	
RMS	257	Audit trail in document showing history of actions (initiated, reopened, modified, printed, approved, unapproved, etc.) including operator/date/time/reason	Yes	

RMS	258	Multiple layers of supervisory review and approval (workflow) of documents before finalized	Yes	
RMS	259	Ability to print original reports and track when reports were distributed (e.g. DA copy)	Yes	
RMS	260	System has the ability to run a report to identify duplicate master records auto delete and/or auto-merge records	Yes	Except auto-delete/merge. See attached comment.
RMS	261	Location specific patrol check information	Yes	
RMS	262	Officer initiated data entry (patrol checks) with date/time stamping	Yes	
RMS	263	Archive and retrieval of daily logs.	Yes	
RMS	264	Ability of other users to view an Officer's draft report, including any deny records.	Yes	
RMS	265	Auto-populate, single entry capability between all systems (CAD/RMS/Mobile) and between ALL other modules within each system, as well as other third party applications identified elsewhere in this document	Yes	
RMS	266	Ability for other users to print an Officer's draft report	Yes	
RMS	267	Integrated email notifications to specified groups or individuals to assign an incident to the investigative detail, send an info cc, etc.	Yes	
RMS	268	Distribution of Daily Roster/Logs via email to workgroups (e.g. dispatch, department)	No	
RMS	269	Creation of daily briefing logs with date/time, shift, Watch Commander, duty roster, unit/beat assignments, briefing training, significant call notes, and additional information	No	Please see attached comment.
RMS	270	Track all cases/subpoenas	Yes	Except Subpoenas.
RMS	271	Ability to generate supplement numbers for subordinate related documents under an incident control number —both from a mask or by initiating subordinate report	Yes	
RMS	272	System to provide a mechanism to expunge (completely remove from system) criminal history information.	Yes	
RMS	273	LiveScan Fingerprint Interface automatically populate fingerprint cards with biographical and arrest data, including booking photo	Yes	
RMS	274	Track officer appearance dates/times and initiated subpoenas	No	This can be tracked via CAD.
RMS	275	Automatic courtesy letter generation on initial false alarms or intergrate to a third party Alarm System	Yes	This is not automatic.
RMS	276	Expansive search capability through RMS and all systems, without drilling down, to include wildcard searches	Yes	
RMS	277	The ability to print all documents associated with an incident report, including supplementals and attachments, with one command, and be available in a printable pdf format	Yes	
RMS	278	Auto transcripion of audio for report preparation and writing	No	Please see attached comment.
RMS	279	Have capability to print reports with watermarks such as "unapproved" and "official copy" or other text	Yes	
RMS	280	Ability to comply with discovery requirements mandated by Texas Code of Criminal Procedures, Chapter 2, Article 2.1397	Yes	
RMS	281	Ability to auto populate Drivers License into RMS from initial entry in CAD	Yes	

RMS	282	Have capability of integration and or managing data exchange between the proposed system and Williamson County Digital Evidence System (DEMS)	Yes	Requires proposed custom two-way interface.
Category		**Staffing and Scheduling**		
Staffing/Scheduling	284	Alerts when minimums aren't met	No	Please see attached comment.
Staffing/Scheduling	285	One click shift changes by Officer	No	Please see attached comment.
Staffing/Scheduling	286	Total hours worked	No	Please see attached comment.
Staffing/Scheduling	287	Type of work done (reg,overtime,tad,etc.)	No	Please see attached comment.
Staffing/Scheduling	288	Notice to staff of schedule or changes	No	Please see attached comment.
Staffing/Scheduling	289	Overtime backfill notifications	No	Please see attached comment.
Staffing/Scheduling	290	Skills assignment (SWAT Needed, Training required, etc)	No	Please see attached comment.
Category		**Traffic**		
Traffic	292	Meets US Dept. of Transportation, Model Minimum Uniform Crash Criteria (MMUCC) standards	Yes	
Traffic	293	Ability to interface with Brazos system	Yes	
Traffic	294	All State of Texas standard traffic forms, including the CR3	Yes	
Traffic	295	Traffic Accident data statistical reporting	Yes	
Traffic	296	User-defined statistical traffic dashboard	Yes	
Traffic	297	DUI data statistical reporting	Yes	
Traffic	298	Citation data statistical reporting	Yes	
Traffic	299	Parking citation data statistical reporting	Yes	
Traffic	300	Queries by location, primary collision factor, collision type, reporting district, highest degree of injury, and other filtering factors	Yes	
Traffic	301	Robust Accident Diagramming program	Yes	
Traffic	302	Intersection/mid-block historical and high incidence reporting	Yes	
Traffic	303	Ability to assign unique report numbers to Accident reports	Yes	
Traffic	304	Ability to calculate vehicle collisions per million miles traveled	Yes	
Category		**Training**		
Training	306	Provides a comprehensive Patrol FTO program	No	
Training	307	Provides a comprehensive Dispatch field training program	Yes	
Training	308	Provides a comprehensive training program for various traditional non-sworn professional staff, to include Records, CSO's AC. Etc.	Yes	
Training	309	Provides the ability to create specialized training programs for specialized units such as Investigations, SWAT, K-9, etc, also for other specialized or unique assignments.	Yes	
Training	310	Schedule, track and document ALL department training.	Yes	
Training	311	Ability to track all relevent factors, including incidents by offense type, location, type of force, gender, age, race, etc., with a dispositions for each event	Yes	
Training	312	Comply with all Texas State reporting requirements	No	
Category		**Use of Force**		
Use of Force	314	Reporting and tracking use of force events with the ability to provide monthly reports	Yes	

Use of Force	315	Internal use of force review process	Yes	
Use of Force	316	Ability to track all relevent factors, including incidents by offense type, location, type of force, gender, age, race, etc., with a dispositions for each event	Yes	
Category		**Warrants**		
Warrants	318	Tracking of agency-assigned warrant with suspect info. and photo and full address inc apt.#	Yes	
Warrants	319	Due diligence, service tracking	Yes	

Mobile

Category	#	Vendor Functionality	Yes/No	Comments
Mobile	1	Real-time refreshing, without user intervention, of mobile devices with unit #, officer name, status, priority, location, timestamp, call activity	Yes	
Mobile	2	RMS searching	Yes	
Mobile	3	CAD Mobile client log-in with user name and password	Yes	
Mobile	4	Message handling (text and queries) o Unit-to-unit messaging o Unit-to-person name messaging o Unit-to-station (specific person/work group) messaging o Unit-to-dispatch messaging o Dispatch-to-unit messaging o Dispatch-to-group/all/specific city messaging o Reply-to-last message button o Next/previous message buttons o Save received message o Print received message to station printer o Recall message o History of session messages	Yes	Exception for unit-to-person name.
Mobile	5	CAD Searching	Yes	
Mobile	6	Pending real-time call list monitor with incident #, timestamp, status priority level, city, beat, district, type of call, nature, and location	Yes	
Mobile	7	Ability for Mobile officers to query RMS system based on name, DL number or date of birth	Yes	
Mobile	8	License plate DPS registration/hits query (with variety state search capability) with Stolen Vehicle Recovery Network (SVRN) number	Yes	
	9	Ability to create complaints/affidavits using single entry data (offender name and DOB, place, victim information etc.) that can be put into multiple different charges and also print out a jail accepted booking sheet. Currently done in LEADRS	Yes	
Mobile	10	Ability for Mobile officers to see all CAD holding calls	Yes	

Mobile	11	• AVL regional fleet plotting in real-time with realtime refresh rates
		  o AVL fleet map
		    -CAD call address map plotting with sat. image and street level view
		    -Target Hazard address location detail records and pre-plans (facility maps)
		  o Follow button (yourself) for current location
		  o Locate button for address/location look-up
		  o Route button from current GPS location to specified look-up location
		    -Route to have driving directions and point-to-point highlight map path
		    -Zoom IN/OUT
		    -Home button
			Yes	

Mobile	12	Add comments feature to currently assigned call	Yes	
Mobile	13	Notifications when reports are holding or due for corrections	Yes	
Mobile	14	Alerts / notifications to priority messages	Yes	
Mobile	15	User friendly full night mapping functionality with hot key type initiation	Yes	
Mobile	16	Ability for Mobile officers to query CAD based on name, DL number or date of birth	Yes	
	17	Auto transcription of audio to aid in report writing	No	Please see attached comment.
Mobile	18	AVL Toolbar with zoom, pan, full screen, map layering, etc…)	Yes	

Mobile	19	• Required queries:
		  o R - Name search (RMS - DV Restraining Orders (DVROS), Wanted Persons Systems (WPS), Supervised Release File (SRF), Registrants, NCIC, Missing Unidentified Persons System (MUPS), Search and Seizure/Courts, etc.) one-time search = hit all DBs with responses in one-time search.
		  o Address search (CAD/RMS)
		  o Business name
		  o Driver's License number & specific state
		  o Events (Case #, FIs, Cite #, AR #)
		  o Gun serial number (AFS)
		  o Vehicle registration (by name or address or VIN)
			Yes	

Mobile	20	Messaging and real-time chat (mobile-to-mobile, mobile to station)	Yes	
Mobile	21	Workflow with supervisor approval/corrections kick-back and report holding	Yes	
Mobile	22	Ability to retrieve DPS and jail photos	Yes	
Mobile	23	Full compliance with all applicable CJIS/NCIC and Texas DPS data security and data transmission regulations and mandates for hard-lined servers/workstations and mobile computers over commercial cellular networks	Yes	
Mobile	24	TLETS/NLETS/NCIC capable	Yes	
Mobile	25	Ability to log into system with assigned equipment, ride-along info., special detail info., radio number, unit number, additional notes. Etc.	Yes	Please see attached comment.
Mobile	26	Ability to view fleet on maps with drill-down for unit details	Yes	
Mobile	27	Ability to configure self-initiated calls for service	Yes	
Mobile	28	Ability to send and receive images (from dispatch to mobile, mobile to mobile, etc…)	Yes	Please see attached comment.
Mobile	29	CAD incident recall feature (by incident and/or CR #)	Yes	

Mobile	30	All department forms filling with MS Word like features (e.g. spell check, font/bold/italicize, underline, cut/paste, etc.)	Yes	
Mobile	31	Transmit all call-information data displayed in CAD	Yes	
Mobile	32	Close-call capable with disposition code and comments section	Yes	Please see attached comment.
Mobile	33	Ability to view location pre-plans, floor plans, active shooter pre-plans, etc…	Yes	
Mobile	34	Ability to work on single MFR in car or in station and move reports between car/station on the same application	Yes	
Mobile	35	Ability to customize messaging groups (one-to-many, one-to-all)	Yes	
Mobile	36	Report writing and editing functionality from MDC's, including approvals/corrections	Yes	
Mobile	37	Ability for names entered that exist in RMS to prompt user to "Use Existing Name" and make updates to record, if required.	Yes	
Mobile	38	Status Change buttons (customizable)	Yes	
Mobile	39	AVL Address search and plotting with routing with real time turn-by-turn driving directions	Yes	
Mobile	40	Ability for Mobile officers to select "groups" in their view, or otherwise arrange their screen, so that they might customize their view, based on personal preferences	Yes	
Mobile	41	Forms remain active when connectivity is lost	Yes	
Mobile	42	Mobile Device Management (MDM) capable	Yes	
Mobile	43	CAD address call routing via AVL mapping (routing to call) with real time driving directions	Yes	
Mobile	44	Group directory search (print to station printer)	Yes	
Mobile	45	Ability to view incomplete and denied MFR reports and deny notes by different employees	Yes	
Mobile	46	Get number feature (CR, AR, FI, etc...) with comments line	Yes	Please see attached comment.
Mobile	47	Priority 1 incoming call/pending alarm (selective ON/OFF option)	No	Please see attached comment.
Mobile	48	Ability to use ESRI mapping with other maping solutions as an add on	Yes	
Mobile	49	Customizable one-touch status button	Yes	
Mobile	50	Workflow flexibilty to permit an officer to start a report on a location of their choosing, whether it's mobile or in the station and complete that work on the same application	Yes	
Mobile	51	Ability to identify property in a Crime report and data is sent to P&E module	Yes	
Mobile	52	Retention of messages with filter-searching capabilities	Yes	
Mobile	53	Ability to automatically query data sharing initiative feeds (e.g. COPLINK, Lexis) when query is initiated	No	
Mobile	54	Auto-populate same-field entries across forms	Yes	
Mobile	55	Rich Text Format for all report writing	Yes	Please see attached comment.
Mobile	56	Mag stripe/bar code driver's license scan capability to integrate and populate throughout the system	Yes	
Mobile	57	Ability to complete vehicle check-out procedure and reported vehicle damage / equipment failure, and initiate repair slip	Yes	Via Officer Daily Log.

| Mobile | 58 | • Application launcher | | |
| | | o Third party apps (launch from mobile client) | No | |

System

Category	#	Vendor Functionality	Yes/No	Comments
System	1	Provide for an infrastructure solution with minimum of 99.99999% uptime rate (5 nines) for CAD while RMS should have and uptime rate of 99.99%	No	99.9% SLA. See attached comment.
System	2	System generated log files for transational changes (audit trails)	Yes	
System	3	All systems (CAD/RMS/Mobile) must be able to use standard shape files natively including any mobile or handheld device	Yes	
System	4	Seamless data integration with all data accessible in all modules of system, to include third party applicatioins	Yes	
System	5	System possesses data structures that are easy to navigate	Yes	
System	6	Supports a Virtual Server Environment for on premis or cloud based	Yes	
System	7	Auto adjustmet for daylight savings time without an impact on operations	Yes	
System	8	Full compliance with all current and applicable CJIS/NCIC and Texas DPS data security and data transmission regulations and mandates for hard-lined servers/workstations and mobile devices/computers over commercial cellular networks. To include the ability to comply with existing and future CJIS Requirements with the following version numbers: 5.9.1 10/22 5.9.2 12/22 5.9.3 Spring 2023 5.9.4 Fall 2023 6.0 Spring 2024 NIST 800-53R5 Mid 2024	Yes	Plan for future mandates-not yet in product plan.
System	9	Standard Windows type functionality shall be available for all applications (e.g., dialog boxes, point-and-click, and drag-and-drop).	Yes	
System	10	Operating System Environment - MS Windows 10 or later and current mobile technology (IOS and Windows) for mobile platforms	Yes	
System	11	System has flexibility within business rules so that the sytem isn't dictating how the city conducts business	Yes	
System	12	Error logs and audit files to help assist with error conditions / system failures	Yes	
System	13	Integration/Solution with Adore	Yes	Requires proposed custom one-way interface.
System	14	Integration/Solution with ANI/ALI	Yes	
System	15	Integration/Solution with Auto Return	No	Please see attached comment.
System	16	Integration/Solution with Axon - Evidence	Yes	Requires proposed custom one-way interface.
	17	Integration with Axon Body Worn Video	Yes	Requires proposed custom CFS (xml) export.

System	18	Integration/Solution with Billing Solution - List Billing Solution vendors currently integrated	Yes	Requires proposed custom CFS xml export. Comment.
System	19	Integration/Solution with Brazos - Citation	Yes	Standard Tyler functionality.
System	20	Integration/Solution with Brazos - Accident	Yes	Standard Tyler functionality.
System	21	Integration/Solution with CRIS	Yes	Requires proposed custom interface.
System	22	Integration/Solution with Electronic Health Care Report - List EHR vendors currently integrated	Yes	Requires CFS (xml) export. Comment.
System	23	Integration/Solution with Emergency Medical Dispatch - List EMD vendors currently integrated	Yes	Please see attached comment.
System	24	Integration/Solution with ESO Fire RMS	Yes	Requires CFS (xml) export. Comment.
System	25	Integration/Solution with Guardian	Yes	Requires proposed custom one-way interface.
System	26	Integration/Solution with InCode	Yes	
System	27	Integration/Solution with Julota	Yes	Requires proposed custom one-way interface.
System	28	Integration/Solution with LEADRS	Yes	Requires proposed custom one-way interface.
System	29	Integration with Lexis Nexis	Yes	Requires proposed custom one-way interface.
System	30	Integration/Solution with LiveScan	Yes	
System	31	Integration/Solution with Motorola Radio Management Software	Yes	
System	32	Integration/Solution with Nice	Yes	Requires CFS (xml) Export.
System	33	Integration/Solution with Odyssey	Yes	Standard Tyler functionality.
System	34	Integration/Solution with Paging - Intrepid is the current solution	Yes	
System	35	Integration/Solution for Rapid SOS	Yes	Embedded functionality.
System	36	Integration/Solution with Telestaff	Yes	
System	37	Integration/Solution for TLETS - NCIC	Yes	
System	38	Integration/Solution with US Digital Phoenix G2 Station Alerting	Yes	
System	39	Integration/Solution for CAD to CAD interoperability, equivalent to, or exceed Central Square CAD to CAD Unify functionality	Yes	Requires proposed custom CAD-to-CAD interface
System	40	i 3 Next Generation 911 features, especially built-in two-way SMS and MMS functionality (messages, photos, and videos) and ability to attach files to CAD events	Yes	Please see attached comment.
System	41	Master Vehicle Index	Yes	
System	42	Vendor must provide a Data Dictionary of all data files, with descriptive details on the relationships of the various data files accessed by the systems	No	Please see attached comment.
System	43	Current MS SQL-based database technology for databases or equivelent recognized technology platform	Yes	
System	44	Current MS Windows Server architecture and support	Yes	

System	45	Provide an integrated document imaging system (if not must demonstrate a solid integration and support with Laserfiche) or integrated data repository system (support for documents, images, audio, video, etc.)	Yes	Integrated - Tyler Content Manager.
System	46	ANY Hardware provided by the vendor or third party vendor must be supported and maintained for a minimum of 5 years, following system acceptance.	Yes	NA - Cloud-hosted deployment proposed.
System	47	Mobile software with support for multiple operating systems	Yes	Please see attached comment.
System	48	The system will support BOLO's	Yes	
System	49	Uses TCP/IP for trasmission protocol	Yes	
System	50	Support transaction entry from command line, function keys and GUI	Yes	
System	51	Master Name Index	Yes	
System	52	Ability to exit application before completing report.	Yes	
	53	Ability to enable automatic saving of any data entered.	Yes	
System	54	Ability to produce required/mandated forms (example: current Wilco Jail Property Booking Form) for all current forms and the ability to create other forms in the future should a need arise at the County or State level	Yes	Please see attached comment.
System	55	The system will support Crime Reports	Yes	Please see attached comment.
System	56	Vendor must provide a copy of all installation media	Yes	Provided digitally.
System	57	Any 'dumping' between or within systems be completely automated and configuerable, so that transfering data can occur immediately, and within a time frame defined by the user	Yes	
System	58	The system will support Case Management	Yes	
System	59	Embedded workflow processing	Yes	
System	60	Data entry throughout all systems that requires only one entry, with no exceptions, and autopopulates additional fields with no additional end user steps	No	
System	61	Data entry rules to match, or be compatible with, DOJ data entry and validation rules	Yes	
System	62	Ability to track or print a list of open or unapproved reports by officer and/or date	Yes	
System	63	The system will support Registrants--sex, arson, etc.	Yes	
System	64	The system will support Impounded/Stored Vehicles	Yes	
System	65	The system provides configurable data entry-forms	Yes	
System	66	Supports a web based solution	Yes	Please see attached comment.
System	67	AFR data-entry for an incident accomplished with minimal keystrokes, closing no windows and without switching windows	Yes	Please see attached comment.
System	68	AFR allows minor edits by approver and allow original author to review and accept edits in an automated workflow process	Yes	Please see attached comment.
System	69	AFR allows author to geo-validate addresses prior to submission for approval	Yes	
System	70	AFR allows said author to jump to approver-entered changes for review	Yes	
System	71	The system will support Incident Tracking	Yes	
System	72	The system will support Field Interviews	Yes	
System	73	The system will support NIBRS	Yes	
	74	The system will support NFIRS reporting if Fire RMS is provided by the vendor.	Yes	
System	75	The system will support Bicycle Registrations	No	

System	76	Does the system provide a Configurable Graphic User Interface (GUI) so that the screen view is customizable by the end user	Yes	Please see attached comment.
System	77	Does the system have flexible real time search capabilities	Yes	
System	78	Does the system have Ad-hoc reporting capabilities - Advanced and flexible query and search capabilities	Yes	
System	79	Does the system provide sophisticated analytica capabilities, without the use of additional tools	Yes	
System	80	Does the system provide consolidated access - uniterrupted workflow access regardless of location, mobile, desktop etc.	Yes	
System	81	Does the system have Super Query Capability - ability to conduct federated searches of multiple databases	Yes	Please see attached comment.
System	82	Ability to provide messaging between the police and fire department	Yes	
System	83	Ability to configure software/security update schedule	Yes	

Comments to Attachment A Solution/Feature Questionnaire

Tab Label	Item No.	Tyler Comment
CAD	1	Tyler's licensed software provides a high degree of availability, and our targeted attainment goal is 100%. However, there are many system components and operational variables that are beyond our control. These other system components and variables may and can impact this requirement. When using cloud vendors, Tyler is only able to commit to the service level agreements (SLA) available from the vendor being utilized. If the actual attainment falls below 99.9%, then you may be entitled to credits as indicated in the Client Relief Schedule found in the Service Level Exhibit in Tyler's sample agreement (separate attachment to this response). Tyler's Enterprise Public Safety solution provides protection by leveraging multiple availability zones in real-time, which allows for a higher level of availability and reduced downtime for maintenance. For the current SLAs on compute service levels from Tyler's preferred cloud vendor, Amazon Web Services (AWS), please refer to https://aws.amazon.com/compute/sla.
CAD	61	Tyler offers a standard NG911 interface that supports InDigital rather than Intrado. The NG911 InDigital interface is included, while the Intrado interface is not included in our proposal.
CAD	93	Enterprise CAD users can choose to exclude TLETS information when printing a CFS.
RMS-Alarm Monitoring	4	Enterprise LE Records provides a system user-defined field that can store a hyperlink to launch a third-party video system. Tyler also supports Microsoft single-sign-on.
RMS – Case Management	40	The proposed solution does not support AC/SWAT/Detective rosters, but there are groups in security (e.g., Command Staff, Detectives, SWAT) that control access to information in that module.
RMS – Digital Media	61	Enterprise LE Records provides a system user-defined field feature that can store a hyperlink to launch a third-party system. Tyler also supports Microsoft single-sign-on.
RMS – Document Imaging	69	Enterprise LE Records provides a system user-defined field feature that can store a hyperlink to launch a third-party system. Tyler also supports Microsoft single-sign-on.
RMS – IA	80	Tyler recommends that internal affairs data and cases be kept in a separate system and database due to the sensitive nature of the information. Tyler can provide an interface to IA Pro (or another vendor) with CFS data where use-of-force or other activity has taken place. We have included an optional interface to IAPro.
RMS – Incident Reporting	130-145, 154, 155	Custom forms can be created by Tyler staff and will require an additional services cost. Custom forms can be created during implementation for an additional cost (not included in this proposal).

Tab Label	Item No.	Tyler Comment
RMS – Incident Reporting	149	Enterprise Records leverages the Microsoft Word Templates plugin to produce agency-created and defined documents templates and then to populate unique documents using information directly from the LERMS database (e.g., letterhead, form letters, release notifications, receipts, etc.). The MS Word Template plugin has the capability to capture signatures from a Topaz signature pad.
RMS – Online Reporting	172-174	Standard interface required for Coplogic/DORS, included in this proposal. This assumes that the City uses the Coplogic software currently.
RMS – Predictive Policing	209	Enterprise LE Records does not provide daily reports based on a predictive algorithm, but it provides near-real-time dashboards. These can be by time, crime type, etc., and set up by any user that is allowed access to the information. For example, command staff major crimes dashboard(s), detective case activity dashboard(s), patrol by beats, and crime types like burglary, auto theft, eCitations, etc. Dashboards can be exported into Excel or PDF documents that can then be emailed.
RMS	244	Tyler's licensed software provides a high degree of availability, and our targeted attainment goal is 100%. However, there are many system components and operational variables that are beyond our control. These other system components and variables may and can impact this requirement. When using cloud vendors, Tyler is only able to commit to the service level agreements (SLA) available from the vendor being utilized. If the actual attainment falls below 99.9%, then you may be entitled to credits as indicated in the Client Relief Schedule found in the Service Level Exhibit in Tyler's sample agreement (separate attachment to this response). Tyler's Enterprise Public Safety solution provides protection by leveraging multiple availability zones in real-time, which allows for a higher level of availability and reduced downtime for maintenance. For the current SLAs on compute service levels from Tyler's preferred cloud vendor, Amazon Web Services (AWS), please refer to https://aws.amazon.com/compute/sla.
RMS	253	[Tyler has been IBR (TIBRS) certified with Texas DPS since 2016, when the Arlington Police Department went live.
RMS	260	A Master Index merging tool is available, as well as a report to identify potential duplicates.
RMS	269	Custom BOLOs can be created for each patrol shift to be aware and look out for certain items on that shift (e.g., persons, vehicles, specific crimes like break-ins at the mall, etc.). Tyler offers Time & Attendance that can handle shift rosters; manage shifts for departments, including Law Enforcement and Fire; and allow for requesting overtime to their supervisor, time off, filling in an open shift to meet minimum beat requirements, etc.- all electronically. These options work with the City's current Tyler Enterprise ERP (formerly Munis) system.
RMS	278	Future development for Tyler's new Report Writing application is currently in "early adopter" phase of development and is being field-tested by clients like the Jersey Village Police Department, Texas.

Tab Label	Item No.	Tyler Comment
RMS – Staffing / Scheduling	284 – 290	Available through Tyler Time and Attendance module through the City's current Tyler Enterprise ERP system
Mobile	17	Third-party tools (e.g., Dragon Speech Recognition) can be used.
Mobile	25	Daily Logging and Questionnaires allow the user to enter data for assigned equipment. Officer Comments can be entered to account for ride-alongs or special details. Radio number and unit are captured at login registration.
Mobile	28	Subject to configuration and permissions, attachments can be added to a call for service.
Mobile	32	All calls for service can be closed by the user with multiple disposition codes and a closing narrative/comment. At least one disposition code can be required from the primary unit at time of call closure.
Mobile	46	All calls for service are automatically assigned an "incident number" that will be displayed in the call for service window. This number is assigned as the report number for all report types. The system can accomplish a single report number scheme without conflict between report types.
Mobile	47	All calls for service are accompanied by a pop-up message and audio alert notifying the user of an incoming dispatch regardless of call priority. The audio alert cannot be disabled by the user.
Mobile	55	The narrative field on all field reports can be configured for rich text, spell check, and other common formatting options.
System	1	Tyler's licensed software provides a high degree of availability, and our targeted attainment goal is 100%. However, there are many system components and operational variables that are beyond our control. These other system components and variables may and can impact this requirement. When using cloud vendors, Tyler is only able to commit to the service level agreements (SLA) available from the vendor being utilized. If the actual attainment falls below 99.9%, then you may be entitled to credits as indicated in the Client Relief Schedule found in the Service Level Exhibit in Tyler's sample agreement (separate attachment to this response). Tyler's Enterprise Public Safety solution provides protection by leveraging multiple availability zones in real-time, which allows for a higher level of availability and reduced downtime for maintenance. For the current SLAs on compute service levels from Tyler's preferred cloud vendor, Amazon Web Services (AWS), please refer to https://aws.amazon.com/compute/sla.
System	15	Tyler's proposal includes our standard Service Vehicle Rotation module for this functionality.
System	18, 22, 24	Tyler's standard CAD CFS (xml) Export interface exports active CAD call for service data by creating an XML file that is then written to a directory for retrieval by the third-party. This interface can be used for any third-party vendor that can consume the provided XML format.
System	23	Tyler's standard Pre-Arrival Questionnaire interface supports ProQA and ProQA Paramount for Fire, EMD, and Law Enforcement; APCO Meds and Advisor, PowerPhone, and Intellicom.

Tab Label	Item No.	Tyler Comment
System	40	Tyler's standard NG911 interface (not included in this proposal) supports text messaging via InDigital. Integration with Carbyne (not included in this proposal) supports video and photo functionality. Files can be attached to CAD events.
System	42	The database is Microsoft SQL Server, and the database metadata is stored with the database. Tyler does not provide the data dictionary. The data dictionary is easily generated with standard SQL Server tools or by using inexpensive third-party tools. Storing the database metadata with the database and generating the data dictionary/schema on demand ensures that any documentation is current. Database queries can be created through the Dynamic Reporting module.
System	47	Enterprise Mobile is a client-installed application supported on Windows devices. Tyler's Law Enforcement and Fire Field Mobile apps are supported on iOS and Android devices.
System	54	Incident, Case, Case Supplement, Arrest, and Vehicle Impound are standard and included with Field Reporting. Any digital file (scanned, PDF, Word, etc.), including forms, can be attached to any of the field reports listed. Custom forms can be created at implementation but will require additional services/cost.
System	55	Tyler's proposal includes our Public Safety Insights with Citizen Connect.
System	66	Enterprise CAD and Enterprise Mobile are client-installed applications supported on Windows devices. Enterprise Records and CAD Web Monitor are browser-based.
System	67	Specially designed for officers working in a tactical environment and one of the main data entry points for Law Enforcement Records, Tyler's Field Reporting limits "heads down" report entry. All data entry forms, fields, labels, print design, etc., allow for complete customization. Users can configure default values for reports, request error checking, and copy values from report to report. The application supports a configurable workflow in which report types can be designated as requiring supervisor approval or not; the officer simply submits one or more reports, and the application manages the routing.
System	68	Field Reporting is designed to help officers submit reports error free. Logic is built into field report forms during implementation. Reports can be submitted with errors, but this is not typical. Supervisors can review reports prior to submission to LERMS and reject them to the reporting officer for correction. Records personnel can also reject a report back to the reporting officer for correction.
System	76	Enterprise CAD supports configurable user workspaces based on individual or template configuration.
System	81	Users can search State/NCIC and local databases with one query.

C. Program Approach and Timeline

Responses to RFP Scope of Work

General System Requirements

Tyler provides the items listed in the General System Requirements sub-section of the City's Scope of Work with the following exceptions and/or clarifications:

C. Open System Architecture: The system should be open, allowing for access to as many regional information sources as possible. The system should have Service Oriented Architecture (SOA) and/or Application Programming Interfaces (API) technology incorporated for digital transformation and data sharing.

Tyler provides most interfaces using our internally developed Interoperability Engine, designed to provide a service-orientated architecture to deliver standards-based data exchange. Individual interfaces or adapters can be deployed for almost any external system. This could be a data export to a data warehouse (Law Enforcement Information Exchange (LInX), COPLINK, National Data Exchange (N-DEx)), or it could be a full two-way exchange of data using National Information Exchange Model (NIEM) or any other specification. With IOE, an interface can be modified, configured, and deployed without affecting the application. IOE was designed to support the industry standard data exchanges to include National Information Exchange Model (NIEM), National Data Exchange (N-DEx) and Global Justice XML (Extensible Markup Language) (GJXML). Where appropriate, industry specifications are built directly into the Enterprise application.

I. Electronic Capability: Ability to define document workflow/routing for review, approval, or informational purposes. This will likely require integration with 3rd party applications including Law Enforcement Advanced DWI/DUI Reporting Systems Crash Records Information System (LEADRS, CRIS), and others.

Tyler's proposal includes standard and custom interfaces where required for third-party integration.

O. Real-time turn by turn navigations, with audio capability that provides the option to be activated or deactivated by the officer. Commercial mapping services such as Google maps should be considered as an add-on.

Tyler's proposed solution includes auto-routing functionality that supports text directions but not audio. Only Esri-compliant mapping services are supported.

S. "Super Query" Capabilities: Ability to conduct federated queries to search multiple databases (i.e., legacy data, local, state, national), through the use of a single transaction.

Users can search State/NCIC and local databases with one query.

AA. The systems should adhere to the most recent version of the FBI CJIS Security Policy regarding user authentication, data access and dissemination, and data security in transit and at rest. The following are the future version numbers:

- *5.9.1 October 2022*
- *5.9.2 December 2022*

- *5.9.3 Spring 2023*
- *5.9.4 Fall 2023*
- *6.0 Spring 2024*
- *NIST 800-53R5 Mid 2024*

Tyler complies. Development is researching and reviewing the future versions.

CC. Privacy constraints must be managed to not only limit access to authorized internal users, but also to define dissemination constraints.

Data sharing can be controlled through allowed ORIs and search, view, and use permissions. Additionally, individual records can be locked or sealed to control access to a group within an agency ORI.

DD. Key in defining the dissemination constraints is not only the ability to capture these sharing constraints, but also the ability to forward and enforce those restrictions to all other stewards of that data. A capability to set privacy and dissemination restrictions must be available at several levels including all data shared, data conditionally shared, and no data shared.

Data sharing can be controlled through allowed ORIs and search, view, and use permissions. Additionally, individual records can be locked or sealed to control access to a group within an agency ORI.

Software Requirements

A. Computer Aided Dispatch (CAD)

i. System Availability: The CAD application should be available at a 99.99999% uptime rate (five nines).

Tyler's licensed software provides a high degree of availability, and our targeted attainment goal is 100%. However, there are many system components and operational variables that are beyond our control. These other system components and variables may and can impact this requirement. When using cloud vendors, Tyler is only able to commit to the service level agreements (SLA) available from the vendor being utilized. If the actual attainment falls below 99.9%, then you may be entitled to credits as indicated in the Client Relief Schedule found in the Service Level Exhibit in Tyler's sample agreement (separate attachment to this response). Tyler's Enterprise Public Safety solution provides protection by leveraging multiple availability zones in real-time, which allows for a higher level of availability and reduced downtime for maintenance. For the current SLAs on compute service levels from Tyler's preferred cloud vendor, Amazon Web Services (AWS), please refer to https://aws.amazon.com/compute/sla.

vii. Provide the ability to separate information based on need to know, examples include CJIS and HIPAA requirements. Additionally allow for the restriction of CAD events, on the fly, based on the need to know involving special circumstances such as high-profile events or other potentially controversial situations.

CJIS/NCIC and HIPAA/PII information can be restricted to certain ORI/FDID users based upon Allowed ORIs permissions. High profile incident records can be restricted in Enterprise LE Records via the Record Locking/Sealing functionality.

ix. There should be no redundancy or duplication of effort, where data has been entered, it should be a one-time event, no exceptions.

Although the proposed solution does not offer "on- time capture with no exceptions," it is designed to reduce manual entry and duplication of effort. For example, CAD calls for service are transferred to the LE

Records Incidents module and Field Reporting to be used to begin reports. Master indices for persons, businesses, vehicles, locations, guns, and alerts allow for information entered once into the system to be accessed by authorized users from anywhere within the Tyler suite of products.

B. Records Management

i. System Availability: The RMS should be available at a 99.99% uptime rate.

Tyler's licensed software provides a high degree of availability, and our targeted attainment goal is 100%. However, there are many system components and operational variables that are beyond our control. These other system components and variables may and can impact this requirement. When using cloud vendors, Tyler is only able to commit to the service level agreements (SLA) available from the vendor being utilized. If the actual attainment falls below 99.9%, then you may be entitled to credits as indicated in the Client Relief Schedule found in the Service Level Exhibit in Tyler's sample agreement (separate attachment to this response). Tyler's Enterprise Public Safety solution provides protection by leveraging multiple availability zones in real-time, which allows for a higher level of availability and reduced downtime for maintenance. For the current SLAs on compute service levels from Tyler's preferred cloud vendor, Amazon Web Services (AWS), please refer to https://aws.amazon.com/compute/sla.

ii. Any modules should be supplanted with the features noted herein and the RMS should completely integrate with CAD to allow for the bi-directional free flow of information, including electronic signatures so that end users experience a seamless workflow without issues. Further, all modules are completely integrated so there is no duplication of effort. There should be no redundant effort, where data has been entered, it should be a one-time event that populates across all systems, no exceptions.

Although the proposed solution does not offer "on- time capture with no exceptions," it is designed to reduce manual entry and duplication of effort. For example, CAD calls for service are transferred to the LE Records Incidents module and Field Reporting to be used to begin reports. Master indices for persons, businesses, vehicles, locations, guns, and alerts allow for information entered once into the system to be accessed by authorized users from anywhere within the Tyler suite of products.

vi. Forms: User friendly custom form creation is desired, so that custom, agency specific forms, can be created by the end user. This feature or module should allow the creation of custom forms in a manner that requires minimal training or technical capability by the end user.

Agency-specific, custom forms can be created at implementation by Tyler staff; additional discussion is required to determine scope and cost.

C. Mobile

The Mobile solution must be capable of operating in portable environments such as vehicle or foot patrol and function equally well on a ruggedized laptop or mobile device such as tablet, smart phone, etc. The mobile application should permit users to status their unit with one touch, messaging, routing to an incident using turn-by-turn directions with audio capability, display precise location of incident on a map, to include accurate block ranges, display CAD notes including premise and person information, and access to pre-plan information. Users will use SSO to log-in and log- off, and populate CAD/RMS with personnel, shift, unit, and area or special assignment.

Tyler complies with the above requirements except for audible directions. Routing supports turn-by-turn directions in text format.

i. Be web based and compatible with Windows/MacOS/iOS/Android products.

Enterprise Mobile is a client application supported on Windows devices. Law Enforcement and Fire Field Mobile mobility applications are designed for iOS and Android devices.

Contractor Responsibilities

A. CJIS Certification

All Tyler personnel working at a client site where they may be exposed to National Crime Information Center (NCIC) or Criminal Justice Information Services (CJIS) information are CJIS certified at level 4.

B. Background Checks

Tyler conducts routine background checks as part of pre-employment screening. Any additional background checks for Tyler personnel providing onsite services must be mutually agreed to by Tyler and the City.

C. Data Stored in the United States

Tyler's Enterprise Cloud deployment model utilizes two availability zones (datacenters) within one region (cluster of three geographically separated datacenters). The solution will be deployed in an Amazon Web Services (AWS) GovCloud region (East or West). Data is stored in the U.S.

D. Federal, State, Local Governing Rules, and Regulations

Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract. To the extent compliance requires a modification to the Tyler software, Tyler will provide that modification according to the provisions set forth in Exhibit C to the Tyler contract or as otherwise agreed to by the parties.

E. 24x7 Access and Use of the Software Solution

The City will have 24x7 access and use of the proposed software solution.

F. 24x7 Technical Support

Tyler offers Emergency/24x7 support as a standard benefit for CAD software; this premium support option may be purchased for other applications.

G. Work with City Staff to Implement

Tyler works with client management to co-manage the implementation project. Your Tyler support team includes a project manager to oversee the successful implementation of the project and application specialists to install software and provide on-site education and training and ongoing support.

H. Provide Training and Support

Tyler provides the implementation, training, and support services for our proposed software.

Implementation and Training Requirements

Please refer to the proposed services (Project Management, Training, Support, etc.) information included in this section, as well as Tyler's sample statement of work and sample project schedule/plan for more detailed information regarding Tyler's services.

A. Data Conversion

Tyler offers options for handling legacy data:

1. **Full conversion of legacy data into the new system**
   - **Pros**: All data is available in one location.
   - **Cons**: Data from the legacy system is not as clean as new data; therefore, the new system starts with bad data. A large number of duplicate global subjects and vehicles will affect system usability. The conversion process is very time-consuming for the client and may impact the overall project timeline.
   - **Extent of disruption to normal operations**: Requires some downtime, but Tyler will work with the City to schedule it for a convenient time.
2. **Partial conversion of legacy data into new system**. Tyler will work with the client to define rules to filter data.
   - **Pros**: Useful information is available in the new system.
   - **Cons**: Some information may be more time-consuming to access; this becomes less of an issue over time.
   - **Extent of disruption to normal operations**: Requires some downtime, but Tyler will work with the City to schedule it for a convenient time.
3. **Move legacy data into Tyler's cloud-based data archive solution**
   - **Pros**: Built on Amazon Web Services (AWS) Government Cloud (GovCloud), the solution provides easy access to data and meets all necessary CJIS security requirements (data encryptions, authentication, etc.). The process of migrating data to the data archive is much simpler and therefore less expensive. It is also less time-consuming for the client, allowing them to focus on more important tasks like configuration, testing and training.
   - **Cons**: Legacy data is stored in a separate application. While this may cause some inconvenience in the short term, it will quickly become less of an issue and the client benefits from a system with data that is clean and accurate.
   - **Extent of disruption to normal operations**: No downtime required.
4. **Create an offline copy of the database for query**
   - **Pros**: The new system is not cluttered with bad data.
   - **Cons**: Historical information may be more time-consuming to access, although this becomes less of an issue over time.
   - **Extent of disruption to normal operations**: No downtime required.

Tyler recommends option 3 above to give users easy access to information without the time and expense of data conversion. Tyler will use internally developed scripts to load the data into a web-based archive, maintaining the original structure and values. Configurable search and display pages within the archive application will enable users to easily find, display and print information. This solution will also include limited imports of location alert, on-hand property and active warrant data needed in the production system at go-live. Use of Tyler's data archive saves the City from having to cleanse legacy data, map it to common data values (although some mapping to alternate values will be necessary), adjust the data values to align with new business rules, and test legacy data in the new system.

Our Data Archive solution is discussed in more detail later in this section.

B. Training

As part of our overall training and implementation methodology, we focus on two general types of training for new clients: training that is geared and completed with the project leads (or "configuration team") and training that is targeted for the end users. Typically, we provide end user training for CAD users and train-the-trainer training for all other applications.

Tyler's proposed training will be conducted at the Agency's site. Tyler provides training documentation. During the RFP evaluation period, Tyler can provide the City with copies of our documentation upon completion of a non-disclosure agreement.

Although our standard methodology involves performing configuration and training activities during normal business hours (8:00 a.m. to 5:00 p.m. local time), Tyler understands the difficulty of scheduling personnel around a 24/7/365 operation. Tyler will work with the City to devise a schedule (that may include evening/night training) that will work for both parties.

A sample project schedule that includes training is attached in this section.

C. Testing and Acceptance

Tyler will work with the City to develop a mutually agreeable testing and acceptance plan. Please see the additional testing information later in this section.

D. Maintenance and Client Support

Upgrades

Tyler provides upgrades of its application software as part of the maintenance agreement.

Support via Remote Access

Some support calls may require further analysis of the client's database, processes, or setup to diagnose a problem or to assist with a question. Tyler uses industry-standard remote support tools to quickly connect to a client system and view the site setup, diagnose problems, and/or assist with screen navigation. This quick and direct view of a reported issue enables our support personnel to quickly assess the situation and perform work as if they were actually present at the client location, facilitating clear communication and more timely issue resolution. At no time do Tyler personnel have unauthorized access to your system. The City must grant authorization for the remote access session.

No additional hardware or software is required for purchase.

Overall Client Support Program

Tyler provides ongoing support for our licensed software; our support services, including the following topics, are described in detail later in this section:

- Release management of upgrades, enhancements, bug fixes, etc.
- Definition of case severity and response time and resolution targets
- Customer support hotline hours of availability
- Types of support offered – telephone, online, email
- Ongoing training and learning via our continuing education platform, Tyler University
- User groups

- Escalation paths
- Description of our Post- Go-Live Managed Services Tyler's Managed Services that covers the infrastructure, operating system, database, and our own application software

Tyler does not differentiate services during and after a warranty period.

Access and Ownership of City Information

The City owns its information and data that are in the system and has 24x7 access to its information.

i. Project Methodology

Tyler's project services and implementation practices are described in detail in this section.

ii. Legacy Data Access

Tyler proposes moving the City's legacy data into our archive solution, built on the Amazon Web Services (AWS) Government Cloud (GovCloud), to give users easy access to information without the time and expense of data conversion. Tyler will use internally developed scripts to load the data into a web-based archive, maintaining the original structure and values. Configurable search and display pages within the archive application will enable users to easily find, display, and print information. This solution will also include limited imports of location alert, on-hand property, and active warrant data needed in the production system at go-live.

Advantages of this approach include the following:

- Substantially eliminates the need for the client to:
  - Cleanse legacy data
  - Map legacy data to common data values
  - Adjust legacy data values to align with new business rules
  - Test legacy data in the new system
- Provides all necessary security required by CJIS requirements: data encryptions, authentication, etc.

iii. Implementation Methodology

Tyler's professional implementation services, including Project Management, Training, etc., are discussed in more detail in this section. We have also attached a sample statement of work that describes Tyler and City responsibilities throughout the project.

iv. Change Management Plan and Practice

Public sector organizations of all sizes find it challenging to adopt new approaches and processes. But it is only through enterprise-wide adoption of the new software that Tyler clients can realize the biggest improvements to efficiency, data access and cost savings.

Although client leadership is responsible for change management within the client organization, Tyler's project manager can assist with the human side of change. Effective communication is one of the core components of change management, and Tyler recommends employing a top-down approach to provide consistent coaching and reassurance and to drive buy-in.

As a company, Tyler embraces the following principles and utilizes each in an effort to mitigate potential change management issues:

- *Start to Finish:* Change management must begin early on, and extend through and beyond the transition to the new system. Creating ownership early on is absolutely essential to a successful implementation.
- *Integrated and Holistic Approach:* Change management strategies must be integrated into overall project management and not treated as a separate and distinct effort. Additionally, since most agencies experience multiple changes at any given time during the project, change strategies and efforts should be managed in a holistic way.
- *Collaborate and Leverage Strengths and Experience:* Internal capabilities, organizational knowledge and relationships and Tyler's experience and expertise in navigating change should all factor into the implementation plan. Collaboration and engagement are essential to building support, establishing ownership and gaining buy-in from all affected users.
- *Engage and Rely Upon Key Stakeholders:* Identifying and empowering representatives from primary stakeholder groups is fundamental to an effective change program, allowing the project team to obtain critical feedback on client needs and change acceptance at key milestones.
- *Build on Established Change Methodology:* Tyler can build on the client's established change methodology, if and where it exists, by lending advice on practices that we have seen as effective with other similar projects.
- *Create Frameworks and Build Capability:* The most successful projects are those that build lasting capability within the organization, allowing internal resources to create and support lasting change.

v. GIS Approach and Maintenance Plan

Please also refer to the attached sample statement of work for additional information.

Below are brief summaries of the GIS milestones, in chronological order, through the life of the GIS Implementation process:

Conduct the GIS Conference Call

This call's purpose is to introduce your agency's GIS resources to their respective GIS resource/s. During the introduction, high-level GIS architecture, GIS data requirements, and prospective dates for data reviews will be discussed as well as any GIS related questions will be answered.

Attendees should include the following:

- Agency Project Manager/s
- Agency GIS data representative/s
- Agency software admin/s (especially CAD projects)
- Tyler GIS Resource
- Tyler Project Manager/s

Preliminary Review of GIS Data - Part 1

This data review will check for required schema elements necessary for compatibility with the Tyler Software GIS environment. GIS data can be uploaded to the Tyler Public Safety Division FTP server via the Kiteworks website.

- A Preliminary Review of GIS Data - Part 1 document will be produced to capture and communicate any missing schema requirements as well as map existing field structure to known common fields from Esri. A brief call can be conducted upon request to review any questions or concerns outlined in this document.

Preliminary Review of GIS Data - Part 2

This data review will follow up on the Preliminary Review of GIS Data - Part 1. The purpose is to review changes to the GIS data to ensure it is compatible with the Tyler Software GIS environment. GIS data can be uploaded to the Tyler Public Safety Division FTP server via the Kiteworks website.

- A Preliminary Review of GIS Data - Part 2 document will be produced to capture and communicate any missing schema requirements as well as map existing field structure to known common fields from Esri. A brief call can be conducted upon request to review any questions or concerns outlined in this document.

Build GIS Server, Install and Test GIS Data

GIS environment (Enterprise Geodatabase, ArcGIS Server, and initial map services) is deployed along with the other applicable Tyler Software Application and Database servers.

Install Mobile Features for In Car Mapping/Routing

GIS environment is properly configured to incorporate for the Mobile application, which includes additional servers and data updates to be pushed to them.

- This task will be conducted during the "Build GIS Server, Install and Test GIS Data" milestone if the Tyler Enterprise Mobile module is purchased.

Primary Review of GIS Data

This data review will check attribute information in terms of Geocoding and Routing (CAD), as well as spatial validity of supplied GIS data.

- A Primary Review of GIS Data document will be produced, as well as related GIS data contained in a File Geodatabase (FGDB). This FGDB will contain GIS data that is currently used in the system as well the output from the Primary Review. Typically, the results of this review will be discussed in the GIS Overview (next milestone) however a brief call can be conducted to bridge any scheduling gaps.

Provide Overview of GIS within Tyler and Update Process

This session is designed to discuss the GIS environment, best practices for maintenance, and steps for updating or settings, GIS data, and visual maps.

Provide Overview of CAD GIS

This session is designed to discuss the overlap of GIS and the Enterprise CAD application and occurs during the CAD Build week 1. Typically, this centers on Response Polygons, Common Names, Venue Maintenance, and GIS administration.

Provide Refresher GIS Overview

This session is designed to review the system setup, answer any outstanding questions that may have surface via testing or training, and refresh the best practices and system update procedures.

Conduct Pre-Go-Live Readiness Assessment - GIS

This assessment will evaluate the GIS side of the software to ensure that GIS-related functionality within the software is responding as expected. The GIS resource will respond and address any issues found during this task. This is an opportunity to raise additional GIS issues to the resource to be addressed during the review.

Provide Go-Live Support – GIS

A dedicated GIS resource is assigned to be on remote standby for any GIS Go-Live related issues. This task typically lasts 3 days during the client's Go-Live week. Following this task, any software related issues should be directed to support.

Pre-Go-Live Through Post Go-Live

1) Pre-Go-Live

Please refer to the Project Management and Roles and Responsibilities information included in this section.

2) Training

Please refer to the Training information included in this section.

3) Go-Live

The project team will be assigned during the Initiate and Plan stage of the project and will include members with expertise based on the services agreed to between the City and Tyler, with a key objective of maintaining project team continuity throughout the project. Project team members will be assigned specific activities during the project lifecycle and will be dedicated during these scheduled activities. Outside of the scheduled activities, project team members will be available for consultation, coordinated through the project manager.

Please refer to the Project Management and Roles and Responsibilities information included in this section.

4) Post-Go-Live

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

These activities are identified in the Production Stage. Steps include:

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

Please refer to the attached sample statement of work for more information.

5) City Requirements That Cannot Be Met

Please refer to the "Responses to RFP Scope of Work" included above in this section.

6) Subcontractors – Addressing Issues

Tyler will serve as the sole point of contact between subcontractors and will coordinate the work with our subcontractor, Emergency Networking. Tyler will provide overall system integration services, perform contract management and administration, and schedule the subcontractor.

Please refer to the Maintenance and Services Agreement information included in this section.

7) When Written Deliverable Reports Are Provided

Please refer to the following Project Deliverables chart.

			Project Deliverables Chart			
Stage	Work Package	Work Package Name	Deliverable	Description	Dependencies	Acceptance
1 – Initiate and Plan	1.1	Initial Coordination	Project Start-up Packet	Presentation used during Initial Project Start-up call/ communications.	Contract Execution	Control Point 1
	1.2	Project / Phase Planning	Draft the Initial Project Management Workbook (PMW)	Microsoft Excel workbook utilized for day-to-day management of key project items: Actions, Issues, Risks, Decisions, etc.	1.1	Control Point 1
			Draft the Project Plan	Microsoft Project work breakdown structure	1.1	Control Point 1
			Finalize the Project Plan		1.2	Control Point 1
	1.3	Infrastructure Planning	Draft Technical Services Plan(s)	Documentation pertaining to installation of Standard solution (in environment).	1.1	Control Point 1
			Finalize Technical Services Plan(s)		1.3	Control Point 1
2 – Access and Define	2.3	Conversion Assessment	Draft Data Conversion Plan	Data File Conversion scheduling details, delivered as part of PMW.	Stage 1	Control Point 2
			Data File Conversion Specifications	Detailed descriptions for entities and assumptions surrounding each entity to be converted into Solution.	2.3	Control Point 2
			Finalize the Data Conversion Plan		2.3	Control Point 2
	2.4	Modification Analysis	Draft Requirements Definition Documents (RDs)	For identified customizations, documentation surrounding functional requirements.	Stage 1	Control Point 2
			Finalize Requirements Definition Documents		2.4	Control Point 2
3 – Prepare Solution	3.2	Configuration	Configuration Plans	Configuration-related worksheets used as a guide for build out of solution (by Application).	3.1	Control Point 3
	3.4	Conversion Delivery	Data Conversion Pre-Go-Live Approval	Formal acknowledgement of Conversion acceptance prior to End User Training, based on multiple iterations prior to Go Live.	2.3; 3.3	Control Point 3

Project Deliverables Chart						
Stage	Work Package	Work Package Name	Deliverable	Description	Dependencies	Acceptance
4 – Production Readiness	4.1	Solution Validation	Functional Test Checklist(s)	Guidelines to facilitate Solution testing.	Stage 3	Control Point 4
	4.2	Go Live Readiness	Pre-go-live Readiness Checklist	Guidelines to facilitate decision to move into Transition Phase.	4.1	Control Point 4
			Go-Live Cutover Plan	Documentation to facilitate cutover event from Pre-Live to Live	4.1	Control Point 4
	4.3	End User Training	Training Lesson Plans	Guidelines for preparation of Departmental/End-User Training on de-centralized features.	4.2	Control Point 4
			Training Evaluation	Assessment to facilitate determinations of User knowledge adoption.	4.3	Control Point 4
5 – Production	5.1	Go Live	Pre-go-live Technical Services Checklist	Reference materials to facilitate pre-go-live environment review	Stage 4	Control Point 5
			Data Conversion Pre-Go-Live Approval	Formal acknowledgement of Conversion acceptance prior to applying final conversion into Live Environment.	Stage 4	Control Point 5
	5.2	Transition to Client Services	Client Success Transition Plan	Deliverable formalizing project closure, and transition to long-term Account Management.	5.1	Control Point 5
	5.3	Post Go Live Activities	Post Go-Live Checklist	Technical health-related guidelines to augment Project Plan and PMW through Transition Phase (by Application).	5.1	Control Point 5
6 – Close	5.1, 5.2	Phase Close Out; Project Close Out	Project Plan (MPP)	Final update and review.	Stage 5	Control Point 6
All	All	All	Customer Status Reports	Monthly status information, including summary of key issues, schedules and financials.		
			Status Calls/Agenda	Agenda and Minutes associated with periodic project status updates.		
			Contract Addendum	Scope management deliverable required for amendments to Agreement software/licensing.		

Project Deliverables Chart						
Stage	Work Package	Work Package Name	Deliverable	Description	Dependencies	Acceptance
			Contract Change Order	Scope management deliverable required for all other adjustments to Agreement.		
			Agendas	Documentation provided by Implementation resources to highlight pre-requisites for project interactions, and to highlight results of project interactions.		

vi. Service-Level Agreements

Please refer to Tyler's sample Agreement attached in Section 7 of this response.

Please also refer to the Maintenance and Support Agreement information included in this section for more detail.

Project Management Plan

Since 1981, Tyler's Public Safety Division has successfully implemented more than 1,800 solutions in cities and counties across the country. Our clients have partnered with Tyler to deliver their mission critical objectives. We are proud to have some clients as partners for over 30 years.

This long track record of success results from a solid, professional approach to project implementations. Tyler understands that a successful project begins with good communications and planning and proceeds via adherence to good project management discipline.

Project Management Approach
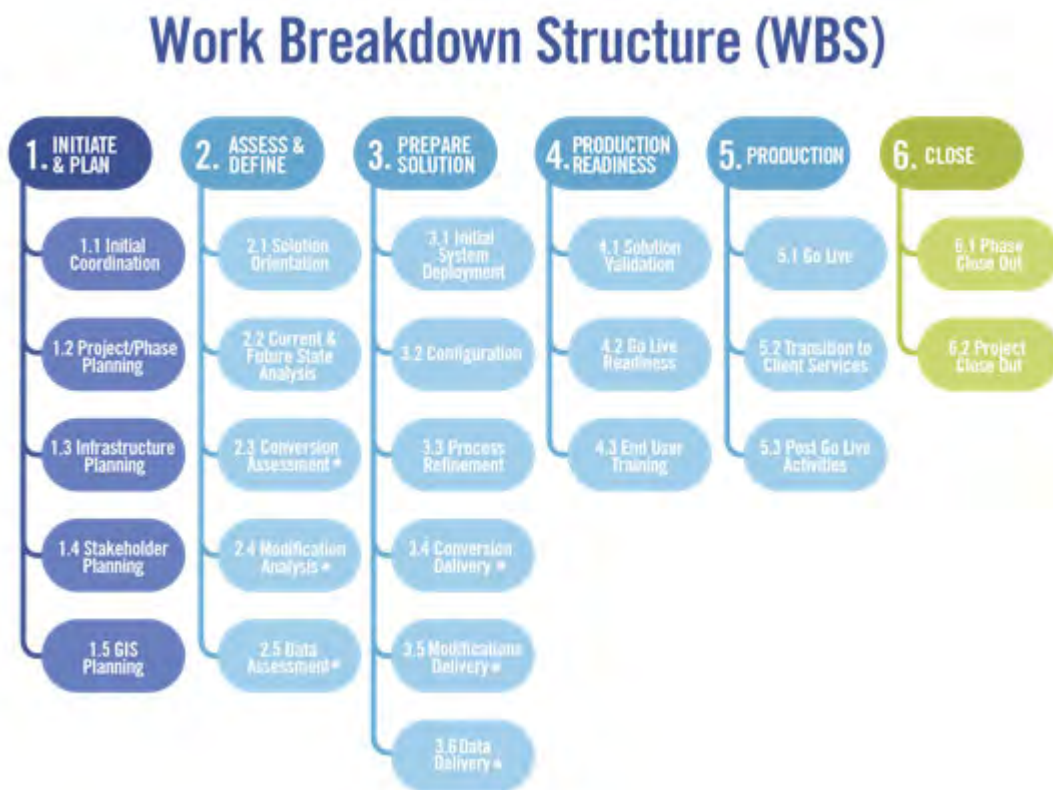
Upon contract award, Tyler will assign a project manager. The project manager will execute Tyler's six-stage methodology. Each of the six stages comprises multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and 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 the City's complexity and organizational needs while serving as the roadmap for the successful conduct of the project. This approach affords both City and Tyler management the opportunity to ensure that the project is proceeding per plan through an organized methodology and communication structure.

The six stages of each implementation are Initiate and Plan, Access and Define, Prepare Solution, Production Readiness, Production and Close. The following pages provide an overview of the steps and activities completed in each phase.

Initiate and Plan Stage

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.

Upon execution of the contract between the City and Tyler, the Tyler Account Leadership and Project Management teams are officially assigned. A professional services manager will call the appropriate City contact to introduce the project manager. During the call, they will review the high-level expectations for the project, team responsibilities and the methodology. They will also establish a calendar for the first activities.

Internally at Tyler, the designated project manager begins project initiation. The Tyler Operations Team reviews the final agreement and confirms the general tasks, requirements, and deliverables necessary for the successful implementation of the project. Each member of the Operations Team reviews their responsibilities for fulfilling the specific project requirements.

The system assurance technical lead will coordinate and facilitate a conference call with the City to address infrastructure planning. The key objective of this conference call is to ensure that the City understands what information is needed for the infrastructure planning process to be successful and to establish an agreed upon timeline for this information.

The project manager then establishes the initial draft of the Project Plan (post contract approval). Review of this plan will occur during formal project planning meeting(s) with City and Tyler staff. This meeting will address the overall implementation strategy, roles, responsibilities, and the project methodology that will be used to support a successful project. A high-level review of project scope, City workflows, policies and requirements will be discussed. This interactive exchange lays the foundation to facilitate discussions related to a proposed timeline, custom requirements, and an initial training schedule.

A key City task is to identify the operational stakeholders from functional areas that are the subject matter experts (SMEs) and assign them to support the project development and implementation. The SMEs play a critical role to ensure that the final application configuration meets the needs of the City and that City personnel are prepared to adopt and effectively leverage the new applications.

Within the Project/Phase Planning work package, Tyler and City staff will initiate the Project Management Plan, which is used throughout the project to capture information related to communication planning, roles and responsibilities, risks, decisions, changes, action items and issues.

At the end of this stage the Stakeholder Meeting is conducted. Communication of the project planning outcomes to the City project team, executives and other key stakeholders is vital to project success. The

Stakeholder Meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the City team. During the meeting, the goals and objectives of the project will be reviewed along with detail on project scope, implementation methodology, roles and responsibilities, project timeline and schedule, and keys to project success.

The following activities are completed during the Initiate and Plan Stage:

- Initial contact with the City
- Assignment of the Tyler teams
- Internal project review
- Project infrastructure set up internally at Tyler
- First iteration of Project Plan
- Formal Plan Meeting scheduled
- Initial System Assurance/GIS discussions
- Formal project planning meeting(s) held
- Project Management Plan initiated
- Project Plan finalized and approved
- Stakeholder Meeting conducted

Access and Define Stage

The Assess and 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. The City collaborates with Tyler, providing complete and accurate information to Tyler staff and assisting in analysis and understanding of current workflows and business processes.

Detailed requirement planning and the documentation of the initial application validation set decisions are also addressed in the Access and Define stage of the project, as are analysis and planning for Data Conversion, if applicable. Data Conversions are a major effort in any software implementation. The first step in this process is to perform an assessment of the existing ("legacy") system(s) to better understand the source data, risks, and options available. Additionally, when applicable, the analysis for custom interfaces will be completed.

The following activities are completed during the Access and Define Stage:

- Documentation of future state decisions and configuration options to support future state decisions
- Modification specification document
- Assess and Define Stage Acceptance Criteria:
    - All stage deliverables accepted based on criteria previously defined
    - Solution Orientation is delivered
    - Conversion data extracts are received by Tyler

Prepare Solution Stage

During the Prepare Solution stage, information gathered during the Initiate and Plan and Assess and 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 that business requirements are met.

The Prepare Solution stage includes the work required to configure and prepare the City's solution for live production use. Tyler's public safety software is a commercial off-the-shelf (COTS) product that can be made ready to operate "out of the box" without customization. Most activity performed during this phase is focused on the setup, configuration, and data preparation specific to the City's environment and operational preferences.

The Prepare Solution stage begins with software and database installation. The software and database will reside in the cloud, and Tyler staff will establish, test, and verify network connections. The geo-files and map data are installed and tested.

Available state-specific data and the application validation set decisions that are documented in the Access and Define Stage support the initial configuration of the state- and City-specific layers. Tyler has developed a number of tools to streamline the implementation process for these database layers, which also reduce effort on the City's end. The reduced time spent configuring the system allows for a more focused approach on fine-tuning agency-specific workflows and provides for a better utilization of agency resources.

Tyler also develops and maintains state-specific requirements for IBR and Accidents, which are loaded prior to arrival of the first training resources on-site. Loading the several hundred validation set entries required for IBR and Accidents directly from documentation provided by each state increases the accuracy of this information and reduces the amount of time required for obtaining certification where required. The final database layer represents configuration changes that are tailored to support the City's specific business practices. Upon completion of this step, the COTS software is ready to use.

If applicable, Conversion Delivery occurs during this stage. The purpose of this task is to transition the City's data from the 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. With guidance from Tyler, the City will review specific data elements within the system and identify/report discrepancies. Iteratively, Tyler will collaborate with the 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).

Tyler installs the standard interfaces and they are tested. Also, if applicable, custom interface delivery will occur during this stage. Tyler will configure and test internally any custom interfaces included in the project. The timing of the delivery and installation of customized interfaces corresponds to the decisions made and documented in the finalized project plan and may be considered for post go-live implementation.

The following activities are completed during the Prepare Solution Stage:

- Configuration of the cloud deployment
- Software and database installation
- Geo-file implementation
- System Administrator Training
- Configuration finalization
- Interface installation/configuration
- Custom component delivery (when applicable)

Production Readiness Stage

Activities in the Production Readiness stage will prepare the City 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 organization's readiness for go-live.

Once the system is built, Tyler and City staff will conduct Solution Validation of the installed system. Solution Validation encompasses a hands-on review of each implemented application from the user/administrator point of view and every project configuration element as it relates to a particular workflow process. The City SMEs and leadership are actively involved in this review. As the software is highly configurable, any recommended configuration changes are captured during Solution Validation and the City SMEs are trained to implement and test the configuration modifications.

The decisions made through this review and the setup tasks performed by the City SMEs will define the overall system workflows, feature availability, user experiences and report-generation processes for ongoing operation after go-live. Tyler will provide System Administrator Training to the SMEs to enable them to complete this work.

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

The final step of this stage is end user training. This is completed for all users as close to the Go-Live date as possible to maximize knowledge retention from the training.

The following activities are completed during the Production Readiness Stage:

- Solution Validation completed
- Update Go-Live action plan and checklist
- End user training occurs
- Agreement to Go-Live

Production Stage

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 the 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 the 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 operation and maintenance of the Tyler software.

During the Production stage, users are instructed to stop using the old system for a short time while the new system is transitioned into production. Pre-defined operational procedures are followed for any activity that occurs while the old system is shut off and the new system is not yet operating. The software is then brought into production and users are instructed to begin using the new system for normal activity.

At this point, the final Data Conversion (when applicable) is run to capture each transaction from the old system. The converted data is loaded into the production system, making historical data available in the new live environment.

Tyler team members will be on site during the Go-Live to help reinforce training, answer questions and provide SME support. They also serve as a communication conduit with Tyler staff standing by at headquarters if additional support is required.

During Go-Live, the Support team is introduced. Call center and phone support training is provided.

Following Go-Live, post Go-Live support is provided and any post Go-Live tasks are completed, such as support for the initial submission of state reports using data generated in the new system or implementation of post Go-Live deliverables.

The following activities are completed during the Production Stage:

- Go-Live event
- Data Conversion executed (when applicable)
- Post Go-Live support
- Implementation of post Go-Live deliverables
- State Reporting submission support

Close Stage

The Close stage signifies full implementation of all products purchased and encompassed in the phase or project. The City transitions to the next cycle of their relationship with Tyler (next phase of implementation or long-term relationship with Tyler Client Services). The Close stage also includes work to complete any administrative tasks required to close the project.

The following activities are completed during the Close Stage:

- Final review of tasks
- Project Close sign-off
- Client Services Team engaged to support the City

Application Software Documentation

Tyler provides documentation for all licensed applications, including the following publications:

- System Basics Guide
- User Guide
- System Administrator Guide
- Software Installation Guide
- Report Guide
- Product Enhancement Guides

Documentation includes task-oriented step-by-step instructions with screen shots illustrating each module and feature of the applications. All guides include a detailed Table of Contents and Index to help users find their topic quickly and easily.

Documentation is available to all clients in PDF for download at the TylerTech.com/Client-Support website. Documentation is also provided in hard copy upon request.

Online Help

Online Help is available for Enterprise CAD and Enterprise Records. This feature is familiar to all users with experience using Microsoft desktop applications because it is similar to Windows Help features. The online help is context-sensitive, automatically providing information related to the active window or tab. Users may also perform keyword searches for topics or browse Help using the topic index.

Online Help and printed documentation cover, in different formats, much of the same information. Often the manuals are more thorough than the Online Help.

Training Services

In order to retain a *Client for Life*, it is crucial to have a successful, solid long-term training strategy. As a result of our extensive public sector experience, Tyler has developed a variety of comprehensive training methods that fall into two categories: Training for New Implementations and Ongoing Training Opportunities provided through our Client Success Team.

Training for New Implementations

Professional training makes up the bulk of the Production Readiness stage of our projects and is one of the most essential steps in order for the City to maximize the benefits of your new computer solution from Tyler. Because of the different levels of experience and expertise among our clients, each training plan is tailored to meet your specific requirements.

Implementation Timeline: Training Services
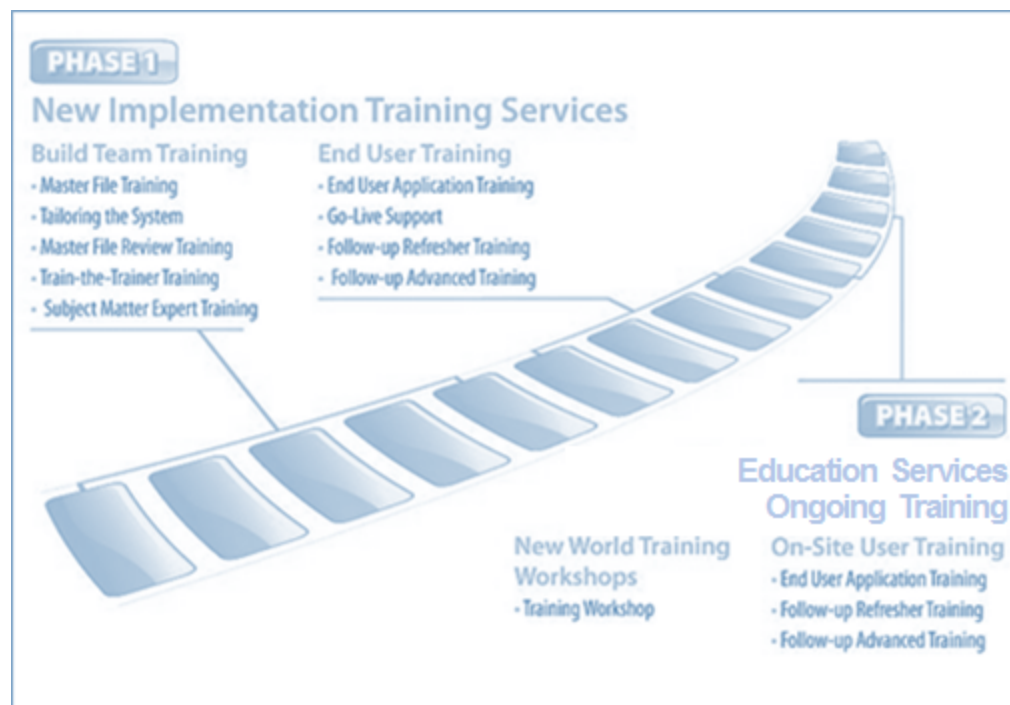
Training Plan

Prior to any training commencing, Tyler, together with your staff, will develop a comprehensive training plan as part of our overall implementation plan that will be reviewed and approved by the City team. The plan will define a detailed course of action to guide the progress of the project training for the system. The plan will include course outlines, proposed schedules, location of the training, recommended and required attendees, hardware requirements and methodology of instruction.

Training Methodology

As part of our overall training and implementation methodology, we focus on two general types of training for new clients: training that is geared and completed with the project leads (or "configuration team") and training that is targeted for the end users. For typical implementations, CAD users are trained by Tyler Implementation Consultants. For all other applications, end users are trained by agency-certified trainers who have completed the train-the-trainer course taught by Tyler Implementation Consultants.

The appropriate one to two team members that make up this configuration team will vary from client to client. Each application will have a defined configuration team: CAD, Law Enforcement Records, , Mobile, Field Reporting, etc. Typically, these are individuals who are of a supervisory capacity and have the ability to make decisions relative to workflow within their department and take ownership of the process to help make the implementation successful. Tyler has built the following two phases of configuration team or project leader training into your implementation plan:

- **Tailoring the system** to specific client needs is completed during and after the Master File training. Client tasks include configuring system settings, setting up user security and determining report groupings, etc. Tyler works closely to train our clients on best practices as they relate to these tailoring tasks. Our highly configurable solution allows the client to use the system in the way that best fits their procedures. Plans are also made during this phase to tailor the training based on the workflow at each client location.
- **Train-the-Trainer training** sessions consist of a Tyler Implementation Consultant providing on-site detailed training to agency representatives. The train-the-trainer course is designed to take agency-certified (either locally or by their state) trainers, train them on Tyler's software, and certify that they have the knowledge base to successfully train the other members of their agency. This training includes problem-solving techniques to ensure an effortless transition with minimal interruptions during their training sessions. Additionally, the students of this course will be provided with training tips and detailed lesson plans on their specific application(s) in order to train their agency members.

Tyler has built the following two phases of end user training into our training methodology:

- **End user training** is based on specific client workflow for each module of the proposed software. This training has been set up to allow either Tyler staff or agency-certified trainers to train each end user depending on the application. These classes are completed just prior to going live with the Tyler solution. All training will be catered to the knowledge level of the attendees. For example, PC skill training may be proposed in the beginning. This will be pre-determined through a survey and articulated in the proposed training plan. Training is optimized with a class size of no more than 8 to 10 personnel.
- **Go-live support** is provided on site to allow for a smooth transition to the new software environment. This support enables end users of the Tyler solution to become comfortable with their daily tasks in a production environment. During this week, we will introduce our Support

Services Team to the client and review procedures for using our toll-free 800 support hotline and the support website. Making a smooth transition into the use of our ongoing support team is a key part of making sure that each new client truly remains a Client for Life.

Through on-site training sessions, we offer train-the-trainer classes, direct end user classes and higher level overview classes for management. Our trainers are skilled in the organization and presentation of training materials. Several members of our training staff come directly from the user environment and have a unique understanding of the training necessary to achieve the greatest benefits from the application.

Training does not end with going live, but may continue as new software is released and/or as clients experience internal changes. Our client support staff will work around your schedule to ensure ongoing training for those that require it.

Ongoing Training Opportunities

Tyler recognizes the need our clients have for ongoing training opportunities, whether due to personnel turnover, a desire for advanced training or staff promotions that create a need for learning new applications. Tyler University is Tyler's continuing education platform. With hundreds of courses to choose from, there is something for everyone to learn at Tyler U.

- 24/7 access
- Ability to revisit important topics
- Hundreds of courses covering Tyler products
- Learn functionality before, during and after software implementations
- Reduced new employee training costs
- Monitor employee progress and transcripts
- Expand product knowledge by learning new functions
- Microsoft Office training, beginner to advanced

From the convenience of a user's office or a regional location, participants engage with Tyler's team of experts in relevant, hands-on curriculum to learn programs and processes that can be used the same day. Registrants get live, individualized guidance at the time it is needed whether they are in the same room or a virtual environment. Course selections include product-specific, in-depth training focusing on the Tyler solutions our clients use daily.

Project Roles and Responsibilities

A successful project requires effort, collaboration and coordination of both the City and Tyler staff to successfully complete the tasks to meet the project requirements. The following tables identify the required roles, responsibilities and estimated time for City and Tyler project members.

Tyler Roles and Responsibilities				
Name	**Role**	**Definition**	**Key Responsibilities / Skills**	**Commitment Timeframe**
Kevin Flynn	Vice President of Professional Services	Responsible for professional services and client support for	▪ Actively involved in the project implementation ▪ Attends several on-site project status meetings	Varies by Project

			Tyler Roles and Responsibilities		
Name	**Role**	**Definition**	**Key Responsibilities / Skills**		**Commitment Timeframe**
		all Enterprise software projects.			
Shweta Gupta	Director of Professional Services	Manages team of Tyler project managers and trainers who are responsible for the implementation of the client project.	▪ Resource Management ▪ Attends periodic project status meetings at client location ▪ Reviews project status with the Tyler Project Manager to ensure successful implementation		Varies by Project
Laura Powell	Project Manager	Individual responsible for managing the overall project and its deliverables. Will provide some of the initial setup and training and will also be a technical liaison to the corporate office.	▪ Coordinate availability of Tyler resources ▪ Tyler resource management ▪ First point of contact for contract issues ▪ Issue resolutions ▪ Tyler senior management communications ▪ Change order process ▪ Project Status Reports ▪ Overall project coordination ▪ Review Master File Build ▪ Go-Live stabilization ▪ Operational turnover		25%-plus Project duration
Sean Gallagher	Director of Professional Services	Directs System Assurance, GIS, Configuration, Training and Go Live effort.	▪ Curriculum development ▪ Manages staffing assignments ▪ Application deployment/configuration ▪ Deliver training		Varies by Project
Ryan Yoakam	Implementation Manager	Leads System Assurance effort.	▪ Implementation setup and assurance ▪ Hardware and operating system implementation ▪ Network management ▪ Testing (technical) ▪ Operational documentation		Varies by Project
Britt Wollenweber	Implementation Manager	Leads GIS Implementation effort.	▪ GIS planning ▪ Data review ▪ Planning and Base Map installation ▪ GIS Admin training		Varies by Project

Tyler Roles and Responsibilities				
Name	Role	Definition	Key Responsibilities / Skills	Commitment Timeframe
Adam Bobola	Director of Professional Services	Directs Conversion, Interface and Compliance effort.	▪ Curriculum development ▪ Deliver training ▪ End-user documentation	Varies by Project
Cindy Mikkelson	Implementation Manager	Leads Data Conversion effort.	▪ Data mapping ▪ Specification development ▪ Programming, testing ▪ Data load	Varies by Project
Nate Reynolds	Implementation Manager	Leads Standard and Custom Interface efforts.	▪ Deliver all interfaces ▪ Work with third parties ▪ Test interfaces ▪ Train System Admin on interfaces	Varies by Project
Tim Morehouse	Director of Support Services	Oversees operation of Client Support Team, including the CAD and Mobile Call Centers.	Works closely with Tyler and Client Project Manager to ramp up support team to provide support during go-live and ongoing support thereafter	Part-time End of Project

City of Round Rock Roles and Responsibilities				
Name	Role	Definition	Key Responsibilities / Skills	Commitment Timeframe
TBD	Executive Sponsor	Individual whose support and approval are required for a project to start and continue.	▪ Champion the Business Case through the approval process, ensure that funding and resources are provided for the project ▪ Build strong support for the project among key players in the organization ▪ Be a vocal and visible champion for the project and accompanying change	Project duration - Estimated 5%
Members: TBD	Steering / Governance Committee	Supporting group of individuals who oversee management of the project; committee	▪ Be a vocal and visible champion for the project and accompanying change ▪ Raise organizational risks or issues that may impact the project	Project duration - Estimated 5%

City of Round Rock Roles and Responsibilities				
Name	Role	Definition	Key Responsibilities / Skills	Commitment Timeframe
		chaired by the Executive Sponsor.		
TBD	Project Manager	Individual responsible for managing the overall project and its deliverables.	▪ Primary contact for the Tyler Project Manager ▪ Review and approve implementation schedule ▪ Final approval of Data Conversion Analysis Document ▪ Communicate and inform high-level management of project progress, issues and process changes ▪ Conduct management briefings ▪ Review and approve Tyler invoices ▪ Coordinate and manage activities of staff in fulfilling the responsibilities within the Statement of Work (SOW) and the Agreement. ▪ Identify and negotiate schedules, milestones and resources ▪ Ensure that the project is completed on time, on budget and on purpose ▪ Evaluate project status and report progress ▪ Manage scope change, communications, issues, risks and organizational change to meet project objectives ▪ Provide leadership to project team	Project duration – Estimated 50%
TBD	Lead Subject Matter Experts (SMEs) ▪ CAD ▪ Law Enforcement Records	CAD / Law Enforcement Records / Fire RMS / Mobile / LE Field Reporting Configuration Build Lead	▪ Decision-maker, workflow transition ▪ Attend and participate in the Application Configuration sessions ▪ Initial population/ongoing maintenance of data tables	Project duration – Estimated 50% Post Go live – Estimated 10%

	City of Round Rock Roles and Responsibilities			
Name	**Role**	**Definition**	**Key Responsibilities / Skills**	**Commitment Timeframe**
	▪ Fire RMS ▪ Mobile ▪ LE Field Reporting	Deep subject matter expertise, current system.	▪ Facilitate data and configuration validation ▪ Convene and manage team of SMEs for training ▪ Act as SME/support throughout training, Go Live and post Go Live	
TBD	System Administrator – Technical / Operations	Provides network services.	▪ Ensure that client (PC) environment is installed and maintained properly (i.e., hardware and system software infrastructure) ▪ Provide daily operational support of local hardware and system software infrastructure ▪ Provide daily operational support for Enterprise Standard Software to user staff ▪ Configure all aspects of the software through Agency Maintenance and System Settings ▪ Set up and maintain statutes, crime codes, validation sets, system settings and more within the software.	Project duration – Estimated 10% Post Go live – Estimated 10%
TBD	CAD / Law Enforcement Records / Mobile / LE Field Reporting Administrator – Technical / Application	Provides technical process knowledge; completes all application-related system administration. May act as a Lead SME as well.	▪ Data mapping ▪ Facilitate end user data validation ▪ Initial population/ongoing maintenance of data tables ▪ Security Permissions administration	Project duration – Estimated 25% Post Go live – Estimated 5%
TBD	Mobile / LE Field Reporting System Administrator – End User	Completes all end user-related system administration.	▪ Field Reporting user configuration ▪ Participate in / ensure data validation	Project duration – Estimated 25%

City of Round Rock Roles and Responsibilities				
Name	Role	Definition	Key Responsibilities / Skills	Commitment Timeframe
		May act as a Lead SME as well.		Post Go live – Estimated 5%
TBD	GIS SME / Core Team Member	Key project team member who represents a functional area and is engaged to help define, plan and execute the project.	Apply GIS functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: ▪ Ensure that project work satisfies the needs of the project and is completed on time and on budget ▪ Identify and mitigate risks that may impact the project ▪ Identify and resolve issues that impact the project	Project duration – Estimated 25% Post Go live – Estimated 10%
TBD	CAD SME / Core Team Member	Key project team member who represents a functional area and is engaged to help define, plan and execute the project.	Apply CAD functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: ▪ Ensure that project work satisfies the needs of the project and is completed on time and on budget ▪ Identify and mitigate risks that may impact the project ▪ Identify and resolve issues that impact the project	Project duration – Estimated 25%
TBD	Law Enforcement Records SME / Core Team Member	Key project team member who represents a functional area and is engaged to help define, plan and execute the project.	Apply Law Enforcement Records functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members:	Project duration – Estimated 25%

City of Round Rock Roles and Responsibilities				
Name	Role	Definition	Key Responsibilities / Skills	Commitment Timeframe
			▪ Ensure that project work satisfies the needs of the project and is completed on time and on budget ▪ Identify and mitigate risks that may impact the project ▪ Identify and resolve issues that impact the project	
TBD	Fire RMS SME / Core Team Member	Key project team member who represents a functional area and is engaged to help define, plan and execute the project.	Apply Fire RMS functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: ▪ Ensure that project work satisfies the needs of the project and is completed on time and on budget ▪ Identify and mitigate risks that may impact the project ▪ Identify and resolve issues that impact the project	Project duration – Estimated 25%
TBD	Mobile / LE Field Reporting SME / Core Team Member	Key project team member who represents a functional area and is engaged to help define, plan and execute the project.	Apply Mobile / LE Field Reporting functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: ▪ Ensure that project work satisfies the needs of the project and is completed on time and on budget ▪ Identify and mitigate risks that may impact the project ▪ Identify and resolve issues that impact the project	Project duration – Estimated 25%

City of Round Rock Roles and Responsibilities				
Name	Role	Definition	Key Responsibilities / Skills	Commitment Timeframe
TBD	Case Management SME / Core Team Member	Key project team member who represents a functional area and is engaged to help define, plan and execute the project.	Apply Case Management functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: ▪ Ensure that project work satisfies the needs of the project and is completed on time and on budget ▪ Identify and mitigate risks that may impact the project ▪ Identify and resolve issues that impact the project	Project duration – Estimated 25%
TBD	Property and Evidence SME / Core Team Member	Key project team member who represents a functional area and is engaged to help define, plan and execute the project.	Apply Property and Evidence functional knowledge and expertise to the definitional, planning and implementation activities of the project; in addition to the responsibilities assumed by all Core Team members: ▪ Ensure that project work satisfies the needs of the project and is completed on time and on budget ▪ Identify and mitigate risks that may impact the project ▪ Identify and resolve issues that impact the project	Project duration – Estimated 25%

Maintenance and Support Services

Client Success Organization

Tyler recognizes how important ongoing success is to our clients; therefore, we employ a team approach. To ensure success we surround our clients with a diverse team made up of the following components:

Client Success is a key component of your proposed public safety software solution. Tyler understands that in order to retain "Clients for Life" we must do more than keep our software and services up to date with technology and industry trends and requirements. To keep clients satisfied over the long term, we must provide the superior ongoing support our clients need to ensure that they get the most value out of their solutions. After all, in the overall solution lifecycle, your relationship with us will likely be the longest.

Tyler offers our maintenance and support services designed to meet all of your post-implementation support needs. Tyler does not differentiate services during and after a warranty period. To provide the highest level of service, our standard for support includes the following:

- Access to our Support Services Team via a toll-free line
- 24/7 online access to software documentation, issue tracking and reporting, educational tools and training videos and software downloads
- Release upgrades for licensed software for no additional licensing fees as part of Tyler's Evergreen philosophy
- Access to technical and business account management
- Use of the Idea Community to provide direct input into the future direction of our products
- Opportunities to participate in other active User Communities, including our annual Connect Conference, regional User Groups, and Advisory Groups
- Ongoing Tyler communications and information (via email, postings, blogs, or webinars)

The Client Success team at Tyler strives to help each of our clients become expert consumers of their solution. We understand that each client's solution is tailored to meet their unique requirements. We will work to build a relationship with each client that includes an understanding of their system and operations. Not only does this help us provide better support to each client on an individual basis, but it also helps us assist other clients with similar requirements or issues. We do this by leveraging the knowledge we have gained from similar clients.

Support Services Team

Once clients go live, they are able to utilize our Support Services Center. After a thorough and detailed turnover meeting during go live week, clients gain access to both the online portal and support telephone numbers for standard and after-hours emergency support. This turnover period is an important step in establishing a good long-term working relationship and setting appropriate expectations.

Tyler's hours of operation for standard support are during the local business hours of 8:00 a.m. to 5:00 p.m. across four U.S. time zones (Pacific, Mountain, Central and Eastern), Monday through Friday. The primary source for help and ongoing support for our public safety solution is managed via a toll-free hotline that is USA-based at our public safety headquarters in Michigan. All support and development take place at these headquarters. In addition to the service provided during standard support hours, Tyler offers Emergency/24x7 support as a standard benefit for CAD software; this premium support option may be purchased for other applications. This service is intended for emergency use and is designed to get a client system operational in the event of critical issues that arise outside of standard support availability. Whether day or night, weekday, weekend or holiday, our clients' calls for help are answered quickly by specialists ready to assist.

The strength of Tyler's support center lies in its superior staff, composed of individuals with solid technical aptitude, strong customer service skills and a detailed understanding of the application capabilities. While we do not limit access to our support center to a particular user, clients generally find it most efficient to have a few application experts and system administrators maintain the most frequent contact with us. This leads to an established working relationship and helps eliminate miscommunications and duplicate calls regarding the same issue.

Support Requests

Clients can request support as needed via any of the following methods:

- **Toll-Free Hotline**: Best method for urgent issues or complex questions
- **Email**: For less urgent situations
- **On-Line Submission (Portal)**: For less urgent and functionality-based questions
    - A built-in Answer Panel provides users with resolutions to most "how-to" and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit a support case

Case Severity Based Response Times

Each reported incident is assigned a priority level that corresponds to the client's needs. Tyler and the client work together to set the priority of the incident to achieve a shared understanding of the importance of the issue and the expected response and resolution targets in the production environment. To ensure that reported issues are resolved in a timely manner, Tyler defines its priority levels as follows:

Severity	Characteristics of Issue	Response Time*	Resolution Target*
Priority 1: Critical	Incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote locations; or (c)	Within 1 business hour of receipt of the incident	Within one (1) business day

Severity	Characteristics of Issue	Response Time*	Resolution Target*
	systemic loss of multiple essential system functions.		
Priority 2: High	Incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Within 4 business hours of receipt of the incident	Within 10 business days
Priority 3: Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Within 1 business day of receipt of the incident	With the next published maintenance update or service pack (released at least quarterly) for incidents not requiring a circumvention procedure
Priority 4: Non-Critical	Incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Within 2 business days of receipt of the incident	With a future version release

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

Case/Issue Tracking

Tyler uses an internal client relationship management tool to manage and track the history of reported issues. Every support incident is logged into the system and given a unique case number, which both clients and support personnel can use to track and reference open issues. This system provides our agents with immediate and up-to-date access to all relevant information about an agency and its system, including contact information, licensed software modules, current installed release number and all closed and open cases. It also drives what our clients see and access via the client portal.

During any call, our agent will create a case and attempt to solve the issue. All significant information, such as the error messages received, steps taken and expected results, will be collected and documented. Screen shots and log files may also be collected and attached to the case.

Remote Access

Some support calls may require further analysis of the client's database, processes or setup to diagnose a problem or to assist with a question. Tyler uses industry-standard remote support tools to quickly connect to a client system and view the site setup, diagnose problems and/or assist with screen navigation. This quick and direct view of a reported issue enables our support personnel to quickly assess the situation and perform work as if they were actually present at the client location, facilitating clear communication and more timely issue resolution.

Escalation Paths

Our support services teams are armed with multiple escalation paths. Because our entire support organization and development staff operate out of our public safety division headquarters, we work seamlessly together to best meet the needs of our clients. While a large percentage of issues are closed on first contact by our support agents, escalation paths may be utilized if issues persist beyond the issue owner's expertise. Priority level 1 and 2 cases that cannot be closed immediately and cases that have

elevated in priority since initiation can be escalated to the appropriate resource, who will collaborate with the client and Tyler staff to achieve resolution. Clients receive regular updates as triage progresses.

Critical Situation Management

When confronted with a Priority 1 situation, agents focus on the following key objectives:

- Rapid issue identification and resolution
- Efficient and seamless escalation to Tyler's internal resources
- Development and communication of action plans for ongoing issues

To attain these objectives, agents will:

- Quickly assess the situation during the call
- Provide immediate notification to peripheral support teams internally at Tyler
- Swarm quickly to recover quickly

Swarming is a collaborative method that emphasizes real-time handling of issues by a team of experts and has been shown to deliver faster and more effective response and resolution.

Support Services Response Times

- We answer over 99 percent of all calls placed; very seldom do we lose a client call due to a long hold time.
  - 90 percent of calls are answered in less than 2 minutes, with an average answer speed of 45 seconds or less.
  - An Interactive Voice Response (IVR) automatic callback feature enables clients to keep their place in the queue but opt for a call back when the support agent becomes available.
- Our agents close approximately 80 percent of all reported issues during first contact.
- Client portal submissions are responded to within two business days; clients are asked to call for urgent or quickly needed resolution on issues.

Support Services Response Times for 24/7 Emergency After-Hours

- All calls are answered immediately by an answering service and transferred to an on-call expert.
- In rare situations, if the on-call expert is not immediately reached, you leave a message and we will respond within 30 minutes at the maximum.
- Our on-call experts work quickly to ensure the emergency situation is rectified quickly.
- Any follow up or root cause of emergency issues is handled by our support team the following business day via a case that gets reported by the on-call expert.

Our 24/7 Online Support Resources

Our client service website at TylerTech.com/Client-Support provides convenient access to valuable information and services 24 hours a day, 365 days a year. A knowledge-based search engine enables clients to search multiple sources simultaneously for the answers they need. Clients can also:

- Report a new case or check the status of an existing case
- Upload and download files via Secure File Transfer Protocol (FTP)
- Download new software releases
- Access product documentation and important release notes
- Browse upcoming events and conferences, and exciting product announcements

TylerTech.com also hosts our new online mass collaboration and crowdsourcing tool called Tyler Community, where clients can find answers, connect with peers, and gain insight via a user-driven support community. Tyler clients, product users and staff use Tyler Community to:

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

Tyler Community features include:

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

Tyler Community empowers our clients to:

- Find answers to questions … whenever, wherever, 24/7/365
- Gain knowledge about Tyler and our software products and services
- Search forums, libraries, blogs and wikis to try and solve problems before submitting a support ticket
- Gain insight on how to improve a business process or service to citizens
- Get input on best practices and lessons learned by discussing business issues with members in similar roles
- Expand business relationships by developing connections with like-minded professionals

Proactive Support Services

In advance of a known significant event, be it an approaching severe weather system or a large regional gathering, Tyler's support services team will proactively reach out to impacted clients to offer a Significant Event Health Check. The aim of this pre-event health check is to help ensure the best performance of the Tyler software during the event and reduce the risk of system downtime or other unplanned issues.

Depending on the complexity and setup of a client's system, the health check takes approximately an hour to complete. A Tyler system analyst connects to the client's Enterprise Public Safety servers and performs the following to ensure the best performance and uptime:

- Check system resources for appropriate utilization based on size and anticipated demand:
    - Memory (Server, SQL)
    - CPU/Processors
    - Disk space
- Enterprise Public Safety SQL databases are reviewed for:
    - Fresh indexed (by running a re-index script)
    - Statistics are updated (by running an Update Statistics script)

- Maintenance plans are verified to ensure backups and other maintenance tasks are completing as expected
- Proper sync of data (a Sync Analysis tool compares the various application databases to ensure they are in sync and updated)
- Verify that any known issues for the release the client is using have a plan or workaround in place

Upon completion of the health check, Tyler sends a summary report of findings, work completed and other considerations to both the client and its Tyler account management team for review. This enables the client to work with its account management team to coordinate event-specific recommendations with other potentially necessary activities. Benefits of this proactive approach include the following:

- Early identification of problem areas
- Reduced risk of instability during peak usage
- Improved service to system users
- Improved service to the community
- Peace of mind

Account Management Team

Tyler employs a team approach to client support that is customized based on our clients' needs. In addition to our world class client support center, Tyler surrounds our clients with a team made up of the following:

- *Client Executive:* Responsible for developing and maintaining the overall relationship with our clients to better understand the goals and needs of the client and at the same time assist in building a roadmap for success.
- *Client Support Account Manager:* Responsible for client satisfaction and overall technical health for Tyler deployed products and services.
- *Executive Sponsor:* Responsible and accountable for client satisfaction with Tyler.

Education Services

As part of onboarding and ongoing education programs, our entire support team is certified in the Help Desk Institute (HDI) Customer Service Representative (CSR) program. HDI is a professional association that was created for the technical support industry. They are a source for professional development, with solid offerings to promote organization-wide success through exceptional customer service. HDI certifies thousands of professionals each year, and Tyler is a proud member of this organization.

Tyler University

Tyler University is Tyler's continuing education platform. With hundreds of courses to choose from, there is something for everyone to learn at Tyler U!

Why Tyler University?

- 24/7 access
- Ability to revisit important topics
- Hundreds of courses covering Tyler products
- Learn functionality before, during and after software implementations
- Reduced new employee training costs
- Monitor employee progress and transcripts

- Expand product knowledge by learning new functions
- Microsoft Office training, beginner to advanced

From the convenience of an office or a regional location, participants engage with Tyler's team of experts in relevant, hands-on curriculum to learn programs and processes that can be used the same day. Registrants get live, individualized guidance at the time it is needed whether they are in the same room or a virtual environment. Course selections include product-specific, in-depth training focusing on the Tyler solutions you use daily.

User Communities

Annual Connect Conference

Tyler hosts an annual national conference open to all Tyler clients. On average, there are over 5,000 attendees. The primary focus of the conference is to provide educational opportunities for our clients, including software training sessions and workshops on recently released and upcoming software features designed to help users get the most out of the latest enhancements. Another important aspect of the conference is the unique opportunity it provides for networking. Clients have the chance to meet colleagues from across the country and schedule one-on-one meetings with Tyler personnel. Finally, the conference is yet another opportunity for our clients to provide suggestions for future development initiatives during the focus groups and roundtable sessions.

Regional User Groups

Many Tyler clients have formed regional user groups throughout the country with the goal of sharing information about their Tyler solutions, especially related to state or local concerns. The user groups are governed in partnership with our clients and are typically held at a volunteering client site to keep cost low. When the user groups plan their meetings, they work together with a Tyler Client Executive and Client Support Account Manager to determine the agenda that best suits the needs and interests of their specific group. Tyler provides support such as training sessions, demonstrations of new software or breakout sessions at the request of the group. Typically, these groups meet once per year in the fall timeframe. Tyler has an active Texas User Group.

Post Go-Live Managed Services

Tyler's Managed Services offering covers the infrastructure, operating system, database, and our own application software as follows:

Infrastructure Monitoring

Monitoring of crucial activities of your systems environment, including the following:

- Disk and memory usage
- Event log review and monitoring
- Domain controller
- Network availability and load
- All hosted infrastructure within Amazon Web Services (AWS)
- Microsoft Windows updates as required
- Monthly system status report

System Software Monitoring

Monitoring of crucial software components within your environment, including the following:

- Tyler application availability
- Certificate management
- Monthly system status report
- Installation of current Microsoft service packs and updates on enrolled servers
- Antivirus management, including updates, currency and emergency response

Database Administration

Monitoring of database availability, capacity, and performance, including the following:

- Integrity checks
- Re-index database
- Resource bottlenecks
- Paging
- Monitor and validate maintenance plans
- SQL Server events and transaction log maintenance

Data Backup

- Definition and implementation of on-site backup standard operating procedure
- Backup troubleshooting and issue resolution
- Status reports and local backup monitoring
- High Availability testing (if applicable)
- Annual failover testing (if applicable)

Service Packs and Tyler Application Updates

Tyler will manage application updates for Tyler products, including:

- All Tyler General Availability releases
- Hot fixes, service packs and one-off fixes as necessary

Release Management

To meet our goal of providing industry leading software, Tyler expends a significant effort in continuously updating our applications. Driven by input from our clients to ensure that they get the most from our solutions, our Research and Development investment includes regular and consistent expansion and enhancement of our existing product line.

Our Release Management process brings together the client suggestions submitted through our support procedures with the knowledge gained through our Agile Development process to ensure that each new release of our public safety software delivers the most value possible to our clients. Additionally, new features and enhancements are included in each new release to meet contractual requirements of new clients.

Types and Frequency of New Releases

Tyler's Release Management procedures are designed to deliver required enhancements as quickly as possible to the clients who need them, while providing the flexibility for other clients to apply only the

upgrades that are important to their specific operations. To do this, we provide two major releases and one to three service pack releases annually.

Type of Release	Frequency	Content	Distribution
Major Release	2 per year	Cumulative content from previous Minor Releases, Service Packs, new enhancements and software suggestions	All Clients via TylerTech.com/ Client-Support download
Service Pack	1-3 per year	Contracted enhancements, Government-mandated changes*, software suggestions	Impacted Clients via TylerTech.com/ Client-Support download
Hot Fixes	As needed	Corrections to critical software issues	Impacted Client(s) via email or download

Mandated changes may also be provided in Warranty Pack releases.

Major releases include software enhancements or customizations contracted by particular clients, state or federally mandated changes and the highest ranked client software suggestions from our application Advisory Groups. The service pack releases are optional so that clients may skip these incremental upgrades if they have no immediate need for them. Our major release includes all enhancements provided in the previous service packs, plus additional updates. We strongly encourage all clients to apply the major release within nine months of its availability in order to benefit from future warranty releases, software suggestions and product improvements.

Quality Assurance and Testing

Tyler's Software Quality Engineering team employs a comprehensive testing methodology to ensure that when software is released it meets the strict quality requirements of our clients. The testing process begins early in the development process and continues throughout the development cycle and includes the following test processes:

- **Automated Unit Testing**: Tests all code changes made in Tyler products utilizing code libraries such as xUnit
- **Feature Testing**: Collaborative testing between developer and software tester around a specific feature
- **Integration Testing**: Tests code-level integration across product components and APIs
- **Regression Testing**: Tests areas of the product that were not directly changed to verify that changes in one part of the software did not affect another part of the software
- **Acceptance Testing**: Verifies that software meets initial story requirements
- **Installation Testing**: Tests the installation program and validates the installation instructions with multiple installation paths and configurations
- **Automated User Interface (UI) Testing**: Identifies defects using test tools such as SmartBear
- **Performance/Stress Testing**: Runs and measures application performance using AppDynamics
- **Sprint Testing**: Tests the planned development backlog; takes place after the development cycle is completed

By honing our focus on pre-release testing, Tyler continuously improves the quality of the software we deliver to our clients.

Deployment Readiness Process

Tyler understands that the successful deployment of a solution is more than simply developing and releasing software. To that end, Tyler has implemented a comprehensive deployment readiness process that ensures that our clients and employees are prepared for the release and have the knowledge and tools to deploy it successfully.

This process begins before the initiation of any development. It includes communication and training with clients and all Tyler employees, including support, professional services, and client care. It also ensures that the proper resources are available for installations and upgrades so downtime is minimized.

Release Notification and Installation

Notification

When a new major release becomes available, clients registered with Tyler Community will be notified that What's New and Important Release Notes documentation has been added to the Tyler Community Documentation site. The site also houses release-specific documents such as instructions for installation or upgrading, a detailed list of the software enhancements and changes and updated training and user guides. A client's technical account manager also plays a crucial role in raising awareness of new and available releases and Tyler strongly encourages all clients to work closely with their technical account manager or project manager for upgrade and installation planning.

Installation

Tyler's Installation Management Solution (IMS) is a cloud-based software distribution system that will assist with the download and implementation of the Enterprise Public Safety software throughout a client's environment, including test, train, and production servers.

IMS is managed through the IMS Console, a front-end application that allows users to dictate the execution of an upgrade to a target system. An IMS service, which is installed on each Enterprise Public Safety server, executes the required software installation for the target server. IMS does not eliminate planned downtime as servers will need to be offline during software deployments and database updates, but automation of administrative activities reduces overall downtime and eliminates significant administrative interaction during the upgrade process.

Documentation with New Releases

For major releases and service packs, we provide Product Enhancement Guides. These guides take a "what's new" approach to documenting each new release and are intended as a supplement to the base User Guide and System Administrator Guide. Product Enhancement Guides provide a summary of all software changes, as well as a detailed description and any required instructions for using all new features and enhancements.

Inclusion of Client Suggestions

Tyler utilizes a variety of methods to actively solicit our clients' ideas regarding improvements to our solutions. Clients provide feedback at our annual conference and continually during the year through our

Advisory Groups, suggestions sent by email or our website and as part of our Agile Development methodology.

Advisory Groups

Tyler created Advisory Groups to obtain focused client feedback for each major application area (CAD, Records, Mobile, etc.).

Each group meets annually at our client conference and engages in periodic teleconferences throughout the year. The purpose of these meetings is twofold: first, to discuss and prioritize the improvements to the product; and second, to work with our Solution Consulting team to review current changes and offer feedback on these changes and future releases.

The software suggestion prioritization process begins with a list of all client suggestions submitted during a given time period. These suggestions are submitted via phone support, email and/or online at TylerTech.com/Client-Support. Tyler gathers the suggestions, combining duplicates as appropriate, and provides the list to all members of the Advisory Group, as well as to each Regional User Group, so that they may assign a preliminary ranking to each suggestion. These rankings are used to identify top modules and focus areas where enhancements should be considered.

All clients may apply for membership in a particular Advisory Group. If selected, they are appointed for a period of three years. Tyler monitors the composition of each group to make sure that an appropriate cross-section of our client base is represented in terms of population, type of agency and geographical location.

Agile Development

Tyler also solicits feedback from our clients as part of our Agile Development methodology. Throughout the development process, we meet with clients to have "show and tell" checkpoints to confirm that the enhancements being developed meet the intent of the client suggestions and provide real-world functionality that will truly add value to our clients' solutions.

A great deal of this takes place in conjunction with our Advisory Group meetings. During these meetings, Tyler Solution Consultants engage with Advisory Group members in an open forum to review the software versions currently in development and gather feedback and suggestions on the direction of the applications. Throughout the course of the development cycle we schedule similar teleconference sessions with Advisory Group members and other clients who have a vested interest in a particular enhancement or module to ensure that the final product will meet their expectations.

Software System Testing

Tyler provides commercial off-the-shelf (COTS) software. Our contracts warrant the software works per user documentation. Please refer to the attached Sample Software Test Plan for more details on the type of testing Tyler provides for its COTS software. Tyler will work with the City to develop mutually agreeable testing language.

Sample Software System Test Plan

Please see attached.

Software System Test Plan

Prepared for   City of Round Rock, Texas
                July 28, 2023

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Software System Test Overview

The intended purpose of the Software System Test is for the City of Round Rock (City) and Tyler Technologies to verify and mutually agree that the software procured from Tyler by the City has been provided in accordance with the terms of the Agreement between the parties.

The City's requirements as described during the procurement process and specified in the Agreement between the parties are complex. The evaluation method to compare the software delivered to the requirements specified demands a comprehensive level of testing.

The mutual goal is to ensure that the contracted software functionality is operating acceptably in the City's environment. Tyler applies extensive testing to the software in its test environments before delivery to the City. The primary responsibility for performing Software Tests in the City's environment(s) belongs to the City.

This Software System Test Plan describes how the City and Tyler will work together to fulfill the intended purpose (defined above).

Software Test Methodology

The method used to perform the Software Tests consists of the following four steps:

1. *Complete the Software Test Plan:* The City and Tyler work together to complete the Software Test Plan (this document).
    a. The Software Test Plan comprises three tests:
        i. Functional Tests
        ii. Interface Tests
        iii. Final System Acceptance Tests
2. *Execute the Software Test Plan:* Upon completion of installation and setup of the software in the City's environment(s), the City executes the three approved Software Tests using the Tyler software. The City records the pass/fail results of the test of each item as it is executed and completed.
3. *Report Software Test Results:* The City compiles the test results and presents them to Tyler.
    a. If the pass/fail criteria are satisfied for a Software Test (Functional Test, Interface Test or Reliability and Final Test), then the City and Tyler approve the test results by written signature.
    b. If the pass/fail criteria are not satisfied for a Software Test, then the City and Tyler mutually agree to re-test those items that failed. A Tyler product expert must be present to assist in the re-test process and to observe or help demonstrate whether the failed item actually meets the pass/fail criteria. For those items that both parties agree fail to meet the pass/fail criteria, a remedy must be specified and agreed upon by the parties.
4. *Complete Software Test:* Overall Acceptance occurs when results and remedies (if necessary) from all three Software Tests are mutually approved or when the City receives Beneficial Use of the software *(refer to Agreement for specific terms and conditions)*.

Functional Tests

Functional Tests are intended to verify that the functions and features contracted by the City have been delivered by Tyler and operate as specified.

As the City and Tyler proceed through the configuration phase, the City is responsible for the completion and testing of the software configuration. The goal of this process is to ensure that the configuration phase stays on track, and for incremental testing of the software as it is built out.

At the conclusion of the software configuration process, representatives from Tyler will be present to complete a full walkthrough of all licensed software to validate the desired workflow and configuration decisions made by the City.

If at the end of the walkthrough, the City identifies components or aspects of the contracted software that are not functioning as expected, and in accordance with Tyler documentation, a remedy must be specified and agreed upon by the parties.

Interface Tests

Interface Tests are intended to verify that the interfaces procured by the City to exchange data between the Tyler software and other third-party systems have been delivered by Tyler and operate as specified.

For each interface on the list, the City and Tyler will specify the script to use to verify that the interface is performing properly in the City environment. The script is a simple description of the step or steps taken to perform the test.

The data items to be exchanged between the Tyler software and the third-party system will be specified as part of the script. For example, if a date value for "suspect date of birth" must be exchanged, then a description of that value will be identified. When a Requirements Definition Document (RD) is used to describe all of the data items exchanged, then the script shall reference that document rather than list each data item.

In addition, the method used to verify that each data item is transferred will be specified. For example, if a query will be executed on the system that receives the data via the interface, then that query will be referenced. If a report will be printed, then that report will be referenced.

The expected result for the test of each Interface is that all data items transfer between systems as specified. Verification of the successful transfer of the data items will serve as the criteria used to determine if the Interface Test is passed or failed.

Final System Acceptance Tests

Final System Acceptance Tests are intended to verify that the software contracted by the City and delivered by Tyler meets reliability requirements in accordance with the Agreement between the parties. Any such process must provide that final acceptance will be issued when the Tyler software operates in live production without Priority Level 1 Defects, as defined in the Support Call process attached to Tyler's standard contract, for 90 days.

If any Priority Level 1 Defects, as agreed on by the City and Tyler, are discovered during the 90-day period, Tyler will provide a remedy and the 90-day time period will reset.

Final System Acceptance Tests are performed in the City's live production environment.

Responsibilities

The following is a list of responsibilities and the assigned party for the conduct of the Acceptance Test.

	Responsibility	City	Tyler
1	Preparation of Software Test Plans	x	x
2	Approval of Software Test Plans	x	x
3	Deployment and configuration of cloud infrastructure		x
4	Execution of Software Test Plans	x	
5	Preparation of Report of Acceptance Test Results	x	
6	Re-Test of Reported Failed Items (if required)	x	x
7	Preparation of Updated Report of Acceptance Test Results	x	
8	Development of Remedies for Failed Items (if required)	x	x
9	Approval of Acceptance Test Results and Remedies (if required)	x	x

Test Prerequisites and Conditions

Functional Test

To satisfy the test conditions of the Functional Test, the City test environment must be set up with appropriate hardware, system software, network connections and system configuration.

The Functional Test environment prerequisites include:

1. Tyler to set up the system's servers and connections. Tyler validates that the system's servers and connections are set up appropriately prior to the start of the Functional Test.
2. System software and hardware specifications meet or exceed Tyler's technical requirements as specified in Prerequisite documentation.
3. The Tyler software is set up and configured according to the System Administration and User Guides for the installed version of the software to be submitted to the Software Test by Tyler personnel or, with Tyler permission, by City personnel who have attended Tyler's training on system administration and configuration.

Interface Test

To satisfy the test conditions of the Interface Test, either the test environment used for the Functional Test or the live production environment will be used for the Reliability and Final Test. The complete set of interfaces will be installed, connected, correctly configured and tested individually prior to the start of the Interface Test.

In addition to the prerequisites specified above for the Functional Test, the following additional prerequisites are necessary to conduct the Interface Test:

1. Tyler installs and sets up the Tyler Public Safety standard interface and custom interface software.
2. Third party or the City set up and configure the system that the Tyler software will interface with.
3. Any adjustments to the configuration of the Tyler interface software are performed by Tyler.

Final System Acceptance Test

To satisfy the test conditions of the Final System Acceptance Test, the environment that will be used for live production must be set up with appropriate hardware, system software and system configuration.

All prerequisites for the Functional Test and Interface Test are also prerequisites for the Final System Acceptance Test environment.

The system will be considered available for use for initiating the Final System Acceptance Test only while all of the following conditions are met:

1. Installed hardware/software components have power applied and are operating correctly.
2. All functions and interfaces are installed and all of the functional features necessary for the receipt (processing) and dispatching of calls for service and emergency resources are operating correctly.
3. System hardware and software components must be installed and configured according to Tyler System Assurance requirements and remain current with these requirements as they are updated with subsequent versions of the Tyler software.

4. All extensive reporting (or data analysis) must be performed on a separate central reporting server/data warehouse. The availability requirement for uptime does not apply to the reporting server/data warehouse.
5. No other applications are permitted to be installed and/or in use on the Tyler application and database servers used for the Final System Acceptance Test. This provision does not apply to any workstations attached to the server (s).

The determination of system availability during the Reliability and Final Test is subject to the following conditions:

1. System availability is in reference to Tyler applications. Downtime due to network, hardware, redundancy configuration or non-Tyler software will not be counted as System "unavailable." Therefore, counting System availability does not apply to any issue attributable to the Microsoft operating system, defects with other Microsoft products or any other third-party products. It also does not include issues caused by faulty system administration or inadequate performance of networks, server hardware, databases or any other third-party component.
2. System "available" is defined as the primary or secondary Tyler server application available for use.
3. Scheduled downtime for normal system maintenance (server hardware, Microsoft, etc.) will not be counted as System "unavailable."
4. To count time as System unavailable, the City is responsible for clearly demonstrating that the Tyler application server is not available for use and that some other external factor is not the cause of the failure to meet uptime requirements.

Sample Business Process Review (BPR)

Please see attached.

Global Jackets

- Global Jacket Clean Up
  - Agency is still in desperate need to get the jackets cleaned up. They need to get the script run that will remove any jacket that has no activity attached.
  - Agency needs to proceed with consolidating all jackets that have the same Last Name, First Name and Date of Birth
    - The excuse that there is 1 set of twins in the city with the same first names and it would join these two together is not a valid excuse to not consolidate hundreds of thousands of jackets. The longer this goes on the worse the situation will get.
- Global Subject Jackets
  - Users need to remember to search properly to reduce the likelihood of creating a duplicate jacket
    - Searching should be the following formats
      - First 3 or 4 letters of the last name, and first Initial of First name
        - SHOULD never use the entire name to conduct the search
      - When searching for a spelling that is not completely known – use the wildcard %
        - Names that are hyphenated names or two last names search in the following manner %Lopez% - this will return all last names that contains the name whether it was the first part or last part of a hyphenated name
    - When updating a Jacket that is in the software in all CAPS – make sure that you notify area Managers so they can go in and delete the name change alias that was created because of correcting the all Caps to standard
  - AT NO Time should anyone be manually creating an OTHER Jacket – Other jackets are restricted to Personnel and must be created only by adding someone into Personnel
    - In order to show a person that is a Loss prevention officer in the jackets so that they do not have their home address listed – a jacket for their them should be created by either putting Business as their middle name and use the address of the business for the person's address
    - This same person should have two Adult Jackets, but never an Adult Jacket and an Other Jacket
  - Standard Case should be used in all areas of the software when entering in the names – Example: Smith, Jamie Lee
    - When merge enters new global jacket information the software currently will place that in all CAPS – the merger needs to go back and update the name immediately and follow the above procedure in reporting that change so that the alias jacket created can be removed
  - When faced with multiple jackets that are the same, always look at the activity of the jacket and use the jacket that has the most activity associated, make note of the duplication and forward to _____ for further consideration of possible consolidation.
    - If the Jacket that has the least amount of activity in it exists they need to determine the type of activity – if this activity is CASE or Police (not Court) related, then without hesitation these jackets should be consolidated
      - Jacket Consolidation should be handled by very few people – those trained in consolidating jackets – NOT an IT person, a user of the software
        - When jacket consolidation considerations are taken the jacket with the most information (activity) should always be the TO jacket and all others that will be consolidated will be the FROM jackets

- If the information on the jackets – Name, DOB are the exact same – DO NOT create an Alias Jacket as this will just keep the files convoluted
- Global Subjects NCIC
  - Users with access to make inquiries into State/NCIC will be doing this via the online NCIC tab at the top of the Global Jackets – this data is retained in the Jacket and can be verified that it was run
  - Users needing to print the responses for any reason can do so by going to the NCIC Message window on the Navigation bar
- NCIC
  - Forms for Global Subjects – need to make sure they can use the same forms online that they can when using free-form
    - Copy the forms into an Online form and then default the fields to pull from the global jackets
    - Forms need to be cleaned up to take out any form that has DO not Use on it – there is no sense in having a form show that is not being used. Delete the form or remove it from the category
    - More supervisors need to be trained on maintaining these forms
- Global Vehicles Jackets
  - Never include more than the license plate
    - Wildcard % can be used when searching partial plates
  - If a vehicle changes license plates a new jacket should be created, do not just update the current jacket
  - If the vehicle changes owners a new jacket should be created
- Global Business Jackets
  - Need to be consolidated ASAP
  - CAD has been creating Business Jackets for the Alarms that all start with Alarm – Business Name – there are over 7500 jackets out there like this
    - These need to be consolidated into the actual business record and/or updated into the alarm permit information and accessed through there – there should not be a separate jacket created just for CAD use

Desk Field Reporting

- Creating a report
  - The front desk should not be using one CFS type for their calls – when being created they should be using the actual call type that represents the report that is being taken
    - CAD has the ability to filter out all calls handled by front desk by filtering out the primary unit that begins with "D" – then CAD will not see their calls at all
  - Desk Steps when making a report
    - Create the call for service
      - Call Type:
        - Use the call type that best represents the report type they are taking
        - Place in the narrative that this is a desk report being taken – that would be, if dispatch was to see the call, the first thing they would see in the narrative
      - Address:
        - If the address is a known Common Name in the system – just put the name of the Business (if multiple businesses exist, place street name in field as well) Example: Walmart – Maple

- When the merge occurs the person doing the merge will be able to quickly update and geo verify to the appropriate common name
- Narrative/Comments:
  - Add to the narrative that this is a "Front Desk Report" – this will be the notification for dispatch not to dispatch if there was an issue or accidental clearing of the call
- Start Report:
  - Click Start Report, exporting all information needed from the CFS – Address etc.
  - Users should then go back to their F1 – Dispatch Calls and clear out the Call for Service from the system
    - All Front Desk users should always double check the CFS window in mobile to verify that their call is no longer in the system
    - Also double check to make sure their unit is no longer attached to any calls for service
- There is a current issue on the live side of the software – when doing a Supplement that has property attached it is bringing over the property automatically – this fix is in place on the test side and needs to be put into production on the live side as well
- When adding a Business in subjects – even though the Ethnicity is highlighted in Yellow – that is only for Adult/Juvenile (persons) you will not get an error

Merge

- At the time of Merge the following steps should be taken
  - Select the Case to be merged and then View that Case
    - As soon as the case opens you should then run the error check
      - Error check is going to show any notes or comments that have been added to the case with possible information from the officer or reviewing supervisors
    - This also will allow the merge person to quickly glance through the case to see if there are any obvious mistakes in the case and reject. If the reporting person is a desk person the report will be rejected directly back to them, if the reporting person is an officer then the report will be rejected back to the reviewer (supervisor)
  - Cases must be merged first before any supplemental reports
    - Arrest reports can be merged first but if the Case report is there ready to be merged it would be a best practice to merge the Case, then the Arrest, then any supplemental reports
  - Merging the report
    - When going through the global subjects be sure to clear the criteria and re-search the subject with less information to broaden the search capability
      - Be sure if you have multiple jackets with the same dates of birth, etc., that a review of those jackets is conducted to determine which one has the most activity or any activity at all behind them.
    - Prior to merging from the merge client – since agency has several persons merging – each user should hit refresh screen right before they choose the next case to merge, this will prevent two persons attempting to merge the same cases

Jurisdiction Settings

- GIS
  - The City is defaulted venue which is causing addressing issues. Users are putting in an address that is outside the GEO areas and not properly overriding the addresses.
    - By leaving the venue in as City it will not allow for the manual entry of the city, state, zip code in the records or corrections side of the software
      - It is highly recommended that a venue never be defaulted for users when using GIS verification
  - Need to find out why

Corrections

- Booking Wizard
  - Global Subject – should be following the same rules as above written with the following additional fields of information attempted to be gathered
    - Once the global jacket is selected the Corrections officers will go back through the jackets and attempt to obtain the following pieces of information:
      - Physical Characteristics:
        - Blood Type
        - Glasses
        - Hand Preference
      - Additional Characteristics:
        - DL Class/Type
        - Place of Birth
          - This needs to be populated with the values used in livescan so that the information will transfer over properly to livescan
      - Scars/Marks/Tattoos:
        - Each separate Scar, Mark and Tattoo will be noted in this field
          - Scars/Marks that are very noticeable and unique will be photographed
          - All noticeable tattoos will be photographed – other tattoos that the person admits to having will just be identified in the fields
            - Photos of the tattoos must be of the individual tattoo – if a sleeve tattoo then consider two profiles of the sleeve tattoo
            - Photos will be compared when the inmates come back through for any color, style, changes to the tattoo
      - Handicaps:
        - It will be noted for any missing limbs, surgical implants, etc.
      - School/Employer:
        - All attempts should be made to get the person's employer information – the inmate may not know the address of the business, if a current jacket does not exist at least go in and create one with the city of where the business is located
          - If they say they work for an individual – then the Business jacket would not be the individual's name but the name and the type of business. Example: Tom Jones Roofing
      - NCIC:
        - Corrections will run the person through the online Global Subject NCIC tab during booking and release – the logging of the inquiry will stay inside the global

jacket and will be the documented proof for any additional warrant information as well as documenting that Jake's Law was validated
- In order to print any inquiry run – the users will go to the Navigation Bar and open the NCIC Message Window and print from within that window
- Mugshots:
  - Mugshots should be taken shoulder up – make sure the inmate is looking straight forward – not tilted head – then side view should be left shoulder on the wall with them looking straight ahead – no head tilts.
- Charges
  - The charges should not be changed based off the correctional officer decision, it has to match the charges that the officers are putting on their case reports – if there is possible conflict of which one to use they will confirm with the arresting officer of the statute they are using
  - Several of the charges no longer carry the penalty when they are being used – During Corrections Admin – it will be shown on how to manage these and update the statutes to bring over the penalty and fines
- Information from Officers bring in Inmate
  - Officers are not consistently giving the necessary information to the Corrections Officer conducting the booking – not always filling out the yellow cards with all the necessary data
    - The yellow cards need to be updated with the necessary information that is needed by corrections that matches the data they must add into the booking
- Questionnaires:
  - Agency needs to go through the questionnaires and clean up the ones that are duplicated or the ones that have no real value
    - Questions that are on the questionnaire need to be asked directly to the inmate and not skipped. Correctional Officer is taking a great chance of being held liable if they answer a question without actually asking and receiving the information.
- Corrections Permissions needed:
  - Charge Dispositions
  - Event Tracking
  - Inmate Activity Report
- Possibly look at changing the booking Wizards to take off some areas that are not needed or adding things they may want to capture
  - Booking Wizard – Possibly Add Emergency Contacts
  - Release Wizard – Take off the Hold For and Housed for

Property

- Evidence
  - Entered by officers through Quick Property
    - The officers are printing a bar code label at that time with the property information
    - When checked in Property is re-barcoding the label and then having to re-barcode because of the Storage Location being on the barcode
      - The Storage location has been removed from the property barcode at the request of the department (this was done on the live side)
  - Mass Move, Updating, and Release property is being done through the Rapid Chain of Custody

- It needs to be noted that property should be marked ready for disposal and then not actually updated to show disposed until the property is physically disposed. At no time should a piece of property be found in the property room that has already been marked disposed.
- Agency is going to be getting new shelves in the property room and will be able to use the handheld device for this once the wireless functionality is working inside the room. They can move mass pieces simultaneously once the new storage locations have been added in through property room maintenance
- Targeted Disposal Date
  - Agency is going to be shown how the software can handle the auto updating of property dispositions and send email notifications to officers responsible for property through the Evidence Property Disposal Review
    - Officers can receive emails on targeted dates of evidence when Evidence has been listed with the targeted dates – Officers can then say whether to hold the evidence or that the property is ready for release
  - The software has been updated on the test side to show how this will work – the email in system settings was removed so that officers would not get emails (some received some on Saturday is why this data was removed)
- Property Owners – Officers need to add the Owners of the property – if there is no verified owner then the suspects can only be added to the Other Subjects tab if there is no actual identifiable owner – at no time should a person labeled as suspect be attached to the property without the reporting officer making that verification
- Property now has the capability of changing the tags to be equal to the case number instead of being a random number – the tag would read – 2016 – 0002345 (1), then a parenthesis for every additional piece of property

CAD

- Desk Reports - The users will/can filter out the desk reports so they don't ever see them. The supervisors were shown that they can filter them out by excluding the desk unit numbers from their windows – they do not have to look at them in call or unit control panels
- Users currently assigned to their old permissions templates have access to Dynamic Reports – this is not generally a common practice for all dispatchers to have this right – since these reports cannot be traced through Report Tracking – they could be producing a report that no one would ever be aware is/was created. With the access they had also, unless others were locking down their Dynamic reports these users had access to make changes and run all other reports as well
- Mapping – CAD is not seeing the same map layers that can be seen in GEO Verification – there is a map layer that dispatchers need to see (the Outside City Streets) so they can see the streets that officers are actually on when outside the city limits instead of just a blank space – GIS needs to add the updated .mxd file in order for them to see the outside city layer
- Templates – CAD templates: each user has several templates and there is nothing that dictates what users do or don't see within their windows. This is a nightmare to manage. Any users that are no longer employed, their templates need to be deleted. Based off the looks of them at this point I don't know that it would be worth it to change the templates now or to wait until they upgrade to Enterprise CAD

General Issues

- Security – Permissions
  - Each agency/department should have its own person managing its employees' permissions – no one person should be doing this for all agencies
  - Agency Administrators should be created so that Fire and Police don't cross over into each other's territory
  - Permissions need to be looked at for anyone that will using or viewing the Global Subject NCIC – they do not need to be a device to view the data behind the window – only to run inquiries, but they must have two permissions – change rights to Online Global Subjects and View messages – they must have those two permissions to just see what is in the files.
  - When creating a Dynamic report if the user does not have access to view the information in the particular fields they are building the report against they will not get any results.
- New Modules of the Software should be reviewed by the Managers of each department – One person should not be making the decision what will or won't be used in the software
- Policy should be changed so that if anyone from any agency or department who has rights to things like Jurisdiction Maintenance, Validation Sets – they will check with all administrators that that validation set affects prior to making any changes.
- Computers are not at the same version functionality – users are all at different levels of Adobe, etc. which will cause problems with the software.
- Doug's "list" – someone needs to find out what is actually on that list and prioritize his list – he made open statements that he has his favorites and they are the ones he takes care of first. There needs to be someone that actually is overseeing what his list(s) contains and what his priorities should be.
  - Doug is adding values to validation sets as he see or feels they should be added without talking to others that may be affected by the changes – example added values on the live side for the Training Officer, and the values that were added where added to a place that really were not the best place for them for the functionality that the officer was looking for. Values added could affect the fire using the same module
  - Doug is pushing out an update to mobiles every time he makes a security change on a role – that is not needed – the only time an update is need to be pushed out is if a change to a Status, Unit Number, Unit Type, any validation set that is used by the officers in field reporting, etc. is changed – NOT Permissions – those are unilateral and have nothing to do with a "push" to mobile users
- Field Reports – Officers/Supervisors need to pay close attention to reports being completed by two separate officers – the officer doing the initial report is sometimes using a different jacket information on the Case report and then the officer doing the arrest report is using the information that the Booking Officers just completed. Records has no way of knowing which information is the most recent and updated without having to do a comparison.
- Forms that are corrected on the test side need to be updated to the live side immediately – there should be no need for workarounds until this comes up on his 'list' of things to do.

Items for Tyler to Respond Back

- Current UCR issues
- Going to IBR

Sample Project Schedule

Tyler uses Microsoft Project Online as its project management tool for managing tasks, schedules, and resources. A sample Microsoft Project Gantt Chart and a sample Project Plan (including Work Breakdown Structure (WBS) and Resource Groups) are attached. The dates included in the sample Gantt Chart and Project Plan are for illustrative purposes only.

A more precise schedule and WBS with the appropriate tasks and schedule will be determined during the project Planning Phase. The availability of City resources to perform tasks, final determination of the overall task list, City schedule constraints (seasonal peak workloads, vacations, holidays, commitments of resources needed to support local events, etc.) and the actual project start date must be determined.

City of Round Rock, Texas
Sample Gantt Chart

ID	Task Name	M-2	M1	M3	M5	M7	M9	M11	M13	M15
1	**Sample Public Safety Project Timeline**									
2	**Initiate & Plan Stage**									
3	**1.1 Initial Coordination**									
15	**1.2 Project/Phase Planning, 1.3 Infrastructure Planning, 1.4 Stakeholder Meeting, & 1.5 GIS Planning**									
54	**Assess & Define Stage**									
55	*2.1 Solution Orientation and 2.2 Current & Future State Analysis - occurs iteratively during 3.2, 3.3 Configuration and Process Refinement tasks*									
56	**2.3 Conversion Assessment**									
61	**2.4 Modification Analysis**									
65	Prepare Solution Stage									
66	**3.1 Initial System Deployment**									
99	**3.2, 3.3 Configuration & Process Refinement**									
170	**3.4 Conversion Delivery**									
177	**3.5 Modifications Delivery**									
183	Production Readiness Stage									
184	**4.1 Solution Validation**									
188	**4.2 Go Live Readiness**									
197	**4.3 End User Training**									
225	**Production Stage**									
226	**5.1 Go Live**									
253	**5.2 Transition to Client Services**									
257	**5.3 Post Go Live Activities**									
274	**Close Stage**									
275	**6.1, 6.2 Phase and Project Close Out**									

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names
1	**Sample Public Safety Project Timeline**	**286.38 days**	
2	**Initiate & Plan Stage**	**59.25 days**	
3	**1.1 Initial Coordination**	**15 days**	
4	Execute Agreement	0 days	
5	Conduct PM/Sales Transition Meeting	1 hr	Tyler Project Manager,Tyler Sales
6	Email Welcome Packet Sent by Project Executive	1 hr	Tyler Project Executive
7	Email the Technical Services Site survey and Technical Implementation Reference Guide	1 hr	Tyler Project Manager
8	Email the GIS Questionnaire, Admin Guide, and Implementation Guide	1 hr	Tyler Project Manager
9	Conduct Initial Client Project Introduction Call	1 day	Tyler General Mgr,Tyler Project Manager,Client,Tyler Sales
10	Configure Kiteworks and Client SharePoint Site	1 hr	Tyler Project Manager
11	Draft the Initial Project Management Workbook (PMW)	1 day	Tyler Project Manager
12	Assign Conversion Technical Project Manager	1 hr	Tyler Conv Lead
13	Review Client Data Collection Spreadsheet with Client	2 hrs	Tyler Implementation Consultant,Client,Tyler Project Manager
14	Initial Coordination Complete	0 days	
15	**1.2 Project/Phase Planning, 1.3 Infrastructure Planning, 1.4 Stakeholder Meeting, & 1.5 GIS Planning**	**48.25 days**	
16	**Draft Milestone Scheduling**	**13.38 days**	
17	**Infrastructure Planning**	**0.25 days**	
18	Conduct the Tyler Technical Services Conference Call	2 hrs	Client,Tyler Technical Services
19	**GIS Planning**	**0.25 days**	
20	Conduct the GIS Conference Call	2 hrs	Client,Tyler Technical Services (GIS)
21	**Conversion / Data Archive Planning**	**12.38 days**	
22	Conduct the Data Archive Conference Call	2 hrs	Tyler Conv Lead,Client
23	Meet with Conversion Scheduler to Develop Project Schedule	1 hr	Tyler Conv Lead,Tyler Project Manager
24	Draft Project Milestone Schedule	1 day	
25	**Stakeholder Meeting & Perform Discovery**	**14 days**	
26	Conduct Project Stakeholder/Kick Off Meeting & Attend Current & Future State Analysis - Project Manager	3 days	Client,Tyler Project Manager
27	Coordinate Data Collect Mobile Kick Off Meeting	1 day	Client,Tyler Project Manager,Tyler Sales

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names
28	Perform Current & Future State Analysis - Prof Srv	3 days	Tyler Implementation Consultant
29	Coordinate Current & Future State Review - Internal	1 hr	Tyler Project Manager
30	**Detailed Planning**	**37.25 days**	
31	**Mobile Planning**	**1.5 days**	
32	Conduct the Mobile Implementation Planning Call - Internal	2 hrs	Tyler Project Manager,Tyler Implementation Consultant Mobile
33	Conduct the Mobile Implementation Conference Call	2 hrs	Client,Tyler Implementation Consultant Mobile,Tyler Project Manager
34	Verify AVL Device Compatibility	1 day	Client,Tyler Project Manager
35	Verify if State Mag Stripe Reader Parser is Developed	1 day	Tyler Project Manager
36	**NCIC Planning**	**33.13 days**	
37	Contact State Agency for NCIC Connection Process / Approval	1 day	Client
38	Adjust plan to include on-line NCIC modules the client's state supports	1 hr	Tyler Project Manager
39	Confirm State supports DL Photo Download and if so, verify if State Photo Download is Developed	1 day	Tyler Project Manager
40	Verify state NCIC Mobile Parsing availability	1 day	Tyler Project Manager
41	Conduct the Tyler Technical Services Virtual Message Switch Conference Call	1 hr	Client,Tyler Technical Services
42	**Standard Interface Planning**	**0.13 days**	
43	Conduct the Standard Interface Conference Call	1 hr	Client,Tyler Standard Interfaces
44	**Custom Interface Planning**	**0.13 days**	
45	Meet with Custom Interface Scheduler to Develop Project Schedule	1 hr	Tyler Project Manager,Tyler Custom Interface Lead
46	**State Reporting Planning**	**0.25 days**	
47	Conduct Internal Professional Services and State Reporting Planning Call	1 hr	Tyler Implementation Consultant,Tyler Project Manager,Tyler Solution Consulting (State Compliance)
48	Conduct State Reporting Planning Call	1 hr	Tyler Implementation Consultant,Tyler Solution Consulting (State Complia
49	Complete the Project Plan (MPP)	1 wk	Tyler Project Manager
50	**Project Plan Approval and Notification**	**11 days**	
51	Conduct Project Plan Review Meeting with Client	1 day	Tyler Project Manager
52	Approve Project Plan (MPP)	2 wks	Client
53	Project Plan Approved	0 days	
54	**Assess & Define Stage**	**77.13 days**	

	City of Round Rock, Texas		
	Sample Project Plan		
ID	Task Name	Duration	Resource Names
55	*2.1 Solution Orientation and 2.2 Current & Future State Analysis - occurs iteratively during 3.2, 3.3 Configuration and Process Refinement tasks*		
56	**2.3 Conversion Assessment**	**43 days**	
57	**Data Archive**	**43 days**	
58	Obtain copy of all Client data to be Archived	0 days	Tyler Conv Lead,Tyler Project Manager
59	Data Archive Analysis Trip	3 days	Tyler Conv Lead
60	Data Archive Analysis Sign-off	0 days	Tyler Conv Lead
61	**2.4 Modification Analysis**	**25 days**	
62	Custom Interface Requirements Gathering Trip (optional)	5 days	Tyler Custom Interface Lead
63	<Custom Interface Name>- RD Process	4 wks	Tyler Custom Interface Lead
64	<Custom Interface Name>- Complete RD Process and Signoff	0 days	Tyler Custom Interface Lead
65	Prepare Solution Stage	165.13 days	
66	**3.1 Initial System Deployment**	**74.63 days**	
67	**Complete Tyler Technical System Setup and Training**	**74.63 days**	
68	**Conduct GIS Setup and Training**	**74.13 days**	
69	Provide Required GIS Data to Tyler	20 days	Client
70	Confirm ArcGIS Desktop Standard is Installed	1 day	Tyler Project Manager
71	Preliminary Review of GIS Data - Part 1	1 day	Tyler Technical Services (GIS)
72	Update GIS Data - Part 1	10 days	Client
73	Preliminary Review of GIS Data - Part 2	0.5 days	Tyler Technical Services (GIS)
74	Update GIS Data - Part 2	10 days	Client
75	Provide Required GIS Data to Tyler	1 day	Client
76	Prepare GIS	1 day	Tyler Technical Services (GIS)
77	Primary Review and Validation of GIS	5 days	Tyler Technical Services (GIS)
78	GIS Overview 1	0.5 days	Tyler Technical Services (GIS)
79	GIS Overview 2	0.5 days	Tyler Technical Services (GIS)
80	**Conduct GIS Mobility Setup and Training**	**15.63 days**	
81	Email Law Enforcement and/or Fire Field Mobile GIS Pre-Requisites	1 hr	Tyler Technical Services (GIS)

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names
82	Create Vector Tile Package (VTPK) and Mobile Map Package (MMPK)	0.5 days	Tyler Technical Services (GIS)
83	**Complete Tyler Technical System Setup**	**68.13 days**	
84	Schedule delivery of new servers, other hardware / software (if procured by Client)	5 days	Client
85	Authorize ordering of new servers, other hardware / software (if procured by Tyler)	1 day	Tyler Project Manager
86	Request software release on the portal for Systems Assurance	1 day	Tyler Project Manager
87	New Hardware arrives	0 days	Client
88	Inquire with Client about their internal server certificates	1 day	Tyler Project Manager
89	Ensure that Clients have certificates in place prior to SA install	1 day	Tyler Project Manager
90	Deliver OVF Server Images	1 hr	Tyler Technical Services
91	Complete Hardware Setup	5 days	Client
92	Review OVF Server Installation Process	1 day	Tyler Technical Services
93	Client to Install Virtual Servers (OVF)	2 wks	Client
94	Verify Server Installation	2 hrs	Tyler Project Manager
95	Review Server Readiness	1 day	Tyler Technical Services
96	Install Enterprise Public Safety Software	5 days	Tyler Technical Services
97	Tyler Technical Services Complete	0 days	
98	Initial System Deployment Complete	0 days	
99	**3.2, 3.3 Configuration & Process Refinement**	**146.25 days**	
100	**NCIC Preparation, Installation, and Configuration**	**131.25 days**	
101	**New Virtual Message Switch Preparation**	**91.25 days**	
102	Obtain Approval For State Connection	60 days	Client
103	Confirm state NCIC approval	1 day	Tyler Project Manager
104	Verification of state development for Virtual Message Switch Support	0 days	Tyler Senior Unix Architect
105	Send Red Hat Enterprise Licensing Email	1 day	Tyler Project Manager
106	Authorize ordering of Red Hat Enterprise License for Virtual Message Switch (VMS) (see notes)	1 day	Tyler Project Manager
107	Obtain Red Hat Enterprise License key (VMS) from Client and provide to Tyler Technical Services	1 day	Tyler Project Manager

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names	
108	**Configure New Message Switch / VMS**	**3.5 days**		
109	Install and Configure Message Switch / VMS (and State DL Photo Download if available)	3 days	Tyler Technical Services	
110	Install Mobile State Standard Parsing	0.5 days	Tyler Technical Services	
111	**NCIC Installation**	**90.25 days**		
112	Setup NCIC Install & Training Plan Conference Call	1 hr	Tyler Project Manager	
113	Conduct NCIC Install & Training Plan Conference Call	1 hr	Tyler 3rd Party Software Vendor,Tyler Standard Interfaces,Client	
114	Confirm dates with Client for NCIC Interface Install	3 days	Tyler Project Manager	
115	NCIC Base Interface Install (and State DL Photo Download if available)	4 days	Tyler Standard Interfaces	
116	On-Line CAD Interface Install	1 day	Tyler Standard Interfaces	
117	On-Line Global Subjects Install	1 day	Tyler Standard Interfaces	
118	On-Line Wants and Warrants Install	3 days	Tyler Standard Interfaces	
119	On-Line Property Install	3 days	Tyler Standard Interfaces	
120	On-Line Orders of Protection Install	3 days	Tyler Standard Interfaces	
121	On-Line Impounds Install	1 day	Tyler Standard Interfaces	
122	**Configure the Applications**	105.13 days		
123	**CAD Enterprise**	70 days		
124	Review and Configure - Week 1 - CAD Enterprise	3 days	Tyler Implementation Consultant,Client	
125	GIS CAD Configuration Week 1	0.5 days	Tyler Technical Services (GIS)	
126	Complete Configuration Tasks, Application Testing & Internal Process Development - CAD Enterprise	2 wks	Client	
127	Review and Configure - Week 2 - CAD Enterprise	3 days	Tyler Implementation Consultant,Client	
128	GIS CAD Configuration Week 2	0.5 days	Tyler Technical Services (GIS)	
129	Complete Configuration Tasks, Application Testing & Internal Process Development - CAD Enterprise	2 wks	Client	
130	Review and Configure - Week 3 - CAD Enterprise	3 days	Tyler Implementation Consultant,Client	
131	Complete Configuration Tasks, Application Testing & Internal Process Development - CAD Enterprise	2 wks	Client	
132	Deploy CAD Parsing	5 days	Tyler Standard Interfaces	
133	**RMS Enterprise**	**55.13 days**		
134	Review and Configure - Week 1 - RMS	5 days	Tyler Implementation Consultant	

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names	
135	Review and Configure - Week 2 - RMS	3 days	Tyler Implementation Consultant,Client	
136	Complete IBR Readiness	1 day	Tyler Solution Consulting (State Compliance)	
137	**Property Room Bar Code - RMS (if client is using RMS Property Room Barcoding with Property & Evidence)**	**51.13 days**		
138	Determine if client will use Property Room Barcoding	1 hr	Tyler Project Manager	
139	Authorize Ordering of Property Room Barcode Kit if to be procured by Tyler	0 days	Tyler Project Manager	
140	Authorize Ordering of Property Room Barcode Kit if to be procured by Client	0 days	Client	
141	Install and Setup Wireless Infrastructure, Handheld Devices - charge & connect to wireless	5 days	Client	
142	Verify Installation and Configure of Property Room Bar Code Software	0 days	Tyler Project Manager	
143	**Law Enforcement Field Reporting (with or without Messaging)**	**75 days**		
144	Configure Mobile & Deploy Field Reporting Forms	5 days	Tyler Implementation Consultant Mobile	
145	Finalize Mobile Configuration & Admin Training	3 days	Tyler Implementation Consultant Mobile	
146	Deploy Accident Field Reports (not first-in-state)	5 days	Tyler Solution Consulting (State Compliance)	
147	Fleet Readiness	8 wks	Client	
148	**Mobility**	**11.5 days**		
149	Request that a new Mobility Client Account is deployed	1 day	Tyler Project Manager	
150	Onboard the Client to Tyler Community Alerts and Announcements For Mobility	0 days	Tyler Project Manager	
151	Install Mobility Features	0.5 days	Tyler Implementation Consultant Mobile	
152	**Conduct Workflow Review**	**3 days**		
153	Conduct Workflow Review - CAD	3 days	Tyler Implementation Consultant	
154	Conduct Workflow Review - RMS	3 days	Tyler Implementation Consultant	
155	Conduct Workflow Review - Mobile	3 days	Tyler Implementation Consultant Mobile	
156	Attend Workflow Review	3 days	Tyler Project Manager,Client	
157	**Standard Interfaces**	**31 days**		
158	**Tyler Third Party Standard Interface Software (actual plan lists details for each interface licensed - similar to below)**	**31 days**		
159	Interface pre-requisite readiness review	1 day	Client,Tyler Project Manager	

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names
160	Install & Configure Standard Interface (duration 1 to 5 days per interface)	2 wks	Tyler Standard Interfaces
161	Client Testing of Standard Interface	2 wks	Client
162	**Emergency Networking (3rd Party)**	**50.5 days**	
163	**Emergency Networking - Initiation**	**5.5 days**	
164	Emergency Networking - Conduct Startup Call	2 hrs	Tyler 3rd Party Software Vendor
165	Emergency Networking - Project Kickoff	2 hrs	Tyler 3rd Party Software Vendor
166	**Emergency Networking - Prepare Solution Stage**	**35 days**	
167	Emergency Networking - Site Standup	1 day	Tyler 3rd Party Software Vendor
168	Emergency Networking - Site Configuration	20 days	Tyler 3rd Party Software Vendor
169	Configuration & Process Refinement Complete	0 days	
170	**3.4 Conversion Delivery**	**70.13 days**	
171	**Data Archive**	**70.13 days**	
172	Data Archive Development	10 wks	Tyler Conv Lead
173	Data Archive Initial Delivery	1 wk	Tyler Conv Lead
174	Data Archive Testing	6 wks	Tyler Conv Lead
175	Data Archive Ready for Training and Go Live	0 days	Tyler Conv Lead,Tyler Project Manager
176	Submit Pre-Go-Live letter for data conversion sign off	1 hr	Tyler Conv Lead
177	**3.5 Modifications Delivery**	**80 days**	
178	**Custom Interfaces (actual plan repeats this section per custom interface)**	**80 days**	
179	**<Custom Interface Name>**	**80 days**	
180	<Custom Interface Name>- Design / Code Interface	8 wks	Tyler Custom Interface Developer
181	<Custom Interface Name>- Initial Deployment- Testing Start	0 days	Tyler Custom Interface Developer
182	<Custom Interface Name>- Interface Updates / Continued Testing	8 wks	Tyler Custom Interface Developer,Client
183	Production Readiness Stage	40 days	
184	**4.1 Solution Validation**	10 days	
185	**Conduct Functional Test**	**10 days**	
186	Conduct Functional Testing (Client)	2 wks	Client
187	Solution Validation Complete	0 days	

	City of Round Rock, Texas		
	Sample Project Plan		
ID	Task Name	Duration	Resource Names
188	**4.2 Go Live Readiness**	**22 days**	
189	**Prepare Go-Live Plan**	**3 days**	
190	Review pre-go-live checklist with Client	3 days	Tyler Project Manager
191	Review with Client What is Deleted by Go Live Script	1 hr	Tyler Project Manager
192	Obtain Standard or Request Custom Go Live Script (if needed 60 days before go-live)	1 hr	Tyler Project Manager
193	**Technical Readiness Assessment**	**2 days**	
194	Conduct Technical Readiness Assessment and Respond to Issues Found – SA	1 day	Tyler Technical Services
195	Conduct Technical Readiness Assessment and Respond to Issues Found - Mobile	1 day	Tyler Implementation Consultant Mobile
196	Conduct Technical Readiness Assessment - GIS	2 days	Tyler Technical Services (GIS)
197	**4.3 End User Training**	**34.13 days**	
198	**Trainer Preparation**	7 days	
199	Prepare Tyler Trainers	1 day	Tyler Project Manager
200	GIS Technical Support for End User Training	1 day	Tyler Technical Services (GIS)
201	**RMS Enterprise**	**13 days**	
202	Train the Trainers - RMS	3 days	Client,Tyler Implementation Consultant
203	Train the Trainers - RMS	3 days	Client,Tyler Implementation Consultant
204	Train the End Users - RMS	5 days	Client
205	**LE Mobile Training**	**13 days**	
206	Train the Trainers - LE Mobile	3 days	Client,Tyler Implementation Consultant Mobile
207	Train the End Users - LE Mobile	10 days	Client
208	**Fire Mobile Training**	**13 days**	
209	Deploy - Fire Mobile Messaging	1 day	Tyler Implementation Consultant Mobile
210	Train the Trainers - Fire Mobile Messaging	2 days	Client,Tyler Implementation Consultant Mobile
211	Train the End Users - Mobile Fire	10 days	Client
212	**Mobility**	**1 day**	
213	Mobile Admin Training to Support Mobility	1 day	Tyler Implementation Consultant Mobile
214	**Data Collect Mobile**	**21.13 days**	
215	Coordinate Data Collect Mobile Training with CSM	1 hr	Tyler Data Collect Mobile Implementation Consultant,Tyler Project Manag

	City of Round Rock, Texas **Sample Project Plan**		
ID	**Task Name**	**Duration**	**Resource Names**
216	Data Collect Mobile Training	1 day	Tyler Data Collect Mobile Implementation Consultant
217	**CAD Enterprise**	**18 days**	
218	Train the End Users - CAD Enterprise	3 days	Tyler Implementation Consultant,Client
219	Train the End Users - CAD Enterprise	3 days	Tyler Implementation Consultant,Client
220	Train the End Users - CAD Enterprise	3 days	Tyler Implementation Consultant,Client
221	Train the End Users - CAD Enterprise	3 days	Tyler Implementation Consultant,Client
222	**Emergency Networking - Production Readiness**	**3 days**	
223	Eemergency Networking - End User Training	3 days	Tyler 3rd Party Software Vendor
224	End User Training Complete	0 days	
225	**Production Stage**	**78 days**	
226	**5.1 Go Live**	**15.5 days**	
227	**Execute Go-Live Preparation**	**7.5 days**	
228	Provide Refresher GIS Overview (optional)	0.5 days	Tyler Technical Services (GIS)
229	Execute the Pre-Go-Live Checklist	2 days	Tyler Project Manager
230	**Go-Live**	**5 days**	
231	Provide Management of Go-Live	1 day	Tyler Project Manager
232	Complete Go-Live Checklist	4 days	Tyler Project Manager
233	Data Archive Run in Production	5 days	Tyler Conv Developer
234	**CAD Enterprise Live Support**	**3 days**	
235	Provide Live Support - CAD Enterprise - Day Shift	3 days	Tyler Implementation Consultant
236	Provide Live Support - CAD Enterprise - Night Shift	3 days	Tyler Implementation Consultant
237	Provide Live Support - CAD Enterprise - Additional (per PSAP)	3 days	Tyler Implementation Consultant
238	**RMS Enterprise Live Support**	**3 days**	
239	Provide Live Support - RMS Enterprise	3 days	Tyler Implementation Consultant
240	**Mobile Live Support**	**3 days**	
241	Provide Remote Message Switch Support	3 days	Tyler Implementation Consultant Mobile
242	Provide Live Support - Mobile	3 days	Tyler Implementation Consultant Mobile
243	**Emergency Networking - Production Stage**	**1 day**	
244	Emergency Networking - Final Conversion run at Go Live	1 day	Tyler 3rd Party Software Vendor
245	Emergency Networking - Go Live	1 day	Tyler 3rd Party Software Vendor

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names	
246	Provide Go-Live Support - GIS	4 days	Tyler Technical Services (GIS)	
247	Provide Remote Live Support - Custom and Standard Interfaces	4 hrs	Tyler Standard Interfaces	
248	**Custom Interface Go Live Milestones**	**0 days**		
249	<Custom Interface Name>- Interface Go-Live	0 days	Tyler Custom Interface Developer	
250	Provide Remote Live Support - Technical Sponsor (if applicable)	3 days	Tyler Support	
251	Turnover Support from Project Team to Tyler Client Support Team	1 hr	Tyler Support,Tyler Project Manager	
252	Go Live Complete	0 days		
253	**5.2 Transition to Client Services**	**35.13 days**		
254	Initial Knowledge Transfer to Account Management Client Success Team	1 hr	Tyler Project Manager,Tyler CSAM	
255	Schedule Transition to Account Management Client Success Team	1 hr	Tyler Project Manager	
256	Conduct Transition Meeting with Account Management Client Success Team	1 hr	Tyler Project Manager,Client,Tyler CSAM	
257	**5.3 Post Go Live Activities**	**58 days**		
258	**Provide Post Go-Live Training & Support**	**39 days**		
259	Post Go-Live Support RMS Enterprise	3 days	Tyler Implementation Consultant	
260	Post Go-Live NCIC Remote Support	1 day	Tyler Standard Interfaces,Client	
261	Post Live IBR/UCR Submittal Support	3 days	Tyler Implementation Consultant	
262	**Custom Interfaces Post Go-Live Sign Off**	**0 days**		
263	<Custom Interface Name>- Interface Sign Off	0 days	Tyler Custom Interface Lead	
264	**Complete DSS Training**	**8 days**		
265	Conduct Decision Support Requirements Gathering / Training Planning Call	1 hr	Tyler Data Analysis	
266	CAD Management Data Mart Training	2 days	Tyler Data Analysis	
267	**Public Safety Analytics Implementation Services**	**40.5 days**		
268	Public Safety Analytics - Planning Call with the Client	1 hr	Tyler Data Analysis,Client	
269	Public Safety Analytics - Install, Configure, Conduct Customer Site Review	8 hrs	Tyler Data Analysis,Client	
270	Public Safety Analytics - Customer Train the Trainer Session (Scheduled during Site Review)	4 hrs	Tyler Data Analysis,Client	
271	**Data Archive Post Go Live Activities**	**0 days**		
272	Data Archive Closure	0 days	Tyler Conv Lead	

City of Round Rock, Texas
Sample Project Plan

ID	Task Name	Duration	Resource Names
273	Post Go Live Activities complete	0 days	
274	**Close Stage**	**5 days**	
275	**6.1, 6.2 Phase and Project Close Out**	**5 days**	
276	**Verify All Contracted Items are Delivered and Payments are Collected**	**5 days**	
277	Verify All Contracted Items are Delivered	5 days	Tyler Project Manager,Client
278	Ensure billings are submitted and AR is current	1 day	Tyler Project Manager
279	PMO Close Project	1 day	Tyler PMO
280	Phase and Project Close Out Complete	0 days	

10. Additional Appendices

10.1 Intentionally left blank.

11. Project Timeline

11.1 Enterprise Public Safety Project Timeline

11.1.1 Conceptual Project Schedule

The dates or timing included in this sample are for illustrative purposes only. A more precise schedule and WBS with the appropriate tasks and schedule will be determined during the Initiate & Plan stage. The availability of City resources to perform tasks, final determination of the overall task list, City schedule constraints and the actual project start date must be determined.

4. Evaluation Criteria: Segment 2 – Company Work Experience and Personnel

1. Prior Experience

Number of Years Providing the Proposed Software and Services

Tyler has been in business since 1966 and has provided public safety software and services for more than 41 years.

Relevant Municipal, Corporate, Individual Experiences

Representative project staff resumes are included in *3. Personnel* in this section.

Hays County, Texas

Hays County is a 14-agency consortium made up of the Sheriff's Office, Constables, and multiple Police Departments within the County. They have 535 sworn law enforcement officers and just under 200,000 calls for service. This on-premises deployment went live in August of 2020 and includes Tyler's Enterprise CAD, Law Enforcement Records Mobile, Field Reporting, Law Enforcement Field Mobile (Tyler's mobility app for iOS and Android), and Enforcement Mobile. The County also dispatches for Fire and is running our Fire Mobile and the Fire Field Mobile app. Other Tyler applications at the County include Enterprise Justice (formerly Odyssey) for Court and Enterprise Corrections. This installation includes standard interfaces to NCIC, 911 (calls and text), Pictometry, Coplogic, and Radio Location, among others.

For more information from the client's perspective please contact Stephanie Robinson at stephanie.robinson@co.hays.tx.us. Tyler employees on this projected included a project manager, trainers, Interface Team, Data Conversion Team, go-live assistance, and other roles.

City of Lakeland, Florida

The City of Lakeland is a multijurisdictional installation made up of Lakeland Police, Lakeland Fire Department, and Florida Polytechnic University Police Department. The City Police Department has 255 sworn law enforcement officers and 119 civilians. The Fire Department has 179 employees. The City went live in March of 2022 on Tyler's Enterprise CAD, Law Enforcement Records, Law and Fire Mobile, Field Reporting, and Public Safety Insights. This installation has standard interfaces to NCIC, 911, Fire Records export, etc. This implementation was delayed for one-year as Lakeland waited to see what Polk County was going to do with its CAD and RMS system.

For greater detail from the client's perspective, please reach out to Robert Steele at Robert.Steele@lakelandgov.net. Tyler employees on this projected included a project manager, trainers, Interface Team, Data Conversion Team, go-live assistance, and other roles.

Martin County, Florida

Martin County is a multijurisdictional installation made up of primarily the Sheriff's Office, as well as Stuart Police Department and two other smaller police departments. The County has 325 sworn law enforcement officers, with approximately 250,000+ calls for service annually. This on-premises deployment went live on September of 2021 and includes Tyler's Enterprise CAD, Law Enforcement Records, Mobile, and Field Reporting. This installation has standard interfaces to NCIC, 911, Tyler CAD-to-

Tyler CAD, Coplogic, CAD Paging, etc. The County was one of our first agencies to deploy our Data Archive solution in the cloud, thus starting with a clean database moving forward without duplicate name files from the prior legacy system.

For greater details from the client's perspective please reach out to Ronald Smith at resmith@sheriff.martin.fl.us. Tyler employees on this projected included a project manager, trainers, Interface Team, Data Conversion Team, go-live assistance, and other roles.

Champaign County/METCAD, Illinois

Champaign County is a multijurisdictional installation made up of the Champaign County Sheriff Office, Metropolitan Computer Aided Dispatch (METCAD) 9-1-1, and the Police Departments of Champaign, Urbana, Rantoul, Thomasboro, Tolono, University of Illinois, Ludlow, Homer, Gifford, Fisher, Mahomet, and Parkland College. Fire Departments include Champaign, Urbana, Bondville, Broadlands/Longview, Carroll, Cornbelt, Eastern Prairie, Edge Scott, Gifford, Homer, Ivesdale, Ludlow, Ogden/Royal, Pesotum, Philo, Rantoul, Sadorus, Savoy, Seymour, Sidney, St. Joseph, Thomasboro, and Tolono. They have over 250 sworn law enforcement officers, with approximately 200,000+ annual calls for service. This on-premises deployment includes Tyler's Enterprise CAD, Law Enforcement Records, Mobile, and Field Reporting. This installation has standard interfaces to NCIC, 911, Tyler CAD-to-Tyler CAD, ASAP, Encoder, PulsePoint, etc. The County contracted for Enterprise CAD first and went live in January of 2021; they contracted later for LE Records, which went live in February of 2022.

For more details from the client's perspective please reach out to Jeffrey Wooten at jeffrey.wooten@champaignil.gov. Tyler employees on this projected included a project manager, trainers, Interface Team, Data Conversion Team, go-live assistance, and other roles.

Rockwall County, Texas

The Rockwall County Sheriff's Office is a multijurisdictional installation deployed in the AWS GovCloud that also hosts for the Royse City Police and Fire Departments, as well as McLendon-Chisholm Fire Department. The County went live in November of 2022 on AWS GovCloud. This cloud deployment includes Tyler's Enterprise CAD, Law Enforcement Records, Law Enforcement and Fire Mobile, Field Reporting, Law Enforcement and Fire Field Mobile, and Enforcement Mobile for eCitations. Other Tyler applications at the County include Enterprise Justice for Court and Enterprise Corrections. This installation has standard interfaces to NCIC, 911, Fire Records export, etc.

Tyler employees on this projected included a project manager, trainers, Interface Team, Data Conversion Team, go-live assistance, and other roles.

2. Project Experience

The following references describe some of Tyler's public safety installations. Because each system is unique to the client's needs, the following may not represent the exact system proposed for the City. However, we have selected clients with similarities to the City with respect to product configuration, geographical areas, client type or operational characteristics.

These references are intended to provide further confidence in the City's selection of Tyler as its public safety solution provider. If the City requires more information or additional references, please contact Larry Wells, Account Executive, at (239) 691-6790 or Larry.Wells@tylertech.com.

Attachment E – Reference Sheet

Please see attached.

ATTACHMENT E
REFERENCE SHEET

REFERPLEASE COMPLETE AND RETURN THIS FORM WITH THE SOLICITATION RESPONSE

SOLICITATION NUMBER: ___RFP 23-025___

RESPONDENT'S NAME: ___Tyler Technologies, Inc.___   **DATE:** ___July 27, 2023___

Provide the name, address, telephone number and **E-MAIL** of at least three (3) valid Municipal, Government agencies or firms of comparable size that have utilized services that are similar in type and capacity within the last two (2) years. City of Round Rock references are not applicable. References may be checked prior to award. If references cannot be confirmed or if any negative responses are received it may result in the disqualification of submittal.

1. Company's Name | Hays County Sheriff's Office
   Name of Contact | Stephanie Robinson,
   Title of Contact | Records Program Administrator
   E-Mail Address | stephanie.robinson@co.hays.tx.us
   Present Address | 712 Stagecoach Trail
   City, State, Zip Code | San Marcos, Texas 78666
   Telephone Number | (512) 738-3479   Fax Number: (   )

2. Company's Name | City of Lakeland Police Department
   Name of Contact | Robert Steele
   Title of Contact | Public Safety IT Manager
   E-Mail Address | Robert.Steele@lakelandgov.net
   Present Address | 219 N. Massachusetts Avenue
   City, State, Zip Code | Lakeland, Florida 33801
   Telephone Number | (863) 834-6973   Fax Number: (   )

3. Company's Name | Martin County Sheriff's Office
   Name of Contact | Ronald E. Smith, Jr.
   Title of Contact | Information Technology and Facility Services Manager
   E-Mail Address | resmith@sheriff.martin.fl.us
   Present Address | 800 SE Monterey Road
   City, State, Zip Code | Stuart, Florida 34994
   Telephone Number | (772) 220-7125   Fax Number: (   )

FAILURE TO PROVIDE THE REQUIRED INFORMATION WITH THE SOLICITATION RESPONSE MAY AUTOMATICALLY DISQUALIFY THE RESPONSE FROM CONSIDERATION FOR AWARD.

a) Three Successful Projects

Project 1	
Contact Name and Title	Stephanie Robinson, Records Program Administrator
Agency	Hays County Sheriff's Office
Address	712 Stagecoach Trail San Marcos, Texas 78666
Telephone / email	(512) 738-3479 / stephanie.robinson@co.hays.tx.us
Version of Software Installed	2022.2 SP1
Implementation Date of Software Modules	September 2018
Project Start Date and Go-Live Date with All Modules	September 2018 – August 2020
Applications Installed	▪ Enterprise CAD ▪ Enterprise LE Records ▪ Enterprise Corrections ▪ Enterprise LE and Fire Mobile ▪ Enterprise LE and Fire Field Mobile ▪ LE Field Reporting ▪ Public Safety Insights ▪ Enforcement Mobile – Electronic Citations ▪ Fire Prevention Mobile
Proprietary / Confidential – Subject to Restrictions on Disclosure	

Project 2	
Contact Name and Title	Robert Steele, Public Safety IT Manager
Agency	City of Lakeland Police Department
Address	219 N. Massachusetts Avenue Lakeland, Florida 33801
Telephone / email	(863) 834-6973 / Robert.Steele@lakelandgov.net
Version of Software Installed	2021.2 SP1
Implementation Date of Software Modules	December 2019
Project Start Date and Go-Live Date with All Modules	December 2019 – March 2022
Applications Installed	▪ Enterprise CAD ▪ Enterprise LE Records ▪ Enterprise LE and Fire Mobile ▪ Enterprise Fire Field Mobile ▪ LE Field Reporting ▪ Public Safety Insights
Proprietary / Confidential – Subject to Restrictions on Disclosure	

Project 3	
Contact Name and Title	Ronald E. Smith, Jr., IT and Facility Services Manager
Agency	Martin County Sheriff's Office
Address	800 SE Monterey Road Stuart, Florida 34994
Telephone / email	(772) 220-7125 / resmith@sheriff.martin.fl.us
Version of Software Installed	2023.1 SP1
Implementation Date of Software Modules	December 2019
Project Start Date and Go-Live Date with All Modules	December 2019 – September 2021
Applications Installed	- Enterprise CAD - Enterprise LE Records - Enterprise Corrections - Enterprise LE Mobile - Enterprise LE Field Mobile - LE Field Reporting - Public Safety Insights
Proprietary / Confidential – Subject to Restrictions on Disclosure	

b) One Unsuccessful Project

Contact Name and Title	Lieutenant Jim Heckel
Agency	Downey Police Department
Address	10911 Brookshire Avenue Downey, California 90241
Telephone / email	(562) 904-2338 / jheckel@downeyca.org
Version of Software Installed	2020.1 HF5
Implementation Date of Software Modules	Originally installed April 2002 Most recent install January 2018
Project Start Date and Go-Live Date with All Modules	January 2018 – April 2019
Proprietary / Confidential – Subject to Restrictions on Disclosure	

1) Reason project was unsuccessful

The Downey Police Department left Tyler for another vendor that offered deeply discounted pricing to be the first-in-state for Mark43 in California. The vendor also made some promises for deploying "bleeding-edge" technology.

2) Lessons Learned

We learned that we do need nor want to be "bleeding" technology – we simply need to offer the latest technology that can actually be delivered. For example, our Field Mobile apps for iOS and Android are now used by thousands of officers across the country.

3) Changes made to avoid future failure

Tyler continues to spend more on research and development than any other public sector company - $100 million in 2023, with more than $25 million of that dedicated to public safety. The Downey Police Department returned to Tyler in 2018 because Mark43 could not deliver the system to meet Downey's needs. The Downey PD is pleased with Tyler, and Lt. Heckel can provide additional feedback.

d) One Recovered Project

Contact Name and Title	Sgt. Michael Manning
Agency	Rockwall County Sheriff's Office
Address	950 T.L. Townsend Drive Rockwall, Texas 75087
Telephone / email	(972) 204-7036 / mmanning@rockwallcountytexas.com
Version of Software Installed	2022.2 SP2
Implementation Date of Software Modules	June 2021
Project Start Date and Go-Live Date with All Modules	June 2021 – November 2022
Proprietary / Confidential – Subject to Restrictions on Disclosure	

1) Reason project was failing

The Rockwall County Sheriff Office (RCSO) wants to have CAD-to-CAD functionality with the City of Rockwall Police Department that is also using Tyler's CAD and LE Records solution.

2) Changes implemented to recover project

The County's Tyler solution is deployed in the AWS GovCloud, while the City has an on-premises deployment. Some coordination was needed to open ports to share unit information between the two CAD systems.

3) Lessons learned

More assistance was needed from both the City and County IT departments to open specific ports so that data can be shared properly.

4) Changes made to avoid future failure pattern

Tyler learned to build in more time for CAD-to-CAD deployment and coordination in the Statement of Work. We also need to make sure that all agencies involved are on board with going forward with a CAD-to-CAD connection, and that they have the necessary personnel to perform the required tasks. Sgt. Manning at the RCSO is overall pleased with the core CAD and Records system and is a reference for Tyler.

3. Personnel

Tyler provides superior, comprehensive software with outstanding training and support services from a dedicated and experienced staff. Our project personnel play a key role in your successful use of the software.

Tyler works with client management to co-manage the implementation project. Your Tyler support team includes a project manager to oversee the successful implementation of the project and application specialists to install software and provide on-site education and training and ongoing support. Many of our Professional Services personnel joined Tyler with experience from the public sector and have a unique understanding of your training needs to help achieve the maximum benefits from our software.

The following project personnel resumes have been provided to give the City an idea of personnel experience. In an effort to allocate resources properly, Tyler cannot assign team members until a contract has been executed. Tyler has provided information representative of the skills and qualifications of its personnel.

Laura I. Powell, Project Manager

Summary   Laura came to Tyler in 2015 with 32 years in public safety – 12 years as a dispatcher/records clerk at a local university and 20 years with another public safety software company. During her tenure with her prior company, her roles included project management and managing a variety of professional services teams.

Project Experience   **Providence Police Department, Rhode Island**
May 2020 – April 2021
Providence was founded in 1636 (original settlement) and is the largest city in Rhode Island. The Providence Police Department has been a client since 2004, and this recent project entailed an upgrade from MSP CAD to Enterprise CAD. This upgrade compliments the MSP Records, Mobile, and Field Reporting currently being used by the client.

Grove City, Ohio
September 2019 – April 2021
The Grove City Police Department is in Franklin County. The client is a current Tyler Courts and ERP user and has added the Tyler Enterprise Public Safety suite of CAD, Records, Mobile, Field Reporting, Law Enforcement and Fire Field Mobile, and Public Safety Insights. Grove City is the first in-state client live on Enterprise Records and is excited about integration with other Tyler products.

Northwestern University, Illinois
August 2019 – March 2021
The University was established in Evanston in 1853 to provide the Northwest Territory a higher education option. Today, Northwestern is run as the #9 National University; the Business, Medical, Chemistry, Economics, Materials Education, and Education Schools all rank in the top 15 in the county. This project was to move the University Police Department from MSP CAD to our Enterprise CAD solution. They have been a client since 2007 and use our MSP Records, Mobile, and Field Reporting also.

Gillespie County/Fredericksburg Police Department, Texas
September 2018 – September 2020
Gillespie County/Fredericksburg Police Department are small agencies in Gillespie Count, which was home to WWII Fleet Admiral Chester W. Nimitz. These agencies are Tyler Alliance clients, as well as our first Enterprise Records migration clients. In addition to moving to Enterprise Records, they also added Mobile Field Reporting and Fire Field Mobile. This complements their current use of Enterprise CAD, Enterprise Corrections, and Courts.

Richmond Police Department, Texas
March 2019 – February 2020
The Richmond Police Department is a small agency in Fort Bend County, Texas, rich in local history. The PD is currently housed in the original jail built in 1890. For this project, the agency added Mobile and Field Reporting, which will allow their officers to complete reports in the field and maintain their presence to the public. This product is an addition to their current product suite of Enterprise CAD and Records.

University of Maryland, Maryland
November 2018 – January 2020
The University of Maryland is the largest university in the state of Maryland and Metropolitan area of Washington, D.C., with over 41,000 students that attend. They are in Prince George County and work closely with neighboring agencies to share information and coordinate efforts that include responses on campus. The University conducts many research projects for the federal government, including NASA, the FDA, National Institutes of Health, and Homeland Security, to name a few. This implementation included upgrading to our Enterprise CAD and the latest version of our Records, Mobile, and Field Reporting.

Chautauqua County, New York
June 2018 – May 2020
Chautauqua County is the westernmost county in the state of New York and borders Lake Erie. This agency dispatches for over 30 local townships and villages in the County. This implementation involved taking the agency to the Enterprise CAD platform and upgrading the current Records, Corrections, and Mobile products. Later in the project, Field Reporting was added, and 7 agencies chose to participate in this effort with the County.

Lowndes County, Georgia
September 2017 – September 2019
Lowndes County is in southern Georgia and is the home of Valdosta State University and Moody Air Force Base. The County serves a population of 109,000. This project included nine agencies as they implemented Enterprise CAD, Law Enforcement Records, LE and Fire Mobile, Field Reporting, Field Mobile, and eCitations. Also included were two data conversions and numerous interfaces. Implementing this project with nine agencies with different needs and requirements forced us to be creative with training plans and coverages. The go-live was very successful, which can be attributed to the client teams as well as the Tyler teams. The client is in the process of adding Enterprise Corrections and Civil Processing to its Tyler Alliance suite.

Athens-Clarke County/University of Georgia/Athens-Clarke County Sheriff/Athens-Clarke County School District, Georgia
August 2016 – September 2018
Athens-Clarke County is a consolidated government in the heart of Athens, Georgia. This implementation included Enterprise CAD, LE Records, Mobile, Field Reporting, interfaces, Decision Support Software, and data conversion. What made this project especially complex is the Athens-Clarke County Jail went live on Corrections in December 2016. This required extra coordination so that the conversion, training, upgrades, and testing did not interfere with the daily operations of the jail. Because the 911 Center and University 911 Center were backups to each other, this increased the complexity regarding interface setup and product installation. The judges in the court system added last-minute requirements for arrest report formats and access to reports by clerks. With some ingenuity by our Mobile team, work with the Jail Commander, and the client's stance on changes with the judges, we were able to reach a compromise in order to secure our scheduled go-live.

The success of this project can be attributed to the organization of the client's build team and the command support to the creativity of the on-site support resources from Tyler and support of other departments in the County, chiefly the Jail.

Arlington County, Virginia
September 2015 – March 2017
The Arlington County Police Department and County Sheriff's Office have a unique working relationship, as traditional sheriff and police roles are not as clearly delineated between these departments.

Laura took over this unique project in September 2015 shortly after joining Tyler. This project included the implementation of LERMS (over 100 users), Corrections (over 300 beds), Mobile and Field Reporting (approx. 400 officers), Decision Support Software, standard and custom interfaces, and a large data conversion of over 30 years of data in multiple sources. The go-live process began with Corrections, with LERMS, Mobile, and Field Reporting following several days later. Overall, the go-live was very busy with the timing of interfaces and conversions but ultimately smooth. The success of this go live was due to a well prepared and organized client as well as a strong on-site and remote Services team members.

Athens-Clarke County Jail, Georgia
September 2015 – December 2016
Athens-Clarke County Jail was on an old iSeries 400 system with a jail commander with a vision for the future and what moving to our system could mean for them. Though he had a limited staff to participate, those that were able were in it for the improvements for their officers and worked long hours after their shifts to ensure the system was set up properly.

Fayetteville Police Department, Arkansas
August 2015 – February 2017
Fayetteville is the third largest city in the state of Arkansas and is the home to the University of Arkansas Razorbacks. Fayetteville PD is a long-time (20+ years) client that migrated from our iSeries 400 to the latest version of Enterprise CAD, LE Records, RMS, and Mobile. Due to the differences in technology between the iSeries 400 and Microsoft platforms, the client initially struggled with understanding why functionality was different. The client went live on the new versions in February 2017 and has been involved in beta testing of new product releases. They have been and continue to be a strong client partner.

Education   BS, Business Management, University of North Carolina – Wilmington, Dec 1985
MBA, Business Administration, University of North Carolina – Wilmington, July 1992

Six Sigma Champions Course

Kevin Balvin, Implementation Consultant – CAD

Summary Kevin Balvin joined Tyler in 2018 and has two decades of public safety experience throughout the various fields of 9-1-1 emergency communications, fire suppression, prevention and education, emergency medical services and national security.

Kevin has held various titles and roles throughout the different fields of public safety, including a full-time fire lieutenant, student live-in coordinator, fire instructor, fire inspector, and community fire prevention officer, as well as a certified EMD and EFD dispatcher, and a former Paratrooper.

Project Experience **Martin County, Florida**
December 2019 – September 2021
Martin County is a large county on Florida's "Treasure Coast." This consolidated center has various niche situations that required special attention. From coastal barrier islands to specialized units including air assets, this client was able to take our product and configure it in a way that will integrate and work in unison with their real-time analytical crime lab.

Town of Clarkstown, New York
March 2019 – present
Clarkstown is a small suburb of New York City that provides Police & EMS services for its residents. CPD is a longstanding client of Tyler's public safety division and entered into an agreement to migrate to a newer version of Tyler Enterprise CAD, Mobile, Field Reporting and Law Enforcement Records.

Paulding County, Georgia
February 2019 – February 2021
Paulding County is a large county outside of Atlanta that dispatches county-wide for fire and law enforcement. Kevin led this new client through the configuration process. The client provided some unique considerations that needed to be addressed in the configuration process; Kevin was able to overcome those with the client through configurations and workflows. Go-live was delayed due to COVID-19 restrictions.

Brick Township, New Jersey
June 2018 – September 2019
Brick Township is a small community near the upper east coast of New Jersey. The small dispatch center handles Fire Police and EMS for their single jurisdiction. Kevin led and executed the entire project from start to finish from configuration, end user training and go-live.

Northern Tier Regional Telecommunications Project (NTRTP), Pennsylvania
November 2017 – October 2019
Kevin was part of the configuration process from start to finish with the Northern Tier project, from initial configuration to the roll out of go live. This project consisted of nine counties working on the same CAD. Kevin trained multiple groups of dispatchers on configuration settings, as well as training several counties end users.

Education Numerous fire and EMS certifications, trainings, and experience.

Michael Tarricone, Implementation Team Lead – Records Management

Summary
Mike joined Tyler in 2013 with a client's perspective on our software, bringing more than 23 years of public safety experience to his new role. He had previously worked as a supervisor and systems administrator for a large 911 communications center in New Jersey and is certified by the New Jersey State Police and the U.S. Army as an instructor. A combat veteran and retired major with the New Jersey Army National Guard, Mike is a certified police officer, emergency medical technician (EMT), National Crime Information Center (NCIC) Terminal Agency Coordinator (TAC) Officer. and Association of Public Safety Communications Officials (APCO) Basic Telecommunicator (BTC) and Emergency Medical Dispatch (EMD).

With his extensive *Public Safety domain* experience paired with his experience at Tyler as a Senior Implementation Consultant, Mike lends a practiced eye to Tyler's public safety software implementations, particularly those in complex, multi-jurisdictional environments. Mike has experience implementing Tyler's CAD and Law Enforcement Records products (MSP LERMS, Enterprise RMS). While his capabilities extend through the full suite of Tyler's Enterprise applications, Mike's focus is on LE Records, where he takes the lead on documentation and lesson plans, testing new software before distribution, creating standard reports and custom Word templates, and assisting with functional testing. He is a regular participant in Tyler's annual Connect conference, where he presents topic-specific classes and takes part in ask-the-expert, product labs, and one-on-one sessions.

Project Experience
Monroe County Sheriff's Office, New York
March 2019 – present
Due to COVID-19, this implementation took on an extended configuration time, as well as being both an onsite and remote build. The Sheriff's Office came off of outdated records management software and upgraded to our LE Records solution, bringing with them 12 additional municipalities. They also leveraged our Virtual Jackets, in addition to our Multi-Server Search with Rochester Police. Mike saw the culmination of many interfaces and custom workflows throughout the configuration timeframe.

Annapolis Police Department, Maryland
February 2019 – March 2021
Close to the United States Capitol, Annapolis Police was the first agency to leverage the use of the cloud-hosted AWS Workspace format for all their connectivity needs. Mike worked with Annapolis through a 100% remote environment due to COVID-19, to bring them successfully live with our RMS system, setting the standard for agencies in the future to use AWS as their platform of choice.

Town of Bethlehem Police Department, New York
December 2018 – November 2020
This was the first of Mike's projects to be affected by the COVID-19 pandemic. While en route to the client, both New Jersey and New York states shut down. Mike turned around on the highway and ended up finishing the Enterprise RMS configuration remotely. This project had many challenges throughout, with state-specific needs for reporting crime. It included custom domestic violence reports and a complete rebuild and import of over 8,000 statutes. Both Mike and the

agency configuration team worked long hours to bring this project successfully over the finish line.

Kalamazoo County Sheriff's Office
November 2018 – March 2021
Another agency affected by the COVID-19 pandemic, this configuration, was put on hold for months. Being both an on-site and remote configuration, Mike was able to finish the LE Records build, train not only the Sheriff's Office but the five local municipalities, including Western Michigan University, and then successfully bring them live on the software in March of 2021.

Burlington County Sheriff's Office, New Jersey
September 2017 – October 2019
Centrally located in the heart of the state, Burlington County was the first in the state to launch the new Enterprise-Record Management System (RMS) and brought with them over 30 additional local municipalities. The agency has been using Tyler public safety software since 1997 and recently decided to upgrade from their iSeries 400 system to the most recent versions of Enterprise CAD, Mobile, Law Enforcement Records, and Field-Based Reporting. Mike managed and brought the agency live with the Records portion of the upgrade.

Lowndes County Sheriff's Office, Georgia
September 2017 – June 2019
Located in Valdosta, on the Florida border, the Lowndes County Sheriff's Office project saw them upgrade both CAD and LERMS. The agency has been using Tyler public safety software since 1992 and decided to upgrade from their iSeries 400 system to the most recent versions of Enterprise CAD, Mobile, Law Enforcement Records, and Field-Based Reporting. Mike managed and brought the agency live with the Records portion of the upgrade.

Guam Police
December 2016 – June 2018
Mike traveled internationally for more than six months configuring Tyler's CAD and LE Records software for use by Guam's police department, fire department, and judiciary. This was an enormous undertaking in both resources and logistical planning. Mike successfully coordinated with agency staff on-site in Guam and Tyler resources located in Michigan to deploy the latest version of the software.

Education Fairleigh Dickenson University, New Jersey – Master of Science, Homeland Security; Emergency Management
Ocean County Police Academy – Police Officer
(Richard) Stockton State College, New Jersey – Bachelor of Arts, Business Management
Ocean County College, New Jersey – Associate of Arts – Liberal Arts

New Jersey State Police Terminal Agency Coordinator (TAC), 2012
United States Army Basic Instructor Course (ABIC/5K), 2011
New Jersey State EMT-Paramedic, 2005
BTC/EMD Certified, 1995
New Jersey State Police NCIC Certified, 1993
New Jersey State EMT-Basic, 1993

Corey Cmajdalka, Implementation Analyst – Mobile/Field Reporting

Summary
Corey Cmajdalka started with Tyler in 2006 after retiring from a public safety background. He has been involved in and around law enforcement since 1983, when he started as a law enforcement explorer. Corey began his career as a police dispatcher and ultimately retired from municipal government within the IT field.

Since beginning his second career at Tyler, he has been assigned to the Mobile Professional Services group where he currently is the Team Lead. He has experience in helping agencies plan and set up their Mobile Messaging and Field Reporting systems. Through his prior law enforcement experience with multiple agencies, he understands how police departments function.

Corey's most recent involvement has been working with Tyler's future Reporting Writing software. Reporting writing will be the next generation field reporting software. Corey was also involved with Tyler's mobility platform. He helped development training and implementation processes for both Fire Field Mobile and Law Enforcement Field Mobile products.

Corey has been integral with Field Reporting deployments for the new Enterprise Records deployments. He regularly works with development and compliance ensuring smooth implementations for all clients.

Corey is also a member of Tyler's Mobile Advisory Group.

Project Experience
Hays County, Texas
September 2018 – August 2020
Hays County project consisted of ten different public safety agencies. Corey handled the planning and implementation for Enterprise Law Enforcement Mobile and Enterprise Field Reporting. Hays County is a very progressive agency that required advanced implementation.

Wyoming Highway Patrol, Wyoming
June 2018 – December 2020
The Wyoming Highway Patrol deployed a statewide CAD and Mobile system that supports first response services for over 400 miles of highways throughout the state. As a first-in-state deployment of Tyler's Enterprise Mobile solution, Corey provided form design and implementation services to standardize the solution and workflow processes throughout the state.

City of Tallahassee Police Department, Florida
December 2017 – January 2019
Tallahassee Police serves a population of 190,000 citizens; however, this number swells with the influx of two large college campuses and State offices. Corey provided implementation and workflow knowledge for Tallahassee's field reporting project. The project entailed working through current internal processes to utilize the new software to its fullest potential.

City of St. Joseph, Missouri
December 2017 – May 2018
St. Joseph Police is the lead agency for Buchanan County's four police agencies. It was necessary to ensure long-established workflows continued. Corey handled the migration and upgrade of current mobile and field reporting components to ensure continued success within the new upgraded environment.

City of Cleveland Police Department, Ohio
September 2011 – November 2015
Corey handled the field reporting implementation for the Cleveland Police, which handles a population of approximately 385,000 citizens. He led discussions that provided workflow solutions to handle a complex agency with multiple substations. This project proved a paradigm shift for the agency, moving from an antiquated paper solution to an electronic platform with improved workflow capabilities.

Education Master of Science in Management Computing and Systems, Houston Baptist University, Houston, Texas
Bachelor of Science in Criminal Justice, University of Houston – Downtown, Houston, Texas

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Nicholas Rensel, Senior GIS Engineer

Summary   Nick has over four years' experience with GIS software training, consulting, and implementation with the Tyler Enterprise public safety software. His primary responsibilities include co-managing the GIS Advisory Board, designing, and improving methods of analysis on client GIS data in an effort to make for smoother go-lives, monitoring and communicating to our client base through Tyler community, and leading the internal ongoing documentation updates. Nick has been the Tyler GIS resource assigned on dozens of projects ranging in all sizes and complexities. Prior to joining Tyler, Nick worked at Channel Vantage with a focus on dealership analysis for General Motors in Detroit, Michigan. This prior experience gave him vast knowledge of Microsoft SQL Server Management Studio, as well as advanced data functions in Microsoft Excel.

Project Experience   **Gwinnett County Schools, Georgia**
August 2019 – May 2021
This client project entailed a rather unique setup, with a police force responding to the school's system in Gwinnett County, Georgia. This entailed several challenges and requirements, such as bus lots and proper routing to/from those. Nick spent a great deal of time and attention to detail with their GIS personnel to help ensure they had a good understanding of the system and how to best visualize their unique mapping needs within Tyler Enterprise public safety software.

Jackson County, Michigan
December 2018 – February 2020
Jackson County underwent a large software jump; the County is located about two hours from Tyler's Public Safety Division in Troy. Nick spent time on site with the County's GIS team to go through the new features of the upgrade and how to best maintain GIS. Some of the complexities discussed included unique driveway calculations, interest in adding bordering counties for jurisdictional backup coverage, and multiple venue field corrections. They continue to maintain good communication lines with their dispatchers and address issues in a timely manner well after go-live.

Hays County, Texas
September 2018 – August 2020
Positioned between Austin and San Antonio, Hays County is one of the fastest-growing counties in the state. Nick worked with this client as the first one to have the GIS Management Application (GMA) installed. He spent many hours on training calls with the County's GIS resource to ensure a good understanding of the new interfaces within the GMA. Some of the challenges here included a large group to communicate to and one administrator in the entire GMA. The County is actively practicing updates in the system and doing heavy testing as a result, in hopes for a more successful go live.

City of McAllen, Texas
September 2018 – February 2020
McAllen is uniquely situated by the international border outside of Pharr (another Tyler client). Some of the large challenges they face are three separate dispatch centers on one system and three separate GIS resources feeding to one administrative resource to load GIS data changes into the Tyler Enterprise system. Nick has spent many hours developing a proper workflow and

communications lines with the administrator for best practices of gathering GIS changes from multiple sources. It was determined that several ORI/Response polygon boundary changes were needed about halfway through the project. The training Nick provided helped implement these changes swiftly and with few issues. The City continues to follow these workflows well after go-live.

Wyoming Highway Patrol, Wyoming
June 2018 – September 2020
Wyoming Highway Patrol (WHP) covers the entire state of Wyoming. Some of the GIS challenges faced here are unique data configurations, third-party GIS data editors, and massive jurisdictional coverage. Nick has tackled several items at WHP, including implementing Enterprise Records, a unique tow rotation setup, mile post verification and several other items. Nick has had several group discussions between the third-party GIS and WHP's IT department to determine a good workflow for successful data updating in the future.

Yuma Regional County System, Arizona
May 2018 – December 2019
Yuma included six dispatch centers and environments that were consolidated down to three during the upgrade, which added many GIS complexities. Nick worked with the GIS contact and several end users to forge communication lines and better workflows. Some of the various GIS challenges included three separate GIS databases, a change in schema later in the project, various common name updates, and one GIS client resource to manage it all. This project was also passed along to Nick halfway through the project due to a Tyler GIS personnel change. Nevertheless, they maintain those communications and continue to address GIS data changes in a timely manner well after go-live.

Education   Central Michigan University – Mount Pleasant, Michigan – Bachelor of Science, major in Geographic Information Systems, minor in Information Technology

Microsoft Certified Solutions Associate
- MCSA 461: Querying Microsoft SQL Server 2012/2014

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Devin Lark, Implementation Specialist - Interfaces

Summary Devin joined Tyler's Mobile Implementation team in 2016, coming to the company with previous implementation experience and a proven track record of client satisfaction. After transitioning to the Interface team at the end of 2018, Devin has continued to grow his knowledge of the entire software suite along with learning about software Tyler interfaces with. Along with scheduled project tasks and go live support, Devin also manages overflow interface issues from support and assists the development team. In addition to the projects below, Devin has worked with a majority of our clients though his handling of support escalations and PM/CSAM inquiries.

Project Experience **City of Jackson, Mississippi**
November 2019 – December 2020
The City Implemented Enterprise CAD, Records Management, Mobile and Field Reporting, replacing an aging cisco system. Devin deployed multiple interfaces for CAD and records and provided support for the go-live.

City of Grove City, Ohio
September 2019 – April 2021
The Grove City Police Department implemented Enterprise CAD, Enterprise RMS, Mobile, Field Reporting, Fire Field Mobile, Law Enforcement Field Mobile, and Fire Mobile Dispatch Fire departments participating in the project include Prairie Township, Pleasant Township and Jackson Township. Grove City is a town of approximately 42,000 and is a suburb of Columbus located in Franklin County. Devin deployed multiple interfaces ahead of go live and provided go-live support as well.

METCAD, Illinois
September 2019 – January 2021
METCAD is the Public Communications Center for all of Champaign County Illinois, which is the fifth-largest county in Illinois by land area. Devin worked on interface implementations up until go-live and provided interface support for the go-live.

Hays County, Texas
September 2018 – August 2020
Devin has worked to deploy many interfaces in this pre-live environment while working closely with the client to make sure they understand the interfaces. Devin has paved the way for a smooth interface deployment, including some interfaces that had yet to be deployed in an RMS environment.

Henry County, Georgia
December 2017 – June 2019
Devin provided on-site support for this go-live. Due to transitions at the agency during this project, multiple interface projects were overlooked, and Devin was still able to get them up and functioning in time during go-live.

Kendall County, Illinois
June 2017 – December 2018
Kendall County holds the record as the #1 fastest growing county in the United States with a 10-year percentage growth of 110.4 percent. According to Census Bureau statistics released in March 2011, Kendall County's 2010 population of

114,736 made it the number one fastest growing county in the United States between the years 2000 and 2010. This was a technically complex project since the County was already live on LERMS and Corrections. It was further complicated by adding Montgomery PD (a separate agency) onto the new KenCom server. Early in the project, Devin made configuration and workflow changes that paved the way for a smooth transition in the initially complicated landscape.

Northampton County, Pennsylvania
June 2017 – November 2018
This was a large project with many interfaces, multiple of which were custom. Devin handled the server migration, new environment staging and go-live support for interfaces for this project.

Muskingum County, Ohio
January 2017 – May 2018
Muskingum County was among the first clients to go-live with the integration between eCitations and Mobile. A first for the Mobile team, Devin worked both on site and remotely to test and configure the necessary setup for related hardware and software. In addition to this, the client singled out Devin as one of the most dedicated and knowledgeable resources they had worked with during the project.

Athens-Clarke County, Georgia
August 2016 – February 2018
Athens-Clarke County is a consolidated government in the heart of Athens, Georgia. Athens is the home of the University of Georgia and is located 60 miles northeast of Atlanta and is the sixth largest city in Georgia. Devin provided training to the Mobile trainers as well as overnight go-live support. There was a lot of variance in workflow and scope between the agencies, and Devin worked hard with people on site to make sure the proper procedures were followed and helped discover a new workflow to better align with the agency's goals.

Education   Eastern Michigan University, Ypsilanti, Michigan – Bachelor of Science
Washtenaw Community College, Ann Arbor, Michigan – Associate's

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5. Evaluation Criteria: Segment 3 – Cost Proposal

Hourly Rates

Labor Category / Title	Hourly Rate
Analyst	$160
Database Administrator	160
Data Conversion / Legacy Data	145
Project Manager	160
Programmer	160
Solution Architect	160
Trainer	145

Tyler Cost Proposal

Please see attached.

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Sales Quotation for: Round Rock Police Department

Quote Number: 2023-415598-H6J2X3

Quote Expiration: November 28, 2023

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ANNUAL/SAAS COSTS INCLUDED

Enterprise Public Safety

Computer Aided Dispatch
- Enterprise CAD Combined LE/Fire/EMS
- Web CAD Monitor
- CAD AVL
- BOLOs
- CAD Auto Routing
- Service Vehicle Rotation (Wrecker, Ambulance)
- CAD Data Mart / Includes 2 users
- CAD NCIC Interface
- CAD CFS (xml) Export Interface
- Telestaff Interface
- NG911 Interface (text to 911)
- ASAP Interface
- CAD to CAD Interface
- E-911 Interface
- Encoder Interface
- Out-of-Band AVL Interface (one-way interface)
- CAD Paging Interface
- Pre-Arrival Questionnaire Interface
- Alarm Interface (supports CryWolf)

Law Enforcement Records Management System
- Enterprise Law Enforcement Records
- Content Manager Core
- Livescan Interface
- Alarms
- Crash
- Stop Data
- Equipment and Inventory
- Bookings
- Use of Force
- Citizen Reporting Interface
- NCIC Interface

Mobile
- Enterprise Law Enforcement Mobile Server Software
- Law Enforcement Mobile Site License
- Fire/EMS Mobile Site License
- Field Reporting Site License
- Enterprise Law Enforcement Field Mobile
- LE Dispatch/Messaging/State/NCIC
- Drivers License Mag Stripe Reader/Barcode Reader Interface
- Mugshot Image Download
- LE In-Car Mapping / AVL

- LE In-Car Routing
- Enterprise Fire Field Mobile
- Fire Dispatch/Messaging
- Fire In-Car Mapping / AVL
- Fire In-Car Routing
- LE Field Reporting
- Field Investigation Field Reporting

Other Software
- Workstation License

Analytics
- Public Safety Insights (Performance Dashboard, Citizen Connect, Explorer, Analytics)

Hosting
- Mobility Hosting Annual Fee

Recurring Costs
- Data Archive

Subscription Fees
- Link Analysis

Third Party – Emergency Networking Annual Fees
- Emergency Networking Fire Suite
- Emergency Networking Investigations Module
- Emergency Networking Pro Interface Package

SERVICES INCLUDED

One-Time Services
- Project Management
- Configuration
- System Assurance
- Installation
- Implementation
- Training
- Software System Testing (CAD, LERMS, Mobile/Field Reporting)
- Go-Live Support
- Data Archive (Single source CAD, single source LERMS)

Custom Development
- TXDOT CRIS (one-way)
- Motorola MC7500 Consoles (one-way)
- LexisNexis (one-way)
- Guardian Personnel Data (two-way)
- LEADRS (one-way)
- Guardian Arrest Data
- Williamson County Digital Evidence System (DEMS) (two-way)
- State Registrant Forms (one-way)
- Axon - Evidence (one-way)

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- ADORE (one-way)
- Julota (one-way)
- Billing Solution Provider (TBD) (one-way)
- NICE Logging Recorder (one-way)
- Unify - CAD-to-CAD

Third-Party – Emergency Networking Services
- Implementation
- NFIRS Data Imports
- Non-NFIRS Data Imports
- Daily On-Site Training (2 4-hr classes)
- On-Site Travel

THIRD-PARTY PRODUCTS INCLUDED

Enterprise Public Safety

Third Party
- Lantronix UDS-1100
- Bar Coding Scanner Kit w/Signature Pad
- Redundant VPN Appliance Bundle
- Geo-File Maintenance Software (ArcGIS for Desktop Standard) / per Workstation
- Embedded Third Party Software

SUMMARY COSTS

	One-Time Fees	Annual / SaaS Recurring Fees
Enterprise Public Safety SaaS		$775,960
Maintenance and Support for Licensed Tyler Software		Included in SaaS
Professional Services	$667,385	
Third-Party – Emergency Networking Software		$27,290
Third-Party Hardware, Software, Services	$51,515	
Estimated Travel Expenses	$86,000	
Summary Total	**$804,900**	**$803,250**

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COSTS FOR YEARS 1-5	
Tyler	
Year 1	$1,608,150
Year 2	$775,960
Year 3	$775,960
Year 4	$775,960
Year 5	$775,960
Emergency Networking	
Year 1	$27,290
Year 2	$28,655
Year 3	$30,087
Year 4	$31,592
Year 5	$33,171
Total 5-Year Cost	**$4,862,785**

OPTIONAL	One-Time Fees	Year 1 Annual / SaaS Recurring Fees
Managed Threat Detection		$9,000
Custom IAPro Interface (one-way)	$16,800	
Emergency Networking ePCR Package		$25,000
Emergency Networking Monitor Interface		$900
Emergency Networking Services	$7,080	

Assumptions

▪ Tyler's Enterprise Public Safety product requires Microsoft Windows Server 2016/2019/2022 and SQL Server 2014 SP2/2016 SP2/2019, including required User or Device Client Access Licenses (CALs) for applicable Microsoft products. If on-premises, servers must meet minimum hardware requirements provided by Tyler. Personal Computers must meet the minimum hardware requirements and Microsoft Windows 8.1 64-bit, Windows 10 64-bit and Windows 11 are the supported operating systems. The supported Microsoft operating system and SQL versions are specific to Tyler's release versions.

▪ Enterprise Public Safety product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.

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Quote Number: 2023-415598-H6J2X3
Quote Expiration: November 28, 2023

- Tyler recommends a 100 Mbps/1 Gbps Ethernet network for the local area network. Wide area network requirements vary based on system configuration. Client is responsible to maintain business class high-speed internet and provide enough bandwidth and throughput to support existing internet traffic and additional traffic generated by the Tyler deployment. Tyler will provide further consultation for this environment.

- Does not include servers, workstations, or any required third-party hardware or software unless specified in this Investment Summary. Client is responsible for any third-party support. Licensed Software, and third-party software embedded therein, if any, will be delivered in a machine-readable form to Client via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.

- Tyler's GIS implementation services are to assist the Client in preparing the required GIS data for use with the Licensed Enterprise Public Safety Software. Depending upon the Licensed Software the Client at a minimum will be required to provide an accurate street centerline layer and the appropriate polygon layers needed for Unit Recommendations and Run Cards in an industry standard Esri file format (Personal Geodatabase, File Geodatabase, Shape Files). Client is responsible for having clearly defined boundaries for Police Beats, EMS Districts and Fire Quadrants. If necessary, Tyler will assist Client in creating the necessary polygon layers. Tyler is not responsible for the accuracy of, or any ongoing maintenance of the GIS data used within the Licensed Enterprise Public Safety Software. Client is responsible for maintaining GIS data using Esri ArcGIS Desktop/Pro software, pushing source GIS data updates to the Tyler software, any ongoing annual maintenance on third-party products and is advised to contact the third- party vendor to ensure understanding of and compliance with all maintenance requirements. All maintenance, training and ongoing support of this product will be contracted with and conducted by Esri. Maintenance for Esri's ArcGIS suite of products that are used for maintaining Client's GIS data will be contracted by Client separately with Esri.

- When a Custom interface is included, the Custom interface will be operational with existing third-party software. Any subsequent changes to third- party applications may require additional services.

- The amount of converted data entering the new system can drastically impact storage utilization. Additional drive space may be required on the production and test SQL and file storage servers to accommodate the converted data based on the quantity of source data. During the conversion process, additional drive space on the production and test SQL servers will also be required temporarily. Does not apply to Data Archive.

- Travel expenses will be billed as incurred according to Tyler's standard business travel policy.

- Text to 911 is currently supported with INdigital.

- Configuration and end user training for Decision Support Software to occur after Client has been live for three months or longer on an application. Classes are limited to 10 trainees maximum; service and travel costs will be incurred for additional classes. Decision Support Software Implementation is limited to three agencies per fee.

- When State/NCIC is included, Client is responsible for obtaining the necessary State approval and any non-Tyler hardware and software. Includes state specific standard forms developed by Tyler. Additional forms can be provided for an additional fee.

Sales Quotation for: Round Rock Police Department
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Quote Expiration: November 28, 2023

- Enterprise Virtual Message Switch (VMS) requires a Red Hat Enterprise Linux Operating System with an active Red Hat Standard Subscription Support Agreement. Virtual machine specifications must meet minimum requirements provided by Tyler. If the client has selected a cloud hosted deployment Tyler can deploy the Virtual Message Switch (VMS) in the AWS GovCloud environment or on-premises. The location of the VMS is dependent on State requirements. If the State will not allow the VMS to be hosted in the AWS environment, then the VMS will be deployed on the Client's existing secure State approved network on virtualized infrastructure provided by the client.

- Enterprise Law Enforcement Field Mobile client software supports Apple iOS version 13.0 (or higher) and Android version 8.0 (or higher). Supported Android devices include Galaxy S8 or newer, Note 9 or newer, Galaxy Tab S4 or newer.

- Enterprise Fire Field Mobile client software supports Apple iOS version 13.0 (or higher) and Android version 8.0 (or higher). Supported Android devices include Galaxy S8 or newer, Note 9 or newer, Galaxy Tab S4 or newer.

- AVL requires third-party GPS hardware.

- Custom interface will be operational with existing third-party software. Any subsequent changes to third party applications may require additional services.

- Configuration and end user training for Decision Support Software to occur after Client has been live for 3 months or longer on an application. Classes are limited to 10 trainees maximum; service and travel costs will be incurred for additional classes. Decision Support Software Implementation is limited to 3 agencies per fee.

- Enterprise Virtual Message Switch (VMS) requires Red Hat Enterprise Linux Operating System Ver. 7 with an active Red Hat Standard Subscription Support Agreement. Virtual machine specifications must meet minimum requirements provided by Tyler. Supported Tyler Public Safety releases include 10.2 SP13 (or higher), 2017.1 (or higher). If the client has selected a cloud hosted deployment Tyler has the ability to deploy the Virtual Message Switch (VMS) in the AWS GovCloud environment or on-premises. The location of the VMS is dependent on State requirements. If the State will not allow the VMS to be hosted in the AWS environment, then the VMS will be deployed on the Client's existing secure State approved network on virtualized infrastructure provided by the client.

- AVL requires third-party GPS hardware.

- Enterprise Fire Field Mobile client software supports Apple iOS version 11.0 (or higher) and Android version 8.0 (or higher). Supported Android devices include Galaxy S8 or newer, Note 9 or newer, Galaxy Tab S4 or newer and two watches running Tizen 4.0 or newer the Gear S3 and Galaxy Watch.

- Enterprise Law Enforcement Field Mobile client software supports Apple iOS version 11.0 (or higher) and Android version 8.0 (or higher). Supported Android devices include Galaxy S8 or newer, Note 9 or newer, Galaxy Tab S4 or newer and two watches running Tizen 4.0 or newer the Gear S3 and Galaxy Watch.

- An unlimited Law Enforcement Mobile Site License is included for the agencies listed on this proposal. Additional training, services, third-party software, and hardware may be required depending on modules and units deployed.

Sales Quotation for: Round Rock Police Department
Quote Number: 2023-415598-H6J2X3
Quote Expiration: November 28, 2023

- An unlimited Fire/EMS Mobile Site License is included for the agencies listed on this proposal. Additional training, services, third-party software, and hardware may be required depending on modules and units deployed.

- An unlimited Law Enforcement Field Reporting Site License is included for the agencies listed on this proposal. Additional training, services, third-party software, and hardware may be required depending on modules and units deployed.

- A Workstation License for up to 450 Enterprise CAD and Enterprise Law Enforcement Records workstations is included and includes the City of Round Rock Police Department and Fire Department as authorized users.

6. Statement of Compliance with Federal, State, and Local Governing Entities

Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract. To the extent compliance requires a modification to the Tyler software, Tyler will provide that modification according to the provisions set forth in Exhibit C to the Tyler contract or as otherwise agreed to by the parties.

8. Exceptions

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 shall be obligated to provide products and services only upon execution, and under and according to the terms and conditions, of the mutually negotiated contract between Tyler and the Client.

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 has also provided its Evidence of Insurance certificate. Tyler's insurance program is established at a corporate level and is not subject to change on an individual customer basis.

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

- Contract: Tyler expects to use the standard Tyler contract as the basis for beginning contract negotiations, as it contains language specific to the software industry, such as license grant and intellectual property infringement. Tyler recognizes that there may be clauses of particular importance to the Client that may not be included in the Tyler contract. Tyler is amenable to accommodating the Client's contract requests by incorporating mutually agreed clauses into the Tyler contract.
- Insurance: During the course of performing services under an agreement with the Client, we will agree to maintain the following levels of insurance: (a) Commercial General Liability of at least $1,000,000; (b) Automobile Liability of at least $1,000,000; (c) Professional Liability of at least $1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least $5,000,000. We agree to secure our insurance from a carrier with a minimum AM Best rating of A-:VII. Tyler's insurer evidences Tyler's insurance coverage using a standard Acord form. The coverage limits set forth on our certificate of insurance do not apply separately. Certificates of insurance listing the customer as certificate holder are available upon request after a contract is signed. Copies of Tyler's insurance policies are only made available in the event a claim is disputed or denied. Tyler will disclose its deductibles upon written request, but those deductibles are not subject to customer approval. Tyler is well-positioned financially to satisfy its deductibles. At your request during contract negotiations, we will add language to the insurance provision that adds you as an additional insured to our commercial general liability and auto liability policy for claims arising out of or relating to the contract, which automatically affords you the same status under our excess/umbrella liability policy. A Certificate of Insurance reflecting that status may be provided at your request after the contract is executed. Our carrier has issued blanket endorsements regarding additional insured status; we do not issue separate endorsements specific to each customer. We agree that our insurance is primary for claims under our CGL or auto policies that arise out of or relate to the contract and are between us and you. If required, Tyler will agree to

waive subrogation, but only on claims under our CGL or auto policies that arise out of or relate to the contract and are between us and you, except to the extent the damage or injury is caused by you. If you require it in the contract, we will agree to provide you with notice of cancellation, non-renewal or reduction in our insurance coverages below the minimum requirements set forth in the contract within thirty (30) days thereof. Renewal certificates of insurance will be provided as close as practicable to the date the applicable policy or policies is/are renewed.

- <u>Time is of the essence</u>: Tyler does not agree to time is of the essence provisions, based on the shared responsibilities of a software project.
- <u>Liquidated damages</u>: Tyler does not agree to liquidated damages. Tyler will agree to a mutually agreed upon retention amount regarding professional services payments, tied to release upon completion of the final services milestone.
- <u>Contract Disputes</u>: Any disputes under the final, negotiated contract will follow an objective dispute resolution process, as prescribed in Tyler's standard contract enclosed herewith. Tyler does not agree to include rights of refund language in its contracts, as any such remedy should be determined by an objective third party.
- <u>Payments</u>: Tyler will agree to the payment of its products and services as stated in its proposal. Tyler agrees that payment for professional services will be made upon completion of such service. Payment for annual fees, such as maintenance and support or SaaS fees shall be made annually in advance.
- <u>Termination – for cause</u>: The Client may terminate the contract for cause in the event Tyler fails to cure a material breach according to the terms of the dispute resolution process set forth in Tyler's standard contract. The Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred through the effective date of termination. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.
- <u>Termination – for convenience</u>: Tyler's standard practice is not to include a termination for convenience provision in its contracts, given the significant investments made by both parties to the procurement and implementation. Tyler relies instead on its termination provisions for cause, non-appropriation, and/or force majeure.
- <u>Indemnification – general</u>: Tyler shall defend, indemnify and hold harmless the Client from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) from third parties for personal injury or property damage arising from Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to Tyler's performance under the contract. The Client must notify Tyler promptly in writing of the claim and give Tyler sole control over its defense or settlement. The Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at Tyler's expense.
- <u>Indemnification – intellectual property</u>: Tyler will defend, indemnify, and hold harmless the Client from third-party claims that the Tyler software and/or documentation infringes an intellectual property right in accordance with Section H(1) of Tyler's standard contract.
- <u>Public Disclosure</u>: We reserve the right to protest the public disclosure of our confidential business information/trade secrets but will comply with applicable public records laws.
- <u>Compliance with RFP</u>: Tyler's Proposal is in compliance and subject to the RFP terms**, except as modified by, taken exception to, and as otherwise provided in Tyler's proposal**.
- <u>Acceptance</u>: Tyler is willing to negotiate a mutually agreeable acceptance process based on warranted functionality.

- <u>Laws and regulations</u>: Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract. To the extent compliance requires a modification to the Tyler software, Tyler will provide that modification according to the provisions set forth in Exhibit C to the Tyler contract or as otherwise agreed to by the parties.
- <u>Ownership</u>: The Client may use the Tyler Proposal for its internal reference in evaluating proposals. Tyler shall retain ownership of all (i) software products licensed to the Client; and (ii) proprietary information contained in all deliverables. Tyler reserves the right to protest the public disclosure of its confidential and proprietary information, consistent with applicable public records laws. Tyler does not agree to work for hire provisions.
- <u>Services – warranty</u>: Tyler warrants that it will perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to the Client.
- <u>Software – warranty</u>: Tyler warrants that the Tyler software will substantially conform to the functional descriptions of the Tyler software contained in Tyler's Proposal, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current documentation.
- <u>Implied warranty</u>: Tyler does not provide implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, as they are subjective. Tyler provides a comprehensive, objective warranty tied to functional descriptions of the Tyler software.
- <u>Third party product warranties</u>: Tyler passes through to its clients all warranties received on third party products.
- <u>Service Level Agreement (SLA)</u>: In the event we contract for a SaaS solution, Tyler's SLA will outline the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. Such service levels include but are not limited to Service Availability, Downtime and associated Downtime credits.
- <u>Maintenance and Support Services</u>: Tyler provides maintenance and support services in accordance with the terms set forth in its standard Support Call Process. Tyler's maintenance services include response times and resolution targets for resolving Defects reported by Client. Tyler does not agree to include separate performance metrics in its contracts, as too many factors are outside of Tyler's control. As such, any performance-related issues experienced by the Client should be reported to Tyler in accordance with the Support Call Process. Such services are established at a corporate level and are not subject to change on a client-by-client basis.

Certificate of Insurance

Please see attached.

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
06/30/2023

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	CONTACT NAME:	Finn Davis	
MARSH USA, LLC. 99 HIGH STREET BOSTON, MA 02110	PHONE (A/C, No, Ext): (617) 999-7893		FAX (A/C, No):
	E-MAIL ADDRESS:	Finn.Davis@marsh.com	

	INSURER(S) AFFORDING COVERAGE	NAIC #
CN102891976-TTI-GAWX+-23-24	INSURER A : Hartford Fire Insurance Co	19682
INSURED Tyler Technologies, Inc. 5101 Tennyson Parkway Plano, TX 75024	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 :	

COVERAGES   CERTIFICATE NUMBER: NYC-011304235-08   REVISION NUMBER: 6

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** ☐ CLAIMS-MADE X OCCUR			10 UEN DL0437	04/01/2023	04/01/2024	EACH OCCURRENCE	$ 1,000,000
							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: X POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
B	**AUTOMOBILE LIABILITY** X ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			10 UEN DI9897	04/01/2023	04/01/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
C	X **UMBRELLA LIAB** X OCCUR **EXCESS LIAB** ☐ CLAIMS-MADE ☐ DED X RETENTION $ 10,000			10 XHU DL0102	04/01/2023	04/01/2024	EACH OCCURRENCE	$ 25,000,000
							AGGREGATE	$ 25,000,000
								$
D	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N: N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	10WBAK8AGK	04/01/2023	04/01/2024	X PER STATUTE ☐ OTHER	
							E.L. EACH ACCIDENT	$ 1,000,000
							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	10,000,000

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

CERTIFICATE HOLDER	CANCELLATION
Tyler Technologies, Inc. 5101 Tennyson Parkway Plano, TX 75024	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*

ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

AGENCY CUSTOMER ID: CN102891976

LOC #: Boston

ACORD®

ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

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 sublimits or deductibles, please contact the insured.

ACORD 101 (2008/01)

Appendix A. Client Hardware Specifications

Call Taker/Dispatcher Workstation
- Intel Core i7/Xeon (4C) Processor
- Windows 10/11 Professional 64-bit
- 16GB System Memory
- SSD System Disk (50GB Available)
- GB Ethernet, KB, Mouse, DVD-ROM, Audio w/External Speakers
- (3) 24" Flat Panel Color Monitors (or similar)
- Quad Port Graphics with 4GB Dedicated Memory

LERMS Workstation
- Intel Core i5/i7 Processor
- Windows 10/11 Professional 64-bit
- 8GB System Memory
- SSD/SATA System Disk (50GB Available), Keyboard, Mouse, DVD-ROM
- Integrated GB Ethernet, Standard/Integrated Graphics Adapter
- (1) 24" Flat Panel Color Monitor (or similar)

Mobile Data Computer
- Intel Core i5/i7 Processor
- Windows 10/11 Professional 64-bit
- 8GB System Memory
- SSD/SATA System Disk (50GB Available - Not Including Aerial Imagery)
- 12" or Larger Display (1024 X 768 or Better), Backlit Keyboard
- Optional Integrated 4G/5G Mobile Broadband w/GPS

Windows Tablet
- Intel Core i5 Processor
- Windows 10/11 Professional 64-bit
- 8GB System Memory
- SSD/Flash System Disk (50GB Available - Not Including Aerial Imagery)
- 10" or Larger Display (1024 X 768 or Better), WiFi 802.11 g/n/ac/ax
- Optional Integrated 4G/5G Mobile Broadband w/GPS

Field Mobile (mobility) Device
- iOS Version 13.0 (or newer), 32GB Capacity (or larger)
- Android Version 8.0 (or newer), 32GB Capacity (or larger)

Exhibit G
Data & Insights-Data Analytics Terms of Use

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Exhibit G
Data & Insights-Public Safety Analytics
Terms of Use

AGREEMENT BETWEEN USER AND tylertech.com

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- Upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer.
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SERVICE CONTACT : info@tylertech.com

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tylertech.com reserves the right, in its sole discretion, to terminate your access to the tylertech.com Web Site and the related services or any portion thereof at any time, without notice. GENERAL To the maximum extent permitted by law, this agreement is governed by the laws of the State of Washington, U.S.A. and you hereby consent to the exclusive jurisdiction and venue of courts in San Mateo County, California, U.S.A. in all disputes arising out of or relating to the use of the tylertech.com Web Site. Use of the tylertech.com Web Site is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation this paragraph. You agree that no joint venture, partnership, employment, or agency relationship exists between you and tylertech.com as a result of this agreement or use of the tylertech.com Web Site. tylertech.com's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of tylertech.com's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the tylertech.com Web Site or information provided to or gathered by tylertech.com with respect to such use. If any part of this agreement is determined to be invalid or unenforceable

pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect. Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and tylertech.com with respect to the tylertech.com Web Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and tylertech.com with respect to the tylertech.com Web Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent an d subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish to the parties that this agreement and all related documents be drawn up in English.

Copyright and Trademark Notices

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Any rights not expressly granted herein are reserved.

Notices and Procedure for Making Claims of Copyright Infringement

Notifications of claimed copyright infringement should be sent to:

Tyler Technologies, Inc.
Attention: Chief Legal Officer
1 Tyler Drive
Yarmouth, ME 04096
copyright@tylertech.com

The notification must be in writing and include the following:

1. The signature of the copyright owner or someone acting on the copyright owner's behalf;
2. Identification of the copyrighted work(s) claimed to have been infringed;
3. Identification of the material(s) claimed to be infringing;
4. Contact information for the copyright owner or someone acting on the copyright owner's behalf;
5. A statement that the copyright owner has a good faith belief that use of the material in the manner complained about is not authorized;
6. A statement that the information in the notification is accurate and, under the penalty of perjury, that the complaining party is authorized to act on behalf of the copyright owner.

Any notification that does not include all of the above information will not receive a response.

It is the policy of Tyler Technologies, Inc., to terminate accounts belonging to users who are repeat infringers.

**Exhibit H
Emergency Networking
End User License Agreement**

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Exhibit H
Emergency Networking
End User License Agreement

This Agreement governs Customer's use of the cloud-based, EMS and fire reporting and related modules as known as "Aldrin", (the "Service"). The Service permits EMS and Fire Departments to input, collect, store, share, report and otherwise use data and the use of our Aldrin software platform entered by Customer or its representatives (all such data, "Customer Data") and generate documentation and reports for compliance, tracking and reporting purposes. The Service is offered through an html-based Internet website (the "Site") as well as a mobile application.

1. Registration and Account Security

In order to use the Service, Customer must register an account with Emergency Networking. Customer represents that it has provided, and will provide, current, accurate and complete information (including information about Customer's users) in all account-related registration materials. Customer agrees to maintain the security of all usernames, passwords and other login information relating to Customer's access to the Service and Customer's account. Customer agrees to promptly provide Emergency Networking with notice of any information necessary to keep Customer's account information accurate, current, and complete. ANY PERSON WITH USERNAMES, PASSWORDS OR OTHER LOG-IN INFORMATION RELATING TO CUSTOMER'S ACCOUNT MAY BE ABLE TO ACCESS CUSTOMER DATA. CUSTOMER ASSUMES ALL RISKS OF UNAUTHORIZED ACCESS OF CUSTOMER'S ACCOUNT BASED ON SHARING OR LOSS OF SUCH USERNAMES, PASSWORDS AND LOG-IN INFORMATION. Customer agrees to promptly provide notice to Emergency Networking if Customer discovers or suspects any security breaches relating to the unauthorized use or disclosure of Customer's username(s), password(s) or log-in information.

2. Proprietary Rights and Licenses

2.1 Reservation of Rights

Subject to the limited rights expressly granted hereunder, Emergency Networking and its licensors reserve all of its/their respective right, title and interest in and to the following (collectively, the "Emergency Networking Property"): (a) the Service, the Site, all components of the mobile application functionality, all other software, hardware, technology, documentation and information provided by Emergency Networking in connection with the Service: (b) all ideas, know-how, and techniques that may be developed, conceived or invented by Emergency Networking during the performance of the Service under this Agreement; and (c) all worldwide patent, copyright, trade secret, trademark or other intellectual property rights in and to the property described in subsections 2.1(a) and (b) hereof. Subject to the rights granted to Emergency Networking in Section 2.2, Customer owns and retains all right, title and interest in and to the Customer Data and all intellectual property rights therein.

2.2 License to Use Service

Subject to the terms of this Agreement, Emergency Networking hereby grants to Customer a non-exclusive, non-transferrable, worldwide license during the Service Term (defined herein) to access and use the Service solely for Customer's legitimate business purposes as contemplated by this Agreement.

2.3 License to Use Customer Data

Subject to the terms of this Agreement, Customer hereby grants to Emergency Networking and its Affiliates a non-exclusive, worldwide, limited license during the Service Term to host, copy, transmit, display and use all Customer Data as necessary to provide the Service in accordance with this Agreement. Neither Emergency Networking nor its Affiliates acquire any right, title or interest from Customer under this Agreement in or to any Customer Data. As used herein, the term "Affiliates" means one or more providers of necessary services used by Emergency Networking and made available to Customer for purposes of providing the Service. An example of an "Affiliate" for such purposes is the third-party data hosting provider used by Emergency Networking for cloud-based data storage pertaining to Customer Data submitted by Customer when Customer uses the Service (currently, Amazon Web Services). Emergency Networking may, in its reasonable discretion, change Affiliate relationships during the Service Term.

2.4 Data De-Identification

We may De-Identify your Information and use and disclose De-Identified Information for any purpose whatsoever. We may create limited data sets from your information and disclose them for any purpose for which you may disclose a limited data set; and you hereby authorize us to enter into data use agreements on your behalf for the use of limited data sets, in accordance with applicable law and regulation. In consideration of our provision of the Services, you hereby transfer and assign to us all right, title and interest in and to all De-Identified Information that we make from your Information. You agree that we may use, disclose, market, license and sell such De-Identified Information for any purpose without restriction, and that you have no interest in such information, or in the proceeds of any sale, license, or other commercialization thereof. You acknowledge that the rights conferred by this Section are the principal consideration for the provision of the Services, without which we would not enter into this Agreement.

2.5 Restrictions

Except as expressly permitted in this Agreement, Customer shall not directly or indirectly: (a) access, use, sell, distribute, sublicense, broadcast or commercially exploit any of the Emergency Networking Property or any rights under this Agreement; (b) introduce any infringing, obscene, libelous, or otherwise unlawful data or material into the Service; (c) copy, modify or prepare derivative works based on Emergency Networking Property; (d) reverse engineer, decompile, disassemble or attempt to derive source code from any Emergency Networking Property; or (e) remove, obscure, or alter any intellectual property right or confidentiality notices appearing in or on any aspect of any Emergency Networking Property.

3. Reserved

4. Customer Data

4.1 Customer Data Portability and Deletion

Within 60 days of a request made by Customer, Emergency Networking and its Affiliates will make all Customer Data available to Customer for export or download. Customer will have the option to continue to access their data online in a read only mode for a monthly or annual fee. After such 60-day period, Emergency Networking will have no obligation to maintain or provide access to Customer Data, and Emergency Networking and its Affiliates will thereafter be permitted to delete or destroy all copies of Customer Data in its/their systems or otherwise in its/their possession or control as provided in the hosting service provider's terms and conditions, unless prohibited by applicable law.

5. Warranties and Limitations

5.1 Representations

Each party hereby represents to the other that it has validly entered into this Agreement and has the legal power to do so, and that such party will comply with all applicable laws and regulations that may be in effect during the Service Term as they apply to such party's obligations under this Agreement. In addition, Customer represents to Emergency Networking that the Customer Data, and the lawful use thereof by Emergency Networking, does not, and will not, infringe, or constitute an infringement or misappropriation of, any intellectual property rights, privacy rights or other proprietary rights of any third party or breach the terms of any agreement with a third party.

5.2 Emergency Networking Warranties

Emergency Networking warrants that (a) this Agreement, any Affiliate(s)' terms and conditions and any account sign-up materials accurately describe the safeguards for protection of the security, confidentiality and integrity of Customer Data, (b) Emergency Networking will not materially decrease overall security of the Service during the Service Term, (c) the Service will perform materially in accordance with this Agreement and any documentation provided to Customer on the Site or otherwise in the account sign-up materials, and (d) other than as required by Affiliate(s)' terms and conditions, Emergency Networking will not materially decrease the functionality of the Service during the Service Term.

5.3 Disclaimers

EXCEPT AS EXPRESSLY PROVIDED HEREIN, NEITHER PARTY MAKES ANY WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AND EACH PARTY SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, TO THE MAXIMIUM EXTENT PERMITTED BY APPLICABLE LAW

6. Indemnification

6.1 By Emergency Networking

Emergency Networking will defend Customer from and against any and all loss, damage, liability, and expense arising from or relating to any claim brought against Customer by a third party alleging that the use of the Service in accordance with this Agreement infringes or misappropriates such third party's intellectual property rights.

7. Limitations On Liability

7.1 Limitations on Liability

If Emergency Networking fails to perform its duties and obligations under this Agreement, and Customer can establish that as a direct result thereof, Customer has incurred any damages, liabilities, losses, fees, costs or expenses, then Emergency Networking's liability to Customer for actual damages for any cause whatsoever, during the Service Term, whether in contract, tort (including negligence), strict liability or otherwise, shall not exceed in the aggregate the fees that Customer has paid for the Service during the Service Term. IN NO EVENT SHALL EMERGENCY NETWORKING OR ITS OFFICERS, MANAGERS, EMPLOYEES, AFFILIATES OR AGENTS BE LIABLE FOR ANY LOSS OF PROFIT OR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, MULTIPLE, PUNITIVE OR CONSEQUENTIAL DAMAGES SUSTAINED OR INCURRED BY CUSTOMER OR ANY THIRD PARTY IN CONNECTION WITH THE SERVICE, ANY ACTION ANY OF THEM TAKE OR FAIL TO TAKE AS A RESULT OF COMMUNICATIONS CUSTOMER SENDS TO EMERGENCY NETWORKING OR THE DELAY OR INABILITY TO USE ANY SERVICE, OR EMERGENCY NETWORKING'S OR ITS AFFILIATE($)' REMOVAL, MODIFICATION, SUSPENSION OR DELETION OF ANY PART OF THE SERVICE PURSUANT TO ITS RIGHTS UNDER THIS AGREEMENT, IN ALL CASES, REGARDLESS OF THE FORM OF THE ACTION AND WHETHER SUCH DAMAGES WERE FORESEEN OR UNFORESEEN AND EVEN IF EMERGENCY NETWORKING HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR AN ACTION FOR NON-PAYMENT BY EMERGENCY NETWORKING, NO ACTION, REGARDLESS OF FORM, ARISING OUT OF THIS AGREEMENT MAY BE BROUGHT BY EITHER PARTY MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION HAS OCCURRED.

8. Data

8.1 Security

Emergency Networking and its Affiliates will use reasonable efforts to establish and maintain safeguards to protect the security and integrity of the Service and protect against the accidental or unauthorized use, alteration or disclosure of Customer Data. Emergency Networking will arrange for provision of hosting services for Customer Data which provide confidentiality procedures which are consistent with the Privacy Rule set forth in the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA). Hosting services provided by Amazon Web are subject to the HIPAA Compliance Guidelines found at: Security. Emergency Networking and its Affiliates will use reasonable efforts to establish and maintain safeguards to protect the security and integrity of the Service and protect against the accidental or unauthorized use, alteration or disclosure of Customer Data. Emergency Networking will arrange for provision of hosting services for Customer Data which provide confidentiality procedures which are consistent with the Privacy Rule set forth in the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA). Hosting services provided by Amazon Web are subject to the HIPAA Compliance Guidelines found at: https://aws.amazon.com/compliance/hipaacompliance/.

8.2 Backups

Emergency Networking and its Affiliates will use reasonable efforts to establish and maintain regularly scheduled backups with respect to all Customer Data.

9. Miscellaneous

9.1 Assignment

Customer may not assign any of its rights or obligations under this Agreement, by operation of law or otherwise, without first obtaining Emergency Networking's written consent, except that Customer may assign this Agreement without Emergency Networking's consent (i) to an affiliate (controlled by or under common control with, Customer); or (ii) in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of Customer's assets not involving a direct competitor of Emergency Networking; provided that Customer provides prompt written notice to Emergency Networking of such assignment. Any permitted assignment by Customer shall not modify the terms hereof, including without limitation, the specific geographic location applicable to the Service. Any attempt to assign Customer's rights or obligations under this Agreement in breach of this section shall be void and of no effect. Subject to the foregoing, this Agreement shall bind and inure to the benefit of the parties and their respective successors and permitted assigns.

9.2 Notice

Except as otherwise provided in this Agreement, any notice to Customer that is required or permitted by this Agreement shall be in writing and shall be deemed effective upon transmission when mailed by first class, registered or certified mail, postage prepaid or when sent by overnight courier service, to the address provided by Customer in the account sign-up provided to Emergency Networking in connection with entering into this Agreement or to such other address as provided in writing by Customer to Emergency Networking for such purposes. Except as otherwise provided in this Agreement, any notice to Emergency Networking that is required or permitted by this Agreement shall be in writing and shall be deemed effective upon receipt, when mailed by first class, registered or certified mail, postage prepaid or when sent by overnight courier service, such as Federal Express or equivalent, to: Emergency Networking, LLC, P.O. Box 20559, Columbus, Ohio 43220, Attn: Legal Notice.

9.3 Force Majeure

Due performance of any duty or obligation hereunder by Emergency Networking hereunder shall be excused if prevented by acts of God, information providers or other service providers, public enemy, war, terrorism, any accident, explosion, fire, storm, earthquake, flood, strike, computer outage or virus, telecommunications failure, or any other circumstance beyond or event Emergency Networking's reasonable control.

9.4 Severability

If any one or more of the provisions of this Agreement shall be held to be invalid, illegal or unenforceable for any reason, then the validity, legally or enforceability of the remaining provisions of this Agreement shall not be affected thereby. To the extent permitted by applicable law, the parties waive any provisions of law that render any provision of this Agreement invalid, illegal, or unenforceable in any respect.

9.5 Waiver or Consent

Any failure by either of the Parties to comply with any obligation, covenant, condition, or agreement contained herein may be waived in writing by the party entitled to the benefits thereof, but such waiver

or failure to insist on strict compliance with such obligation, covenant, condition or agreement shall not operate as a waiver of or estoppel with respect to any subsequent or other failure. To be effective, any consent by Emergency Networking must be in writing and signed by an authorized representative of Emergency Networking.

9.6 Entire Agreement

This Agreement constitutes the entire understanding of the Parties with respect to the subject matter hereof and supersedes and replaces all prior writings or oral negotiations or other understandings with respect thereto.

9.7 Independent Parties

Nothing in this Agreement shall be construed as creating a partnership, joint venture, fiduciary, or agency relationship between the parties, or as authorizing either party to act as an agent for the other. The parties to this Agreement are independent parties.

9.8 Governing Law; Forum for Disputes

This Agreement and all terms and conditions included or incorporated by reference herein shall be governed by and interpreted in accordance with the laws of the State of Ohio applicable to agreements made and wholly performed therein. Customer hereby consents to the exclusive jurisdiction of the federal and state courts of competent jurisdiction located in Franklin County, Ohio for the adjudication of any disputes arising out of or relating to this Agreement or Customer's access to or use of the Services. Customer hereby waives any objection to venue or inconvenient forum laid therein.

10. Maintenance and Support

10.1 Maintenance

The following items define what is included as part of maintenance:

10.1.1 Included maintenance is defined as updates to either remedy software defects or provide enhancements to all Emergency Networking modules core and customized software. Emergency Networking reserves the right to update software at any time, however, will make efforts to notify Customer in advance of any maintenance.

10.1.2 Excluded maintenance is defined as the following: (A) Custom coding requested by Customer. These requests will be documented and agreed upon prior to implementation which may result in additional fees (one time or ongoing, depending upon the nature of the request); and (B) Maintenance to and of external hardware and software solutions with which Aldrin may require to run on and or integrate with.

10.2 Support

These following items define what is included as part of support:

10.2.1 Included support is defined as 24-hour email support; and phone support, Monday - Friday 8:00 am - 5:00 pm EST. Support requests will be logged via email, phone, and/or within the system and Customer will be notified as to the status of the support request within 24 hours of receipt. In good faith, Emergency Networking will make its best effort to resolve issues in a timely manner depending upon the nature of the request.

10.2.2 Excluded support is defined as on-site support or support of hardware and software solutions with which Aldrin may require to run on and or integrate with.

Updated 12/14/22