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SOFTWARE AS A SERVICE AGREEMENT

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

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

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

SECTION A – DEFINITIONS

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

- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Third Party Services”** means the third party services, if any, identified in the Investment Summary.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client or City.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(8).
2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users and amount of Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s). Prior to increase charges pursuant to this section, Tyler will provide you notice of such excess(es) and reasonably cooperate with you to identify opportunities for managing user and Data Storage Capacity so as to not incur additional charges.

3. Ownership.

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

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

3.3 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.

3.4 Within 30 days of a written request, we will deliver a complete copy of Client's Database(s) currently hosted by Tyler. Alternatively, the Client may request Tyler provide a copy of the Client Data in a platform agnostic form (ASCII, for example). Tyler will not unreasonably refuse such request.

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

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(8), below, the SLA and our then current Support Call Process.

6. Functionality Replacement. For a period of five (5) years from the Effective Date, if a new release of the Tyler Software removes functionality that was originally provided under this SaaS Agreement, we will provide alternative means for performing the same function, at no additional cost to you beyond payment of the annual SaaS Fees.

7. Availability of SaaS Services. So long as Client continuously maintains this SaaS Agreement with Tyler, Tyler will make SaaS Services available for the Tyler Software licensed to the Client as of the Effective Date for ten (10) years from the Effective Date

8. SaaS Services.

8.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 18. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as you are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year

thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.

- 8.2 The Tyler Software will be hosted on shared hardware in a Tyler data center or a third party datacenter, but in a database dedicated to you, which is inaccessible to our other customers.
- 8.3 We 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 any of your Data has been lost or damaged due to an act or omission of Tyler or its subcontractors or due to a defect in Tyler's software, we will use best commercial efforts, as established by applicable California law, to restore all the Data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any Data loss as greatly as possible. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which your Data may be lost, measured in relation to a disaster we declare, said declaration will not be unreasonably withheld.
- 8.4 In the event we declare a disaster, our Recovery Time Objective ("RTO") is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.
- 8.5 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.
- 8.6 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test and provide results in accord with a mutually agreeable schedule.
- 8.7 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned Data.
- 8.8 We provide secure Data transmission paths between each of your workstations and our servers.
- 8.9 For at least the past twelve (12) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Our data centers are accessible only by authorized personnel with a unique key entry. All other visitors 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.

- 8.10 Where applicable with respect to our applications that take or process card payment data, we are responsible for the security of cardholder data that we possess, including functions relating to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, we comply with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. We agree to supply the current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at <https://www.tylertech.com/about-us/compliance>, and in the event of any change in our status, will comply with applicable notice requirements.

SECTION C – OTHER PROFESSIONAL SERVICES

1. Other Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.
2. Key Personnel. We will maintain an adequate staff of specifically knowledgeable, experienced and qualified employees sufficient for performing our obligations pursuant to this Agreement. In the event Tyler personnel provide services deficient in this regard, Tyler will be given a reasonable opportunity to correct the deficiency while preserving overall project schedules. Once Tyler has had a reasonable opportunity to correct the deficiency, if the deficiency persists, then Client may provide written notice to Tyler, demanding that the Tyler personnel be removed. In such a case, Tyler will provide a replacement within a commercially reasonable time while preserving overall project timelines. In the event Tyler disagrees with the Client's demand, the matter shall be referred to the Dispute Resolution Process of this Agreement.
3. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours. The Investment Summary contains the fees for Professional Services reasonably required to implement the Statement of Work. The services in the Investment Summary are reasonably sufficient to deliver the mutually agreed scope of the project as documented in this Agreement. Both the Oxnard City Manager or designee and Tyler shall mutually agree, in writing, prior to Tyler utilizing any Implementation Contingency or NTE Contingency Hours listed in the Investment Summary. If the services in the Investment Summary are not reasonably sufficient to deliver such scope of the project through no fault of yours, Tyler will perform such services as are reasonably necessary to complete the mutually agreed scope without additional cost to you.
4. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including a not-to-exceed amount for programming and/or interfaces) required for the project based on our understanding of the specifications you supplied. The foregoing notwithstanding, travel costs are estimated. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote. No services will be added to this Agreement without your advance written consent.

5. Cancellation. If travel is required, we will make all reasonable efforts to schedule travel for our personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.
6. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services, including related travel, lodging and meal expenses, at no additional cost to you.
7. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
8. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission), provided such failure is not directly caused by the corresponding failure of Tyler personnel to meet agreed project deadlines and milestones assigned to us.
9. Project Schedule. Within thirty (30) business days of the initial implementation phase kick-off, we will deliver to you a detailed Project Plan, which includes Gantt chart, work breakdown structure, schedule and task duration that lists both our and your responsibilities to accomplish the tasks set forth in the Statement of Work as well as the specific start and end dates for each activity. The Project Plan will be in sufficient detail to specify the installation, conversion, training, testing, acceptance, and live operation activities for each phase, including the planned phase go-live date. The parties understand and agree that the Project Plan(s) may be modified, as necessary, by mutual agreement and in accordance with the processes set forth in the Statement of Work. Both parties will make reasonable efforts to schedule project kickoff within sixty (60) days of the Effective Date.
10. Key Personnel. We will provide you with resumes of our project manager and primary implementation consultants (“Key Personnel”) assigned to you by us before scheduling the kick-off date of each project phase as identified in the Statement of Work. Tyler will use commercially reasonable efforts to maintain the consistency of its project personnel. We agree to provide you timely notice of any change in Tyler personnel delivering implementation services pursuant to this Agreement. Tyler agrees that any replacement personnel will, at no additional cost to you, obtain sufficient knowledge of project requirements and history in order to perform the services required pursuant to this Agreement and in accordance with the services warranty of this section.
11. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process,

we will:

- 11.1 Perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version);
- 11.2 Provide telephone support during our established support hours;
- 11.3 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;
- 11.4 Make available to you all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect;
- 11.5 Provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy;
- 11.6 Modify the Tyler Software to remain compliant with applicable state and federal laws, for no additional SaaS fees, provided, however, that Vendor shall have a reasonable time to adapt the Tyler Software Products to comply with changes in the laws;
- 11.7 We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined, by both City and Tyler, that the reason onsite support was required was a reason outside our control. If the parties disagree as to whether the reason onsite support was required was outside our control, then the dispute shall be referred to the dispute resolution process of this Agreement. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.
- 11.8 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) customization of software not otherwise provided in new releases pursuant to Section 11.4 herein; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

SECTION D – THIRD PARTY PRODUCTS

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

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).
2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within forty-five (45) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is five (5) years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at

our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. **Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.**

2. **Termination.** This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).
 - 2.1 **Failure to Pay SaaS Fees.** You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
 - 2.2 **For Cause.** If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
 - 2.3 **For Convenience.** Client may terminate this Agreement at any time, with or without cause and without penalty, upon thirty (30) days prior written notice.
 - 2.4 **Force Majeure.** Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
 - 2.5 **Lack of Appropriations.** You agree not to use termination for lack of appropriations as a substitute for termination for convenience. If you should not appropriate or otherwise receive funds sufficient to purchase, lease, operate, or maintain the software or services set forth in this Agreement, you may unilaterally terminate this Agreement effective on the final day of the fiscal year through which you have funding. You will make every effort to give us at least thirty (30) days written notice prior to a termination for lack of appropriations. In the event of termination due to a lack of appropriations, you will pay us for all undisputed fees and expenses related to the software and/or services you have received prior to the effective date of termination, subject to the requirement that such travel expenses must have been incurred before the date of your notice of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.
 - 2.6 **Termination by Mutual Agreement.** This Agreement may be terminated at any time during its Term upon mutual agreement by both Parties.
 - 2.7 **Transition Services.** In the event of termination by either party, Tyler shall reasonably cooperate with you to provide reasonable transition services to assist with your migration to a new solution provider of your choice provided such services are generally made available to other similarly situated Tyler clients. The parties agree to work together in good faith to create a mutually agreeable scope for those services, to be provided at Tyler's then-current pricing. In no event shall Tyler be required to disclose any Tyler confidential information to any such new

vendor but will reasonably cooperate in response to requests to provide information as such is commercially and reasonably available.

2.8 Return of Licensee Data: In the event of termination or expiration of this Agreement, and upon reasonable advance notice, Tyler shall promptly make all Client Data available to you as may be mutually agreed upon, provided through Tyler's FTP server or such other secure transfer method as mutually agreed upon. Client Data will be provided no later than sixty (60) days prior to the date of expiration or termination, as applicable, (provided at least 10 days advance notice by Client) and again seven (7) days after date of expiration or termination, as applicable.

2.9 Once a successful hand-off of that data has been confirmed via written confirmation, all Client data shall be permanently removed from all Tyler production servers.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

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

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

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

1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent; or (d) terminate this Agreement and refund you the prepaid but unused SaaS Fees for the year in which the Agreement terminates. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including

reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; (b) our breach of Section H(17) of this Agreement; or (c) our violation of PCI-DSS requirements or a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) our breach of Section (17) of this Agreement; or (c) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

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

SECTION H – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twenty-four (24) months from the Effective Date, by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twenty-four (24) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twenty-four (24) months from the Effective Date.
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in non-binding mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not

required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets. In the event there is an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets for which your consent is not required, we will provide you with prompt notice of such an assignment in accord with applicable law.

9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. Tyler is and shall at all times remain, as to City, a wholly independent contractor. Neither City nor any of its employees or agents shall have control over the conduct of Tyler or any of its employees, except as stated in this Agreement. Tyler has and shall retain the right to exercise full control over the employment, direction, means of performance, location, compensation and discharge of all persons assisting Tyler, and it is free to dispose of all portions of its time which it is not obligated to devote to City in such a manner and to such persons, firms, or corporations as Tyler wishes except as expressly provided in this Agreement. This Agreement shall not be interpreted to prevent or preclude Tyler from rendering any services for Tyler's own account or to any other person or entity as Tyler in its sole discretion shall determine; provided, however, that performing such services shall not materially interfere with the Services Tyler shall perform for the City. Except as City's Project Manager specifies in writing, Tyler and its employees and agents have no authority, express or implied, to act on behalf of City in any capacity, to incur any debt, obligation or liability on behalf of City, bind City in any manner, or otherwise act on behalf of City as an agent. Tyler and its employees are not employees of City. Tyler and its employees are not entitled

to receive from City any of the benefits or rights afforded employees of City, including but not limited to reserve leave, sick leave, vacation leave, holiday leave, compensatory leave, Public Employees Retirement System benefits, and health, life, dental, long-term disability and workers' compensation insurance benefits. Tyler shall not, at any time or in any manner, represent that it or any of its agents or employees are in any manner agents or employees of City. Tyler shall be solely responsible for, and shall save City harmless from, all matters relating to the payment of Tyler's subcontractors, material suppliers, directors, officers, employees, agents and representatives, including compliance with social security requirements, federal and State income tax withholding, and all other regulations governing employer-employee relations, as applicable.

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

16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.

17. Confidentiality & Data Breach Notification.
 - 17.1. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. For the purposes of this Agreement, "Confidential Information" means all data or information of either party, in whatever form transmitted, relating to the past, present or future business affairs of a party, including without limitation, (i) technical information, including patent, copyright, trade secret, and other proprietary information, techniques, sketches, drawings, models, inventions, processes, apparatus, equipment, algorithms, software programs, software source documents, and formulas; or (ii) non-technical information, including without limitation finances, financial and accounting data and information, suppliers, customers, customer lists, purchasing data and any other information belonging to a party, or to a third party whose information is in a party's possession or control under obligations of confidentiality, and which is disclosed to the other party or is developed by a party in whole or in part at the other party's direction. All confidential information shall not be reproduced, transmitted, disclosed or used by a party without the written consent of the other party, except as may be necessary for a party to fulfill its obligations under this Agreement. Each party shall advise its employees, agents and subcontractors of their obligations of confidentiality hereunder and require them to keep such information confidential. 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. Without limiting this required standard of care, each party shall notify the other party promptly in the event a party learns or has reason to believe that anyone with access to the confidential information has violated or intends to violate the terms of this Agreement. In the event of a breach or threatened breach of this Agreement, the owner of the Confidential Information shall

be entitled to obtain an injunction or other equitable relief prohibiting any such breach. The parties shall reasonably cooperate in seeking such injunction or equitable relief against such person. Any relief granted shall be in addition to and not in lieu of any other legal or equitable relief available. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
- (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
- (c) a party receives from a third party who has a right to disclose it to the receiving party; or
- (d) is required by law, court order, court-issued subpoena or other legal process (including public records request) to be disclosed; provided, however, that before making such disclosure, the receiving party shall immediately provide the disclosing party with written notice and a reasonable opportunity for the disclosing party to object to the disclosure or to take action to maintain the confidentiality of the information, unless such prior disclosure is legally impermissible;
- (e) is the subject of a legitimate disclosure request under California's open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law;
- (f) All Client Confidential Information shall remain the property of Client. Following termination of this Agreement, Tyler shall use commercially reasonable efforts to promptly return or destroy all such Confidential Information in its possession or control and certify such return or destruction to Client in a writing signed by an authorized representative. Any Confidential Information not returned or destroyed shall continue to be subject to the requirements of this provision until destroyed. This Section shall survive the termination of this Agreement.

17.2. Data Breach Notification. In the event of a breach of Client Data in Tyler's possession, Tyler will provide notice to Client if and to the extent required by applicable state data breach notification law.

18. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
19. Governing Law & Venue. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law. Venue for any claims arising under this Agreement shall lie in the state or federal courts serving Oxnard, California.
20. Multiple Originals, Authorized Signatures and Electronic 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. The parties agree that this Agreement may be transmitted and signed by electronic or digital means by either/any or both/all Parties and that such signatures shall have the same force and effect as original signatures, in accordance with California Government Code Section 16.5 and California Civil Code Section 1633.7.

21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
22. Performance Bond. Tyler will secure a performance bond (“Bond”) in a reasonable form within ten (10) business days after execution of this Agreement in the face amount of \$5,775,784. The cost of the Bond, equal to \$95,300.00, is based on the total contract dollar amount of this Agreement (exclusive of third party or travel costs) for an initial term of twenty-four (24) months and is payable in accordance with the terms set forth in Exhibit B. Client acknowledges and agrees that it will be responsible for any increase in Bond premiums during the first two years of the Agreement caused by Client’s election to increase the Agreement and Bond dollar amount. In the event that implementation activities are not complete after the expiration of the initial twenty-four (24) month term, Client may elect to renew or extend the term of the Bond by providing advance written notice to Tyler, and Client shall be solely responsible for any additional bond premiums and any renewal thereof shall be subject to underwriting or surety approval.
23. Tyler Representations.
- 23.1. Tyler is a business duly incorporated, validly existing, and in good standing under the laws of California.
 - 23.2. Tyler has all requisite power, financial capacity, and authority to execute, deliver, and perform its obligations under this Agreement.
 - 23.3. This Agreement, when executed and delivered, shall be a valid and binding obligation of Tyler’s, enforceable in accordance with its terms.
 - 23.4. There is no outstanding litigation, arbitrated matter or other dispute to which Tyler is a party which, if decided unfavorably to it, would reasonably be expected to have a potential or actual material adverse effect on its ability to fulfill its obligations under this Agreement.
 - 23.5. Tyler has neither assigned nor otherwise entered into an agreement by which it purports to assign or transfer any right, title, or interest to any technology or intellectual property right that would conflict with its obligations under this Agreement.
 - 23.6. The Tyler Software has been installed and is operating in a production technology environment in a non-related third party’s facility without significant problems due to the Tyler Software or Tyler’s performance.
 - 23.7. There are no obligations, commitments, or impediments of any kind that will limit or prevent Tyler’s full performance under this Agreement.
24. Right to Purchase Perpetual Licenses. Client may elect to self-host the Tyler Software provided under this Agreement as of the Effective Date, subject to the following requirements:
- 24.1. The Tyler Software application must be generally available for purchase as a perpetual license;

- 24.2. Client must pay the then-current license fees for such Tyler Software. Client is entitled to a ten percent (10%) discount off such fees for every full year of SaaS fees paid under this Agreement, with such discount not to exceed fifty percent (50%) in any event.
- 24.3. Client must purchase any services, hardware and 3rd party products required for such self-hosting.
- 24.4. The acquisition of such perpetual licenses requires an amendment to this Agreement (or a replacement agreement) to specify the applicable changes in terms.

25. Contract Documents & Order of Precedence. The following Addendum and Exhibits are attached hereto and incorporated herein by this reference into the Agreement:

- Exhibit A-1 Socrata Open Finance Terms
- 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 Third Party Terms
Schedule 1: DocOrigin EULA
Schedule 2: BMI Terms
- Exhibit E Statement of Work
- Exhibit F Tyler’s Response to Client’s Original Request for Proposals
- Exhibit G Tyler’s Subsequent Responses to Client’s Requests for Clarifications
- Exhibit H Insurance Exhibits (INS- W)
- Exhibit I Tyler’s Response to Client’s Best and Final Offer

In the event of conflict between any provisions of this Agreement, the following order of precedence shall apply:

- Sections A-H of this Agreement & Exhibits A-1 through Exhibit E
- Exhibit I- Tyler’s Response to Client’s Best and Final Offer
- Exhibit G – Tyler’s Responses to Client’s Requests for Clarifications, with later versions taking precedence over earlier versions
- Exhibit F – Tyler’s Proposal, dated 1/17/18, in response to Client RFP.

24. Addresses for Notices.

Address for Notices:
Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096

Attention: Chief Legal Officer

Address for Notices:
City of Oxnard
305 W 3rd Street
Oxnard, CA 93030

Attn: Lisa Boerner, Purchasing Manager

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

CITY OF OXNARD

TYLER TECHNOLOGIES, INC.

Tim Flynn, Mayor Date

Christopher P. Hepburn Date
President, Enterprise Group

ATTEST:

Abigail Diaz Date
Chief Legal Officer, Secretary

Michelle Ascencion, City Date
Clerk (only if Mayor signs)

APPROVED AS TO FORM:

Stephen M. Fischer, City Date
Attorney (always required)



TERMS OF USE – SOCRATA OPEN FINANCE

Tyler and Client, mutually understand and agree, that the following terms and conditions apply to Client’s use of the Socrata Open Finance module (the “Service” for purposes of this Exhibit), as that module exists upon the execution of the Agreement. Specific to these Socrata items added to the Agreement by this Exhibit, in the event of a conflict between any term or provision in this Exhibit and any term or provision in the Agreement, the terms of this Exhibit shall govern. The Agreement shall otherwise remain and continue in full force and effect. For purposes of this Exhibit only, “**Public User**” means a person or entity that accesses Data, whether through or as generated by Tyler Software, that is made publicly accessible by Client. All capitalized terms, unless otherwise stated in this Exhibit, shall be as defined in the Agreement.

1. Use.

- a. *Client Data.* When Client uploads or provides Data, Client grants to Tyler a perpetual non-exclusive, worldwide, royalty-free, sub-licensable, and transferable license to use, reproduce, publicly display, distribute, modify, create derivative works of, and translate Data as needed for the Service, or for use by Public Users.
- b. *Rights Granted Related to Client Data.* The SaaS Services, other services, workflow processes, user interface, designs, and other technologies provided by Tyler pursuant to this Agreement are the proprietary property of Tyler and its licensors. All rights, title and interest in and to such items, including all associated intellectual property rights, remain only with Tyler. Client may not remove or modify any proprietary marking or restrictive legends from items or services provided under this Agreement. Tyler reserves all rights unless otherwise expressly granted in this Agreement. Client grants Tyler the non-exclusive and non-transferable right to develop derivative data assets based on Data that Client makes public, or is otherwise available in public records under applicable law.
- c. *Restrictions.* Client may not: (a) make the Service available in any manner to any third party for use in the third party’s business operations; (b) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the Service available to any third party other than as expressly permitted by Tyler; (c) use the Service to store or transmit infringing, unsolicited marketing emails, libelous, or otherwise objectionable, unlawful or tortious material, or to store or transmit material in violation of third party rights; or (d) interfere with or disrupt the integrity or performance of the Service in ways that would harm or prejudice Tyler (including without limitation, vulnerability scanning, penetration testing or other manual or automated simulations of adversarial actions).
- d. *Access and Usage by Client’s Authorized Users and Contractors.* Client may allow its users and third-party contractors to access the Service in compliance with the terms of this agreement, which access must be for the sole benefit of the Client. Client is responsible for the compliance with this agreement by its users and contractors.
- e. *Public Users.* The Service provides Client with functionality to publish all or part of the Data approved by Client for release to the general public (“Client Data”) through one or more public facing websites. Client determines

which Client Data is shared publicly, and Client is responsible for determining the online terms of use and license relative to use of Client Data, and the enforcement thereof. Once Client Data is publicly published using the Service, Tyler has no control over a Public User's use or misuse of Client Data. Users have the ability within the Service to remove the public setting applied to Client Data and revert it to a private setting.

- f. *Client Responsibilities.* Client (i) must keep its passwords secure and confidential; (ii) is solely responsible for all activity occurring under its account; (iii) must use commercially reasonable efforts to prevent unauthorized access to its account and notify Tyler promptly of any such unauthorized access; (iv) shall comply with all federal, state and local laws, regulations and policies of the Client, as to its use of the Service.
- g. *Company Support.* Tyler will provide Client support for the Service under the terms of the Agreement.
- h. *Client Data Backup.* Client is providing Tyler a copy of Client Data, and the Socrata platform is not the system of record of Client Data. Any laws and regulations governing Client for retention of Client Data remains Client's responsibility. Client acknowledges and understands that the Services are not designed to serve as the system of record and shall not be used in a manner where the interruption of the SaaS Services could cause personal injury (including death) or property damage. The SaaS Services are not designed to process or store CJIS, PHI or other sensitive data, and by using the Services, you acknowledge and agree that you are using the Services at your own risk and that you are solely responsible for use of data with the Services in any manner that is contrary to the uses for which the Services are designed and offered for use in this Amendment.
- i. *API.* Tyler shall provide access to its application-programming interface (API) as part of the Service. Tyler grants Client a non-exclusive, nontransferable, terminable license to interact only with the Service as allowed by the API. Client may not use the APIs in a manner--as reasonably determined by Tyler--that constitutes excessive or abusive usage, or fails to comply with any part of the APIs. If any of these occur, Tyler can suspend Client's access to the APIs on a temporary basis and provide notice to the Client of the suspension. Tyler will restore the Client's access upon the Client's curing of such misuse. If the Client does not cure such misuse within thirty (30) days of receiving written notice from Tyler, Tyler may terminate the Client's access to the API.
- j. Tyler may change or remove existing endpoints or fields in API results upon at least 30 days' notice to Client, but Tyler will use commercially reasonable efforts to support the previous version of the API for at least 6 months. Tyler may add new endpoints or fields in API results without prior notice to Client. The API may be used to connect the Service to hosted or on-premise software applications not provided by Tyler (Non-Tyler Applications). Client is solely responsible for development, license, access to and support of Non-Tyler Applications, and Client's obligation under this agreement are not contingent on access to or availability of any Non-Tyler Application.
- k. *Data Security Measures.* In order to protect Client's Data, Tyler will: implement and maintain all reasonable security measures appropriate to the nature of the Data including without limitation, technical, physical, administrative and organizational controls, and will maintain the confidentiality, security and integrity of such Data; (ii) implement and maintain industry standard systems and procedures for detecting, mitigating, and responding to attacks, intrusions, or other systems failures and regularly test or otherwise monitor the effectiveness of the safeguards' key controls, systems, and procedures; (iii) identify reasonably foreseeable internal and external risks to the security, availability, confidentiality, and integrity of Data that could result in the unauthorized disclosure, misuse, alteration, destruction or other compromise of Data, and assess the sufficiency of any safeguards in place to control these risks (collectively, "Security Measures"); and (iv) designate an employee or employees to coordinate implementation and maintenance of its Security Measures .
- l. *Notice of Data Breach.* If Tyler knows that Data has been accessed, disclosed, or acquired without proper

authorization and contrary to the terms of this agreement, Tyler will alert Client of any such data breach in accordance with applicable law, and take such actions as may be necessary to preserve forensic evidence and return the Service to standard operability. Tyler will provide notice in accordance with applicable State data breach notification laws.

- m. **Software Warranty.** Tyler warrants to Client that the functionality or features of the Service will substantially perform as communicated to Client in writing. The support policies may change but will not materially degrade during the term. Tyler may deprecate features upon at least 30 days’ notice to Client, but Tyler will use commercially reasonable efforts to support the previous features for at least 6 months following the deprecation notice. The deprecation notice will be posted at <https://support.socrata.com>. Tyler will use commercially reasonable efforts to maintain the online availability of the Service for a minimum of availability in any given month as provided in the chart below (*excluding* maintenance scheduled downtime and outages beyond Tyler’s reasonable control).

Availability SLA	Credit
99.9%	3% of monthly fee for each full hour of an outage that adversely impacted Client's access or use of the Service (beyond the warranty).

Maximum amount of the credit is 100% of the prorated Service Fees for such month.

Limited Remedy. Client’s exclusive remedy and Tyler’s sole obligation for Tyler’s failure to meet the warranty under Section 1(m) is the provision by Tyler of the credit for the applicable month, as provided in the chart above (if this Agreement is not renewed then a refund in the amount of the credit owed); provided that Client notify Tyler of such breach of the warranty within thirty (30) days of the end of that month.

2. Other Terms.

- a. **Third-Party Platform Service.** Client may be provided with access to certain third-party web-based components as part of the Service (example without limitation, AWS Hosting third-party stock photos, public datasets, and third-party maps) (Third-Party Services). Client must agree to such Third- party Service contracts if it chooses to use those third-party services. Such Third-Party Services will be solely governed by such third-party service contracts, and are provided AS-IS. Client acknowledges that Tyler is not the provider of any Third-Party Platform Services. Tyler does not warrant or guarantee the performance of the Third-Party Platform Services.
- b. **Open Source Code with the API.** Tyler does not own any open source code that may be provided with the API and it is provided as a convenience to the Client. Such open source code is provided AS IS and is governed by the applicable open source license that applies to such code; provided, however, that any such open source licenses will not materially interfere or prohibit Client’s limited right to use the Service for its internal business purposes.
- c. **Feedback.** If Client provides feedback or suggestions about the Service, then Tyler (and those it allows to use its technology) may use such information without obligation to City.



Exhibit A
Investment Summary

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

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Quoted By: Jennifer Wahlbrink
 Date: 7/29/2019
 Quote Expiration: 10/31/2019
 Quote Name: City of Oxnard-ERP-Munis
 Quote Number: 2017-38426-12
 Quote Description: 7-29-19 v.9

Sales Quotation For

City of Oxnard
 305 W 3rd St
 Oxnard, CA 93030-5730
 Phone +1 (805) 385-7430

SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Accounting/GL	5.0	\$65,987.00	464	\$81,200.00	\$17,000.00
Bid Management	5.0	\$8,570.00	72	\$12,600.00	\$0.00
BMI Asset Track Interface	5.0	\$3,314.00	40	\$7,000.00	\$0.00
BMI CollectIT Interface	5.0	\$3,314.00	40	\$7,000.00	\$0.00
Capital Assets	5.0	\$19,796.00	144	\$25,200.00	\$4,500.00
Cash Management	5.0	\$13,855.00	96	\$16,800.00	\$0.00
Contract Management	5.0	\$8,570.00	72	\$12,600.00	\$6,000.00
Employee Expense Reimbursement	5.0	\$8,113.00	72	\$12,600.00	\$0.00
Inventory	5.0	\$19,796.00	144	\$25,200.00	\$6,200.00
Project & Grant Accounting	5.0	\$14,512.00	112	\$19,600.00	\$7,000.00
Purchasing	5.0	\$33,651.00	328	\$57,400.00	\$4,000.00
Standard Fuel Interface - SeeComments	5.0	\$3,314.00	56	\$9,800.00	\$0.00
Asset Maintenance	5.0	\$24,738.00	456	\$79,800.00	\$17,500.00
Human Capital Management:					
ExecuTime Advance Scheduling - Up to 350 Employees	5.0	\$13,330.00	64	\$11,200.00	\$0.00

SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
ExecuTime Advance Scheduling Mobile Access	5.0	\$2,352.00	0	\$0.00	\$0.00
ExecuTime IVR Interface	5.0	\$3,196.00	0	\$0.00	\$0.00
ExecuTime Time & Attendance Import	5.0	\$3,350.00	0	\$0.00	\$0.00
ExecuTime Time & Attendance Mobile Access	5.0	\$3,003.00	0	\$0.00	\$0.00
ExecuTime Time & Attendance - Up to 2500 Employees	5.0	\$39,991.00	216	\$37,800.00	\$0.00
Human Resources & Talent Management	5.0	\$17,642.00	88	\$15,400.00	\$0.00
Payroll w/ESS	5.0	\$29,726.00	216	\$37,800.00	\$27,800.00
Recruiting	5.0	\$5,228.00	32	\$5,600.00	\$0.00
Revenue:					
Accounts Receivable	5.0	\$17,140.00	216	\$37,800.00	\$0.00
Central Property File	5.0	\$2,701.00	8	\$1,400.00	\$0.00
General Billing	5.0	\$7,998.00	128	\$22,400.00	\$11,200.00
Maplink GIS Integration	5.0	\$12,569.00	8	\$1,400.00	\$0.00
Tyler Cashiering	5.0	\$26,281.00	80	\$14,000.00	\$0.00
UB Interface	5.0	\$7,541.00	32	\$5,600.00	\$0.00
Utility Billing CIS	5.0	\$23,424.00	168	\$29,400.00	\$23,400.00
Productivity:					
Citizen Self Service	5.0	\$15,426.00	80	\$14,000.00	\$0.00
eProcurement	5.0	\$13,197.00	8	\$1,400.00	\$0.00
IVR Gateway	5.0	\$7,713.00	48	\$8,400.00	\$0.00
Munis Analytics & Reporting (SaaS)	5.0	\$60,955.00	128	\$22,400.00	\$0.00
Postal XPress (Lorton) Annual Subscription	5.0	\$1,649.00	0	\$0.00	\$0.00
Tyler Content Manager Auto Indexing and Redaction (SE)	5.0	\$2,857.00	16	\$2,800.00	\$0.00
Tyler Content Manager Self-Service (SE)	5.0	\$4,285.00	24	\$4,200.00	\$0.00
Tyler Content Manager SE	5.0	\$25,709.00	64	\$11,200.00	\$0.00
Tyler Forms Processing	5.0	\$11,540.00	0	\$0.00	\$0.00
Additional:					
CAFR Statement Builder	5.0	\$10,712.00	32	\$5,600.00	\$0.00
EnerGov Business Management API Toolkit	5.0	\$0.00	0	\$0.00	\$0.00

SaaS	Description	# Years	Annual Fee	One Time Fees		
				Impl. Hours	Impl. Cost	Data Conversion
	EnerGov Business Management Suite (10)	5.0	\$22,680.00	424	\$74,200.00	\$12,925.00
	EnerGov Citizen Self Service - Business Management	5.0	\$20,000.00	32	\$5,600.00	\$0.00
	EnerGov Citizen Self Service - Community Development	5.0	\$20,000.00	32	\$5,600.00	\$0.00
	EnerGov Community Development API Toolkit	5.0	\$0.00	88	\$15,400.00	\$0.00
	EnerGov Community Development Suite (75)	5.0	\$161,100.00	1096	\$191,800.00	\$25,850.00
	EnerGov e-Reviews	5.0	\$29,000.00	120	\$21,000.00	\$0.00
	EnerGov iG Workforce Apps (15)	5.0	\$0.00	32	\$5,600.00	\$0.00
	EnerGov Report Toolkit	5.0	\$0.00	0	\$0.00	\$0.00
	EnerGov Request & Enforcement Management API Toolkit	5.0	\$0.00	80	\$14,000.00	\$0.00
	Socrata Open Finance	5.0	\$10,836.00	0	\$0.00	\$0.00
	Tyler 311/Incident Management	5.0	\$13,020.00	96	\$16,800.00	\$0.00
	Tyler GIS	5.0	\$0.00	0	\$0.00	\$0.00
	Sub-Total:		\$873,681.00		\$1,006,600.00	\$163,375.00
	<u>Less Discount:</u>		<u>\$37,900.00</u>		<u>\$0.00</u>	<u>\$0.00</u>
	TOTAL:		\$835,781.00	5752	\$1,006,600.00	\$163,375.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
50% of Dedicated Project Manager (Monthly)	38	\$12,000.00	\$0.00	\$456,000.00
70/30 Work Split Effort (473 days)	3784	\$175.00	\$0.00	\$662,200.00
Business Process Consulting - Asset Maintenance	1	\$33,250.00	\$0.00	\$33,250.00
Business Process Consulting - Accounts Payable	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Recruiting	1	\$14,000.00	\$0.00	\$14,000.00
Business Process Consulting - Benefits Enrollment	1	\$5,250.00	\$0.00	\$5,250.00
Business Process Consulting - Budget	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Bid Management	1	\$10,500.00	\$0.00	\$10,500.00
Business Process Consulting - Contract Management	1	\$10,500.00	\$0.00	\$10,500.00
Business Process Consulting - Employee Expense Reimbursement	1	\$10,500.00	\$0.00	\$10,500.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Business Process Consulting - Capital Assets	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - General Billing	1	\$26,250.00	\$0.00	\$26,250.00
Business Process Consulting - General Ledger	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - HR Management	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - Inventory	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - EnerGov LRM	1	\$33,250.00	\$0.00	\$33,250.00
Business Process Consulting - Miscellaneous Cash	1	\$10,500.00	\$0.00	\$10,500.00
Business Process Consulting - Project/Grant Accounting	1	\$26,250.00	\$0.00	\$26,250.00
Business Process Consulting - EnerGov PLM	1	\$40,250.00	\$0.00	\$40,250.00
Business Process Consulting - Purchasing & Requisitions	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Payroll	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - Cash Management	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Utility Billing	1	\$31,500.00	\$0.00	\$31,500.00
Configuration Postal Xpress (Lorton)	1	\$1,275.00	\$0.00	\$1,275.00
Custom Report Assistance	256	\$175.00	\$0.00	\$44,800.00
EnerGov Business Management Forms Library (6 Forms)	1	\$7,650.00	\$0.00	\$7,650.00
EnerGov Community Development Forms Library (5 Forms)	1	\$6,375.00	\$0.00	\$6,375.00
ExecuTime - Reimplement with Munis	172	\$175.00	\$0.00	\$30,100.00
Functional Acceptance Test	480	\$175.00	\$0.00	\$84,000.00
GIS Implementation	16	\$175.00	\$0.00	\$2,800.00
Implementation Contingency	4228	\$175.00	\$0.00	\$739,900.00
Install Fee - Socrata Open Finance	1	\$7,000.00	\$0.00	\$7,000.00
EnerGov Intelligent Objects Automation	112	\$160.00	\$0.00	\$17,920.00
NTE Contingency Hours	760	\$175.00	\$0.00	\$133,000.00
P-Card Import Format	1	\$5,500.00	\$0.00	\$5,500.00
Performance Bond	1	\$95,300.00	\$0.00	\$95,300.00
Performance Test	320	\$175.00	\$0.00	\$56,000.00
POS Cash Installation (Up to 3)	2	\$1,000.00	\$0.00	\$2,000.00
Reliability Test	720	\$175.00	\$0.00	\$126,000.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Tyler Forms Library - Financial	1	\$2,800.00	\$0.00	\$2,800.00
Tyler Forms Library - General Billing	1	\$2,500.00	\$0.00	\$2,500.00
Tyler Forms Library - Payroll	1	\$1,500.00	\$0.00	\$1,500.00
Tyler Forms Library - Personnel Action	1	\$1,400.00	\$0.00	\$1,400.00
Tyler Forms Processing Configuration	1	\$3,000.00	\$0.00	\$3,000.00
Tyler Forms Library - Utility Billing	1	\$5,000.00	\$0.00	\$5,000.00
Tyler Forms Work Order/Pick Ticket Library - 4 Forms	1	\$2,800.00	\$0.00	\$2,800.00
Tyler Graphing Agent - Addl Cost	1	\$500.00	\$0.00	\$500.00
Tyler Graphing Agent - Flat Fee	1	\$3,500.00	\$0.00	\$3,500.00
VPN Device	1	\$4,000.00	\$0.00	\$4,000.00
TOTAL:				\$2,935,320.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI AssetTrak Additional Barcode/RFID Data Terminal (MC3190Z)	1	\$3,895.00	\$0.00	\$3,895.00	\$0.00	\$0.00	\$0.00
BMI AssetTrak FA Bar Code/RFID Scanning System	1	\$8,030.00	\$0.00	\$8,030.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Additional Barcode Data Terminal (PA692)	1	\$2,975.00	\$0.00	\$2,975.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Barcode PrinterKit	1	\$795.00	\$0.00	\$795.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Inventory Bar Code Scanning System	1	\$6,490.00	\$0.00	\$6,490.00	\$0.00	\$0.00	\$0.00
Cash Drawer	5	\$230.00	\$0.00	\$1,150.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner - Model 1900GSR	5	\$385.00	\$0.00	\$1,925.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner Stand	5	\$25.00	\$0.00	\$125.00	\$0.00	\$0.00	\$0.00
ID Tech MiniMag USB Reader	5	\$62.00	\$0.00	\$310.00	\$0.00	\$0.00	\$0.00
Printer (TM-S9000)	5	\$1,600.00	\$0.00	\$8,000.00	\$0.00	\$0.00	\$0.00
Touchscreen: No Reader	5	\$2,210.00	\$0.00	\$11,050.00	\$0.00	\$0.00	\$0.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00
<i>3rd Party Hardware Sub-Total:</i>			\$0.00	\$46,395.00			\$0.00
TOTAL:				\$46,395.00			\$0.00

Summary	One Time Fees	Recurring Fees
Total SaaS	\$0.00	\$835,781.00
Total Tyler Software	\$0.00	\$0.00
Total Tyler Services	\$4,105,295.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$46,395.00	\$0.00
Summary Total	\$4,151,690.00	\$835,781.00
Contract Total (Excluding Estimated Travel Expenses)	\$8,330,593.00	
Estimated Travel Expenses	\$787,390.00	

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting - Actuals up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Accounting - Budgets up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Accounting Standard COA	\$3,000.00	\$0.00	\$3,000.00
Accounts Payable - Checks up to 5 years	\$3,000.00	\$0.00	\$3,000.00
Accounts Payable - Invoice up to 5 years	\$4,000.00	\$0.00	\$4,000.00
Accounts Payable Standard Master	\$3,000.00	\$0.00	\$3,000.00
Asset Maintenance - Closed Work Order History No Cost Data	\$6,500.00	\$0.00	\$6,500.00
Asset Maintenance - Work Order Asset	\$4,500.00	\$0.00	\$4,500.00
Asset Maintenance - Work Order History With Cost Data	\$6,500.00	\$0.00	\$6,500.00
Capital Assets Std Master	\$4,500.00	\$0.00	\$4,500.00
Contracts	\$6,000.00	\$0.00	\$6,000.00
EnerGov Business Management	\$12,925.00	\$0.00	\$12,925.00
EnerGov Community Development	\$25,850.00	\$0.00	\$25,850.00
General Billing - Bills up to 5 years	\$5,000.00	\$0.00	\$5,000.00
General Billing - Recurring Invoices	\$4,000.00	\$0.00	\$4,000.00
General Billing Std CID	\$2,200.00	\$0.00	\$2,200.00
Inventory - Commodity Codes	\$2,200.00	\$0.00	\$2,200.00
Inventory Std Master	\$4,000.00	\$0.00	\$4,000.00
Payroll - Accrual Balances	\$2,500.00	\$0.00	\$2,500.00
Payroll - Accumulators up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Certifications	\$2,000.00	\$0.00	\$2,000.00
Payroll - Check History up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Deductions	\$2,800.00	\$0.00	\$2,800.00
Payroll - Earning/Deduction Hist up to 5 years	\$3,500.00	\$0.00	\$3,500.00
Payroll - Education	\$2,000.00	\$0.00	\$2,000.00
Payroll - PM Action History up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Position Control	\$2,000.00	\$0.00	\$2,000.00
Payroll - Recruiting	\$2,000.00	\$0.00	\$2,000.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Payroll - Standard	\$3,000.00	\$0.00	\$3,000.00
Payroll - State Retirement Tables	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting - Actuals up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting - Budgets up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting Standard	\$3,000.00	\$0.00	\$3,000.00
Purchasing - Purchase Orders - Standard Open PO's only	\$4,000.00	\$0.00	\$4,000.00
Utility Billing - Assessments	\$2,000.00	\$0.00	\$2,000.00
Utility Billing - Backflow	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Balance Forward AR	\$5,000.00	\$0.00	\$5,000.00
Utility Billing - Consumption History up to 5 years	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Service Orders	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Services	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Standard	\$4,000.00	\$0.00	\$4,000.00
TOTAL:			\$163,375.00

Optional SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Performance Based Budgeting	5.0	\$23,995.00	264	\$46,200.00	\$0.00
Human Capital Management:					
Risk Management	5.0	\$5,942.00	32	\$5,600.00	\$0.00
Productivity:					
Tyler Content Manager Enterprise Upgrade (Existing CL w/Tyler Content Manager SE)	5.0	\$14,283.00	80	\$14,000.00	\$0.00
Additional:					
Asset Performance (20)	5.0	\$7,100.00	168	\$29,400.00	\$0.00
EnerGov Business Management Feeds	5.0	\$4,000.00	0	\$0.00	\$0.00
EnerGov Community Development Feeds	5.0	\$6,000.00	0	\$0.00	\$0.00
Socrata Citizen Connect	5.0	\$7,000.00	0	\$0.00	\$0.00
TOTAL:		\$68,320.00	544	\$95,200.00	\$0.00

Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Additional:						
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs - F	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00
Tyler Content Manager SE - AP - Checks - F	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00
Tyler Content Manager SE - AP Standard Master - F	\$0.00	0	\$0.00	\$6,500.00	\$6,500.00	\$0.00
Tyler Content Manager SE - EnerGov Business Management - F	\$0.00	0	\$0.00	\$4,000.00	\$4,000.00	\$0.00
Tyler Content Manager SE - EnerGov Community Development - F	\$0.00	0	\$0.00	\$6,000.00	\$6,000.00	\$0.00

Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices - F	\$0.00	0	\$0.00	\$3,000.00	\$3,000.00	\$0.00
Tyler Content Manager SE - General Billing Standard - CID - F	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Payroll - Certications - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Check History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Deductions - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - PM Action History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Position Control - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - Recruiting - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll Standard - Employee, Address - D	\$0.00	0	\$0.00	\$7,000.00	\$7,000.00	\$0.00
Tyler Content Manager SE - Property Master Standard - F	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's - F	\$0.00	0	\$0.00	\$3,600.00	\$3,600.00	\$0.00
Tyler Content Manager SE - Utility Billing - Backflow - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Work Order - Work Order Asset - F	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
TOTAL:	\$0.00	0	\$0.00	\$47,000.00	\$47,000.00	\$0.00

Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Business Process Consulting - Performance Based Budgeting	1	\$33,250.00	\$0.00	\$33,250.00
Change Management Consulting	1	\$60,000.00	\$0.00	\$60,000.00
Custom Fuel Interface	1	\$3,300.00	\$0.00	\$3,300.00
TOTAL:				\$96,550.00

Optional Conversion Details (Prices Reflected Above)

Description	Unit Price	Unit Discount	Extended Price
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP - Checks	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP Standard Master	\$6,500.00	\$0.00	\$6,500.00
Tyler Content Manager SE - EnerGov Business Management	\$4,000.00	\$0.00	\$4,000.00
Tyler Content Manager SE - EnerGov Community Development	\$6,000.00	\$0.00	\$6,000.00
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices	\$3,000.00	\$0.00	\$3,000.00
Tyler Content Manager SE - General Billing Standard - CID	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Payroll - Certications	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Check History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Deductions	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - PM Action History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Position Control	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - Recruiting	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll Standard - Employee, Address	\$7,000.00	\$0.00	\$7,000.00
Tyler Content Manager SE - Property Master Standard	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's	\$3,600.00	\$0.00	\$3,600.00
Tyler Content Manager SE - Utility Billing - Backflow	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Work Order - Work Order Asset	\$1,300.00	\$0.00	\$1,300.00
TOTAL:			\$47,000.00

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held for six (6) months from the Quote date or the Effective Date of the contract, whichever is later.

Customer Approval: _____ Date: _____

Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

Comments

Accounting/GL includes Accounts Payable and Budgeting.

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

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

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

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

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. Installations are completed remotely, but can be done onsite upon request at an additional cost.

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

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

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

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

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

In the event Client acquires from Tyler any edition of Tyler Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Tyler Content Manager software with non-Tyler applications, Client must purchase or upgrade to Tyler Content Manager Enterprise Edition.

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

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

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

Comments

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

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

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

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

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

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

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

Tyler Content Manager SE includes up to 1TB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of \$5,000 per TB.

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

Additional Scanner, MC3190Z, 48 key, SDIO with program settings, Integrated Laser & RFID reader, Battery, USB com-charging cradle w/ps, AssetTrak PPC & TrakSync PDT Users Licenses.

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

The Munis SaaS fees are based on 100 concurrent users. Should the number of concurrent users be exceeded, Tyler reserves the right to re-negotiate the SaaS fees based upon any resulting changes in the pricing categories.

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

EnerGov e-Reviews requires Bluebeam Studio Prime, at an estimated yearly subscription cost of \$3,000/100 users. Further pricing detail is available by contacting Bluebeam at <https://www.bluebeam.com/solutions/studio-prime>

Business Management Forms Library Includes: 1 Licensing - Business License, 1 Licensing - Business License Renewal, 1 Licensing - Business License Delinquent, 1 Licensing - Profession License, 1 Licensing - Profession License Renewal, 1 Licensing --Profession License Delinquent.

Comments

Community Development Forms Library Includes: 1 Permits - Building, 1 Permits - Trade, 1 Planning - Certificate, 1 Permits - Occupancy/Completion, 1 Code - Violation Notice.

If a Tyler client desires clocks that do not have direct connectivity back to the network server ExecuTime resides on, then a VPN device installation, to be provided at Tyler's then-current prices, will be needed for every location where a clock may reside.

Clocks will be shipped upon receipt of a signed quote or addendum. The warranty period starts when the clocks are shipped. The warranty period ends whichever occurs first, either 12 months after connecting the clocks to the ExecuTime software or 18 months from shipment.

Clock prices include Tyler instruction regarding clock configuration and connection to the ExecuTime software. Client is responsible for clock installation and connection to applicable network.

Development modifications, interfaces and services, where applicable, shall be invoiced to the client in the following manner: 50% of total upon authorized signature to proceed on program specifications and the remaining 50% of total upon delivery of modifications, interface and services.

EnerGov Business Management: Tyler leads and owns the configuration of 5 unique business transactions, 5 template business transactions, 3 geo-rules and 3 automation events. Configuration elements beyond this will be owned by the client.

EnerGov Community Development: Tyler leads and owns the configuration of 10 unique business transactions, 10 template business transactions, 5 geo-rules and 5 automation events. Configuration elements beyond this will be owned by the client.

EnerGov My GovPay and VirtualPay are included at no cost

EnerGov SaaS includes up to 500GB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of \$3,000 per TB.



Exhibit B Invoicing and Payment Policy

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

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

1. **SaaS Fees.** SaaS Fees for the first five (5) years are invoiced as indicated below, beginning on the commencement of the initial term as set forth in Section F (1) of this Agreement. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial five year term, your annual SaaS fees for subsequent years will be at our then-current rates, but at rates no more than those described in Section 2.8 of this Exhibit and will be invoiced annually in advance.

Payment Due Date	SaaS Fees
12/1/19	\$48,916.50
9/1/20	Annual fee from investment summary (\$835,781) + \$16,305.50 + 25% of other annual SaaS fees (.25 x \$770,559) = 1,044,726.25
9/1/21	Annual fee from investment summary (\$835,781) + 25% of other annual SaaS fees (.25 x \$770,559) = \$1,028,420.75
9/1/22	Annual fee from investment summary (\$835,781) + 25% of other annual SaaS fees (.25 x \$770,559) = \$1,028,420.75
9/1/23	Annual fee from investment summary (\$835,781) + 25% of other annual SaaS fees (.25 x \$770,559) = \$1,028,420.75

2. **Other Tyler Software and Services.**

2.1 **Services Retainage:** Notwithstanding anything to the contrary in this Section 2, Tyler shall retain 15% of the fees payable for delivered services, with such retainages to be invoiced upon the applicable phase live date:

Service Type	Retainage Amount	Total of Services from Investment Summary	Total Retainage Amount
Standard Implementation	15% retainage	\$1,006,600	\$148,890
50% Dedicated Project Manager	15% retainage	\$456,000	\$68,400
70/30 work split	15% retainage	\$662,200	\$99,330

Custom Report Assistance	15% retainage	\$44,800	\$6,720
ET-Reimplement w/ Munis	15% retainage	\$30,100	\$4,515
Functional acceptance Test	15% retainage	\$84,000	\$12,600
Implementation Contingency	15% retainage	\$739,900	\$110,985
NTE Contingency Hours	15% retainage	\$133,000	\$19,950
Performance Test	15% retainage	\$56,000	\$8,400
Reliability Test	15% retainage	\$126,000	\$18,900

- 2.2 *VPN Device*: The fee for the VPN device will be invoiced upon installation of the VPN.
- 2.3 *Implementation and Other Professional Services (including training)*: Implementation and other professional services (including training) are invoiced as delivered, at the rates set forth in the Investment Summary. The foregoing notwithstanding, fifteen percent (15%) of the fees for implementation services delivered during a phase shall be withheld by Tyler, with such retainage to be invoiced upon the phase live date. In the event the Client elects to delay the live date for a phase and such delay is not caused by Tyler’s failure to perform, Tyler reserves the right to invoice the retainage before the phase live date.
- 2.4 *Consulting Services*: If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Best Practice Recommendations, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
- 2.5 *Conversions*: Fixed-fee conversions are invoiced 50% upon initial deliver of the converted Data by conversion option and 50% upon Client acceptance to load the converted Data into Live/Production environment, by conversion option.
- 2.6 *Requested Modifications to the Tyler Software*: Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. The City must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. The City may still report Defects to us as set forth in this Agreement.
- 2.7 *Other Fixed Price Services*: Other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where “Project Planning Services” are provided, payment will be due upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be billed monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
- 2.8 *Caps on Increases to Annual SaaS Fees*._The foregoing notwithstanding, should the Client renew this Agreement at the end of the initial five year Term, Tyler shall limit the increase to the annual SaaS Fees in year six to five percent (5%) over the year five annual SaaS Fees and not further increase the annual SaaS Fees in years seven through ten in the event this Agreement is renewed during that time. Should the Client renew this Agreement at the end of year ten, Tyler shall limit the increase to the annual SaaS Fees in year eleven to five percent (5%) over the year

ten annual SaaS Fees and not further increase the annual SaaS fees in years twelve through fifteen in the event this Agreement is renewed during that time.

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

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

2.9 Performance Bond: We will invoice you the fees for the performance bond, set forth in the Investment Summary, within ten (10) days of the Effective Date.

3. Third Party Products.

- 3.1 *Third Party Software License Fees:* License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.
- 3.2 *Third Party Software Maintenance:* The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.
- 3.3 *Third Party Hardware:* Third Party Hardware costs, if any, are invoiced upon delivery.
- 3.4 *Third Party Services:* Fees for Third Party Services, if any, are invoiced as delivered, along with applicable expenses, at the rates set forth in the Investment Summary.

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

Travel reimbursement from the Client to Tyler does not cover travel to other entities not part of this Agreement or other destinations that are not considered Tyler’s base of operations. Further, the parties agree that authorized expenses under this Agreement shall not include:

- Alcohol
- Dry cleaning
- Personal grooming
- Parking tickets/violations
- Airline upgrade.

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

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



Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

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

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

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

B. Baggage Fees

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

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

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

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

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

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

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

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb,

VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

4. Meals and Incidental Expenses

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

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

A. Overnight Travel

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

Departure Day

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

Return Day

Dinner	
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

SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. 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.

Attainment: The percentage of time the Tyler Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

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

Downtime: Those minutes during which the Tyler Software is not available for your use. Downtime does not include those instances in which only a Defect is present.

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 maintenance windows, Client Error Incidents and Force Majeure.

III. Service Availability

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

a. Your Responsibilities

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

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

The documentation you provide must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). We will also work with you to resume normal operations.

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred. In the event the parties do not reach agreement as to the Downtime actually experienced, the parties will refer the dispute to the Dispute Resolution Process of this Agreement.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. Client Relief

When a Service Availability goal is not met due to confirmed Downtime, we will provide you with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the Client Relief Schedule below.

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 5% of one quarter of the then-current SaaS Fee. The total credits confirmed by us in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Every quarter, we will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<95%	5% credit of fee for affected calendar quarter will be posted to next billing cycle

You may request a report from us that documents the preceding quarter’s Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

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



Exhibit C
Schedule 1
Support Call Process

Support Channels

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

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

Support Resources

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

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

Support Availability

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

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

Issue Handling

Incident Tracking

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

Incident Priority

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

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted Data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of Data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler’s responsibility for loss or corrupted Data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. For non-hosted customers, Tyler’s responsibility for lost or corrupted Data is limited to assisting the client in restoring its last available database.
4	Support incident that causes failure of	Tyler shall provide an initial response to Priority Level 4

<p>Non-critical</p>	<p>non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.</p>	<p>incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.</p>
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Incident Escalation

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

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

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

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

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

Remote Support Tool

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



**Exhibit D Third
Party Terms**

Your use of any Third Party Products purchased as set forth in the Investment Summary are subject to the Third Party Terms set forth in the following Schedules:

Schedule 1: DocOrigin End User License Agreement

Schedule 2: BMI Terms and Conditions



Agreement No. 8767-19-IT

Exhibit D – Schedule 1
DocOrigin End User License Agreement

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

DocOrigin
SOFTWARE LICENSE

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

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

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

1. LICENSE TERMS

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Exhibit E
Statement of Work

Statement of Work

Tyler Technologies

Prepared for:

City of Oxnard, CA
305 W. 3rd St., Oxnard, CA 93030

Prepared by:

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1 Executive Summary

1.1 Project Overview

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

The Project goals are to offer City of Oxnard, CA the opportunity to make the City of Oxnard more accessible and responsive to external and internal customer needs and more efficient in its operations through:

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

1.2 Product Summary

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

Phase	Functional Areas	Modules	Start Date	Go-Live Date
1	ExecuTime	<ul style="list-style-type: none"> ● ExecuTime Time and Attendance 	October 2019	March 2020
1b	ExecuTime	<ul style="list-style-type: none"> ● ExecuTime Advanced Scheduling 	February 2020	July 2020
2	Financials	<ul style="list-style-type: none"> ● Accounts Payable ● Bid Management ● BMI Asset Track Interface ● Budget ● Capital Assets ● Cash Management ● Contract Management ● General Ledger ● Project & Grant Accounting ● Purchasing ● eProcurement ● Accounts Receivable ● General Billing ● Tyler Cashiering 	March 2020	August 2021
	System Wide	<ul style="list-style-type: none"> ● Munis Analytics & Reporting <ul style="list-style-type: none"> ○ Tyler Reporting Services ○ Munis Office ○ HUB ● Tyler Forms Processing ● Tyler Content Manager SE 		

3	Human Capital Management	<ul style="list-style-type: none"> ● Payroll w/Employee Self Service ● HR & Talent Management ● Employee Expense Reimbursement ● Recruiting ● 	August 2020	October 2021
4	Community Development	<ul style="list-style-type: none"> ● EnerGov Permitting and Land Management ● EnerGov Licensing & Regulatory Management ● EnerGov Impact Management ● EnerGov iG Workforce Apps ● EnerGov e-Reviews ● EnerGov Citizen Self Service – LRM ● EnerGov Citizen Self Service – PLM ● Tyler Incident Management ● Tyler Cashiering 	February 2021	May 2022
5	Utility Billing	<ul style="list-style-type: none"> ● UB CIS ● UB Interface ● Maplink GIS Integration ● Central Property File ● Citizen Self Service ● Tyler Incident Management ● Tyler Cashiering 	April 2021	April 2022
6	Asset Maintenance	<ul style="list-style-type: none"> ● Asset Maintenance ● Inventory ● BMI CollectIT Interface ● Tyler Incident Management 	January 2022	October 2022

1.3 Project Timeline

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

1.4 Project Methodology Overview

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

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

2 Project Governance

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

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

The path below illustrates an overall team perspective where Tyler and the City of Oxnard collaborate to resolve project challenges according to defined escalation paths. In the event project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the City of Oxnard steering committee become the escalation points to triage responses prior to escalation to the City of Oxnard 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 of Oxnard and Tyler executive sponsors serve as the final escalation point.

2.1 Client Governance

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

Client Project Manager

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

Steering Committee

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

Executive Sponsor(s)

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

2.2 Tyler Governance

Tyler Project Manager

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

Tyler Implementation Management

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

Tyler Executive Management

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

2.3 Acceptance and Acknowledgment Process

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

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

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

- If the City of Oxnard does not agree the particular Deliverable or Control Point meets requirements, the City of Oxnard 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 City of Oxnard shall then have five (5) 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 City of Oxnard does not provide acceptance or acknowledgement within five (5) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

3 Overall Project Assumptions

3.1 Project, Resources and Scheduling

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

3.2 Data Conversion

- The City of Oxnard is readily able to produce the data files needed for conversion from the Legacy System in order to provide them to Tyler on the specified due date(s).
- Each Legacy System data file submitted for conversion includes all associated records in a single approved file layout.
- The City of Oxnard understands the Legacy System data extract(s) must be provided to Tyler in the same format each time unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget, and resource availability may occur and/or data in the new system may be incorrect.
- During this process, the City of Oxnard may need to correct data scenarios in the Legacy System prior to the final data pull. This is a complex activity and requires due diligence by the City of Oxnard to ensure all data pulled includes all required data and the Tyler system contains properly mapped data.

3.3 Data Exchanges, Modifications, Forms and Reports

- The City of Oxnard ensures the 3rd party data received conforms to a Tyler standard format.
- The 3rd party possesses the knowledge of how to program their portion of the interaction and understands how to manipulate the data received.
- Client is on a supported, compatible version of the 3rd party software or Tyler standard Data Exchange tools may not be available.
- The City of Oxnard is willing to make reasonable business process changes rather than expecting the product to conform to every aspect of their current system/process.
- Any Modification requests not expressly stated in the contract are out of Scope. Modifications requested after contract signing have the potential to change cost, Scope, schedule, and production dates for project Phases. Modification requests not in Scope must follow the Project Change Request process.

3.4 Hardware and Software

- Tyler will initially install the most current generally available version of the purchased Tyler software.
- The City of Oxnard will provide network access for Tyler modules, printers, and Internet access to all applicable Oxnard and Tyler project staff.
- The City of Oxnard has in place all hardware, software, and technical infrastructure necessary to support the Project.

- The City of Oxnard’s system hardware and software meet Tyler standards to ensure sufficient speed and operability of Tyler software. Tyler will not support use of software if the City of Oxnard does not meet minimum standards of Tyler’s published specifications.

Tyler System Specifications

Tyler Technologies applications are designed to operate on systems that meet specific requirements. Systems that do not meet the required specifications may not provide reliable or adequate performance, and Tyler cannot guarantee acceptable results.

Tyler SaaS clients should disregard any references of “on-premises” specific requirements.

3.4.1.1 NETWORK AND SECURITY REQUIREMENTS

Bandwidth Requirements

Bandwidth usage can vary depending on application user type and their daily functions. Based on benchmarks through Tyler’s SaaS data center and Test Lab, Tyler recommends the following bandwidth requirements:

- Minimum: Mobile broadband connection
- Recommended: 10/100 Mbps network connection
- 30 Kbps per concurrent user session

Tyler highly recommends sites with many anticipated remote users request a bandwidth utilization report for at least 1 month of recent usage from their ISP to ensure they have sufficient bandwidth available to meet these requirements, especially those considering Tyler SaaS Hosting.

Microsoft Active Directory Integration

Microsoft Active Directory is used and required for authentication with select on-premises hosted Tyler ERP applications. Tyler SaaS hosted clients can optionally use Active Directory authentication with select Tyler applications. Tyler SaaS hosted applications not supported with client Active Directory use Tyler provided user credentials.

Microsoft ADFS or Azure AD required for on-premises clients with complex Active Directory environments such those as multiple domains, or Tyler SaaS hosted clients who wish to use their AD with supported Tyler apps. Microsoft ADFS for OpenID with Windows Server 2016 forest functional level recommended when using ADFS; ADFS WS-Federation with Windows Server 2012 forest functional level also supported. Setup and maintenance of client Active Directory, Azure AD, and/or ADFS environment is the responsibility of the client

Email Server Integration

An SMTP / IMAP email server is required for sending application notifications.

Microsoft Exchange is only required for the following advanced Outlook calendar integration.

Appointment creation on records directly from select Munis applications.

EnerGov inspection, meeting, hearing, and task scheduling. Sites without Exchange can perform these tasks using an integrated application calendar.

3.4.1.2 END-USER REQUIREMENTS

Microsoft Windows Workstation Requirements

COMPONENT	REQUIREMENT [1]
Workstation	Microsoft Windows Certified PC (Nationally recognized brand)
Processor	Intel Core i3 1.8 GHz minimum; Intel Core i3 2.5 GHz+ recommended
Operating System	Windows 7 and later
Memory	4GB RAM
Disk Space	500 MB
Network	Back office workstations: Member of same domain as Tyler application servers
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended EnerGov: 1680 x 1050 minimum, 1920 x 1080 recommended; ePlans Review: 2560 x 1600
Required Software	Microsoft .NET Framework 4.5 [2] Microsoft Silverlight 5.1 [3] Java Runtime Environment 8 [4]
Productivity Software	Microsoft Office 2010, 2013, 2016 Microsoft Office 365 (requires desktop client) Microsoft Office 2007 is supported for Excel and Word exports only; Munis add-ins are not supported

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate but will not guarantee performance. All performance and benchmark testing are done with PC's that meet (or exceed) the recommended hardware configuration.

[2] Microsoft .NET required for Tyler Cashiering and select SIS functionality only.

[3] Microsoft Silverlight required for CAFR Statement Builder, Tyler Incident Management, Tyler Meeting Manager, and select EnerGov applications only.

[4] Java is required for advanced Tyler Content Manager functionality only.

Browser Compatibility

BROWSER	APPLICATION SUPPORT
Google Chrome (latest version)	Recommended with Munis, ExecuTime, select EnerGov applications, SIS (excluding Click-Once apps), and self-service applications.
Microsoft Edge (latest version)	Supported with Munis, ExecuTime, select EnerGov applications, SIS, and self-service applications.
Microsoft Internet Explorer 11	Supported with all Tyler applications.
Mozilla Firefox (latest version)	Supported with EnerGov, SIS, and all self-service applications.

Apple macOS Workstation Requirements

For optimal user experience, Tyler recommends all Mac workstations used for back office application access (those excluding self-service applications) leverage macOS Keychain Access to store credentials or an authentication solution such as Microsoft Web Application Proxy. Refer to *macOS Limitations* for additional information regarding using Tyler applications with macOS.

COMPONENT	REQUIREMENT [1]
Operating System	macOS 10.10 or later
Processor	Intel Core i3 1.8 GHz minimum; Intel Core i3 2.5 GHz+ recommended
Memory	4GB RAM
Disk Space	500 MB
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended EnerGov: 1680 x 1050 minimum, 1920 x 1080 recommended, 2560 x 1600 for ePlans Review
Required Software	Microsoft Silverlight 5.1 [2]
Productivity Software	Microsoft Office for Mac 2011, 2016 Microsoft Office 365 (requires desktop client)

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate but will not guarantee performance. All performance and benchmark testing are done with PC's that meet (or exceed) the recommended hardware configuration.

[2] Microsoft Silverlight required for CAFR Statement Builder, Tyler Incident Management, Tyler Meeting Manager, and select EnerGov applications only.

Browser Compatibility

BROWSER	APPLICATION SUPPORT
Apple Safari 10	Supported with Munis, select EnerGov applications, SIS (excluding Click-Once apps), and self-service applications.
Mozilla Firefox (latest version)	Supported with EnerGov and all self-service applications.

Limitations with macOS

Some Tyler applications or select application functionality are not supported on macOS. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or “Windows on Mac” virtualization solutions such as Parallels Desktop for Mac and VMware Fusion.

Munis

Munis is fully supported on macOS with the following exceptions:

- Microsoft Office for Mac does not support connections to SQL OLAP cubes. Due to this Microsoft limitation, Mac users cannot access Munis Cubes.
- Munis Next Year Budget Entry (NYBE) for Excel is a Microsoft Excel add-on providing one of several ways users can input and maintain next year budget data. This add-on is only available for Microsoft Excel on Windows platforms.
- Microsoft SQL Server Reporting Services reports cannot be created or modified.

Tyler Content Manager

Advanced Tyler Content Manager functionality such as batch document scanning is not supported on macOS.

3.4.1.3 Mobile Device Support

Tyler offers many mobile options to access select Tyler applications and functions from a mobile and/or touch-enabled device.

APPLICATION	ANY MOBILE DEVICE	ANDROID	iOS	WINDOWS
Munis Application Suite	Web App	Web App	Web App	Web App
Munis Citizen & Vendor Self Service	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Munis Employee Self Service	Mobile Web	App	App	Mobile Web
Munis Field Inspector	--	--	App	App
Munis Workflow	Email	App	App	App
Munis Work Orders	--	App	App	App
Tyler Incident Management Click2Report	--	App	App	--

App: Native mobile app available for download from respective app store.

Mobile Web: Mobile optimized web site. Not all devices validated.

Web App: HTML applications only. Not all devices validated. Not all web applications optimized for mobile devices / smaller screens. Some applications may require remote access configuration by client.

Email: Munis Workflow can send emails with actionable links to process workflow from any device.

3.4.1.4 PERIPHERALS

Printers

Most application output can be printed to any printer accessible from an end-user’s device. Tyler recommends laser printers for universal compatibility for all applications. Workgroup class laser printers are required for select print jobs.

PRINTER TYPE	Reports	Forms	Additional Criteria/Notes
HP or HP Compatible Laser Printer	Yes	Yes	PCL 5 or above

TylerForms Output Management Printer Requirements

TylerForms merges your application data with electronic form design templates. The results can be printed to your existing network printers, regardless where the hardware is physically located in addition to automatically emailing, faxing and archiving this output to Tyler Content Manager. TylerForms offers several libraries of form templates that are tailored to work specifically with your Tyler applications.

The following technical specifications must be met for all printers used with TylerForms Output Management.

- HP PCL 5e personality or language installed
- Automatic duplexing included and enabled
- Minimum memory - 64MB
- Minimum of 80 internal TrueType scalable fonts (80 HP font set)
- Minimum of 2 full input trays (manual feed tray not usable)
- Accommodates letter and legal-size paper stock
- Printers must have the latest firmware updates installed

Check Printers

The following technical specifications must also be met for check printing with TylerForms Output Management.

- HP brand black/white laser jet networked printer with static IP address
- High speed USB 2.0 port

Note: Tyler does not support HP printers that have been modified with TROY brand or any other 3rd party MICR security features for check printing.

Recommended TylerForms Check Printers

Please note that some of the following printers may not be available from HP directly as they change printer models often. They are generally available from HP resellers and other retailers even if HP no longer offers them directly.

HPLJ M506dn*	HPLJ M608dn* ¹	HPLJ M712xh
HPLJ M506x	HPLJ M608x ¹	HPLJ M806dn
HPLJ M605dn*	HPLJ M609dn* ¹	
HPLJ M606dn*	HPLJ M609x ¹	
HPLJ M607dn* ¹	HPLJ M712dn	

[*] An additional input tray is required to meet the requirement of two full input trays.

[1] Cannot use pressure seal stock.

Other (Non-Check) TylerForms Printers

Some non-check form designs required duplexing capabilities.

Munis is designed for and guaranteed to work with approved HP black and white laser jet printers meeting the minimum requirements. For non-check forms Tyler will make every effort to print to other networked printers if they meet the technical requirements. While Tyler routinely and successfully prints other forms to many brands of laser printers, if we are unable to print to a printer on your site, clients may be required to provide an alternate printer. Tyler does not program tray calls or support tray calls. Printing from specific trays can and should be managed and controlled by clients at the printer level.

Scanners

Tyler Content Manager (TCM) supports two methods of batch scanning documents. Documents can be scanned to a file system (e.g. network share), then batch imported into TCM. Documents can also be scanned directly into TCM using a scanner attached to a workstation.

The first method only requires a scanner capable of scanning to a file system. The second method requires a TWAIN compliant scanner, though Tyler highly recommends using an approved scanner referenced in the Scanner Compatibility Chart below for full functionality. Tyler also recommends verifying driver compatibility with your operating system for any scanner considered.

SCANNER BRAND	SCANNER MODEL	
Canon	CR-190i	DR-7550C
	DR-2510C	DR-7580
	DR-3010C	DR-9050C
	DR-4010C	DR-9080C
	DR-5010C	DR-M160
	DR-6050C	DR-X10C
	DR-M140	DRC-125
	DR-M160	DR-C125
	DR-6030C	
Fujitsu	Fi-5750C	Fi-6240Z
	Fi-5900C	Fi-6670
	Fi-5990C	Fi-6770
	Fi-6040Z	Fi-7160
	Fi-6110	Fi-7260
	Fi-7180	Fi-7280
	Fi-6110	
Graphlex	CS500 Pro*	
Hewlett Packard (HP)	ScanJet 8250*	ScanJet 8390*
	ScanJet 8350*	
Panasonic	KV-S7075C	KV-S1057C
	KV-S5046H	KV-S1027C
	KV-S2087	KV-S1015C
Xerox	Documate 152*	

* Not fully supported. These scanners have not been tested in our lab. They are in use by one or more customers and may have issues that have not been reported.

Barcode Label Printer for Invoice Batch Scanning

Batch Invoicing using TCM requires a desktop bar code label printer for each workstation that enters invoices. At the time of invoice entry, a placeholder document is created in TCM and the printer prints a barcode label that’s affixed to each invoice. When batch scanning / importing to TCM, the barcode is used to automatically link the invoice to the respective application record.

While any label printer capable of printing PDF images will work, Tyler recommends one of the following certified models.

MODEL	RECOMMENDED LABELS
Zebra GX420d	Zebra Z-Select 4000D 3” x 1” labels. Mfg. Part: 10010043
Mfg. Part: GX42-202411-000	
Brother QL-700	Brother DK-1201 standard address labels

3.5 Education

- Throughout the Project lifecycle, the City of Oxnard provides a training room for Tyler staff to transfer knowledge to the City of Oxnard’s resources, for both onsite and remote sessions. The City of Oxnard will provide staff with a location to practice what they have learned without distraction. If Phases overlap, the City of Oxnard will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The training room is set up in a classroom setting. The City of Oxnard determines the number of workstations in the room. Tyler recommends every person attending a scheduled session with a Tyler Consultant or Trainer have their own workstation. However, Tyler requires there be no more than two (2) people at a given workstation.
- The City of Oxnard provides a workstation which connects to the Tyler system for the Tyler trainer conducting the session. The computer connects to an Oxnard provided projector, allowing all attendees the ability to actively engage in the training session.
- The City of Oxnard testing database contains the Tyler software version required for delivery of the Modification prior to the scheduled delivery date for testing.
- The City of Oxnard is responsible for verifying the performance of the Modification as defined by the specification.
- Users performing user acceptance testing (UAT) have attended all applicable training sessions prior to performing UAT.

4 Implementation Stages

4.1 Work Breakdown Structure (WBS)

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



* - If included in project scope

4.2 Initiate & Plan (Stage 1)

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

Tyler Internal Coordination & Planning

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

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

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

System Infrastructure Planning

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

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

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

Project/Phase Planning

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

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

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

Project Schedule

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

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

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

Stakeholder Presentation

Oxnard stakeholders join Tyler project manager(s) to communicate successful Project criteria, Project goals, Deliverables, a high-level milestone schedule, and roles and responsibilities of Project participants.

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

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

Control Point 1: Initiate & Plan Stage Acceptance

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

4.2.1.1 Initiate & Plan Stage Deliverables

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

4.2.1.2 Initiate & Plan Stage Acceptance Criteria

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

4.3 Assess & Define (Stage 2)

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

Fundamentals Review

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

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

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

Current/Future State Analysis

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

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

STAGE 2	Current/Future State Analysis																			
	TYLER								CLIENT											
TASKS	Tyler Executive Manager	Tyler Implementation Manager	Tyler Project Manager	Tyler Implementation Consultant	Tyler Data Conversion Experts	Tyler Forms & Reports Experts	Tyler Modification Programmers	Tyler Technical Support	Tyler Sales	Client Executive Sponsor	Client Steering Committee	Client Project Manager	Client Functional Leads	Client Change Management Leads	Client Power Users	Client Department Heads	Client End Users	Client Technical Leads	Client Project Toolset Coordinator	Client Upgrade Coordinator
Provide Current/Future State analysis materials to the City of Oxnard, as applicable		A	R	I								C	I	I						
Conduct Current & Future State analysis			A	R								I	C	I	C					
Provide pros and cons of Tyler software options			A	R								I	C	I	C					
Deliver Best Practice Recommendations via System Design Document (GL, Projects, Payroll modules).			A	R								I	C	I	C					
Make Future State Decisions according to due date in the Project Plan			I	I							C	A	R	I	C	I				
Create custom Desktop Documents See Appendix A			A	R								I	I	I						
Record Future State decisions			A	R								I	C	I	C					

Data Conversion Planning & Mapping

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

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

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

Standard 3rd Party Data Exchange Planning

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

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

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

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

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

Modification Analysis & Specification, if contracted

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

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

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

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

Forms & Reports Planning

Oxnard and Tyler project manager(s) review Forms and Report needs. Items that may be included in the Agreement are either Standard Forms and Reports or known/included Modification(s). Items not included in the Agreement could be either Oxnard-developed Reports or a newly discovered Modification that will require a Change Request.

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

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

System Deployment

The Tyler Technical Services team Installs Tyler Applications on the server (hosted) and ensures the platform operates as expected.

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

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

Control Point 2: Assess & Define Stage Acceptance

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

4.3.1.1 Assess & Define Stage Deliverables

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

- Acceptance criteria: Tyler software is successfully installed and available to authorized users, Oxnard team members are trained on applicable system administration tasks.

4.3.1.2 Assess & Define Stage Acceptance Criteria

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

4.4 Build & Validate (Stage 3)

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

Configuration & Power User Training

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

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

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

Data Conversion & Validation

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

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

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

Standard 3rd Party Data Exchange Validation

Tyler provides training on Data Exchange(s) and the City of Oxnard tests each Data Exchange.

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

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

Modification Delivery & Validation, if contracted

Tyler delivers in Scope Modification(s) to the City of Oxnard for preliminary testing. Final acceptance will occur during the Final Testing and Training Stage.

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

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

Forms & Reports Validation

Tyler provides training on Standard Forms/Reports and the City of Oxnard tests each Standard Form/Report.

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

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

Control Point 3: Build & Validate Stage Acceptance

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

4.4.1.1 Build & Validate Stage Deliverables

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

4.4.1.2 Build & Validate Stage Acceptance Criteria

- Application configuration completed.
- Standard Forms & Reports delivered and available for testing in Stage 4.
- Data conversions (except final pass) delivered.
- Standard 3rd party Data Exchange training provided.
- Modifications delivered and available for testing in Stage 4.

- The City of Oxnard and Tyler have done a review of primary configuration areas to Validate completeness and readiness for testing and acceptance in Stage 4.

4.5 Final Testing & Training (Stage 4)

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

Cutover Planning

Oxnard and Tyler project manager(s) discuss final preparations and critical dates for Production Cutover. Tyler delivers a Production Cutover Checklist to outline Cutover tasks to help prepare the City of Oxnard for success.

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

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

User Acceptance Testing (UAT)

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

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

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

End User Training

End Users attend training sessions to learn how to utilize Tyler software. Training focuses primarily on day-to-day Oxnard processes that will be delivered via group training, webinar, eLearnings and/or live training sessions. Tyler will provide two occurrences of Train the Trainer style training for each implementation topic with up to the maximum number of users as defined in the Agreement, or as otherwise mutually agreed. Oxnard users who attended the Tyler sessions may train any Oxnard users not able to attend the Tyler sessions or additional sessions may be contracted at the applicable rates for training.

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

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

Control Point 4: Final Testing & Training Stage Acceptance

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

4.5.1.1 Final Testing & Training Stage Deliverables

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

4.5.1.2 Final Testing & Training Stage Acceptance Criteria

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

4.6 Production Cutover (Stage 5)

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

Final Data Conversion, if applicable

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

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

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

Production Processing & Assistance

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

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

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

Transition to Tyler Support

Tyler project manager(s) introduce the City of Oxnard to the Tyler Support team, who provides the City of Oxnard with day-to-day assistance following Production Cutover.

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

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

Schedule Post-Production Services, if applicable

Tyler provides post-production services if included in the Agreement. Prior to scheduling services, the Tyler project manager(s) collaborate with Oxnard project manager(s) to identify needs.

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

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

Control Point 5: Production Cutover Stage Acceptance

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

4.6.1.1 Production Cutover Stage Deliverables

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

4.6.1.2 Production Cutover Stage Acceptance Criteria

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

4.7 Phase/Project Closure (Stage 6)

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

Close Phase/Project

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

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

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

Control Point 6: Phase/Project Closure Stage Acceptance

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

4.7.1.1 Phase/Project Closure Stage Deliverables

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

4.7.1.2 Phase/Project Closure Stage Acceptance Criteria

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

5 Roles and Responsibilities

5.1 Tyler Roles and Responsibilities

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

Tyler Executive Management

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

Tyler Implementation Management

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

Tyler Project Manager

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

The 50% Dedicated Project Manager will allocate 20 hours/week to the project. Additionally, the Tyler Project Manager will be on-site 2-3 days per month including Project Planning, the Kick-Off (Stakeholder Presentation) meeting and Steering Committee meetings.

- 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 Oxnard project manager(s).
- Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance.
- Planning
 - Update and deliver Implementation Management Plan.
 - Defines project tasks and resource requirements.
 - Develops initial project schedule and full-scale Project Plan.
 - Collaborates with Oxnard project manager(s) to plan and schedule project timelines to achieve on-time implementation.
- Implementation Management
 - Tightly manages Scope and budget of Project; establishes process and approval matrix with the City of Oxnard to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
 - Establishes and manages a schedule and resource plan that properly supports the Project Plan that is also in balance with Scope/budget.
 - Establishes risk/issue tracking/reporting process between the City of Oxnard and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to the City of Oxnard any items that may impact the outcomes of the Project.
 - Collaborates with the City of Oxnard's project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
 - Sets a routine communication plan that will aide all project team members, of both the City of Oxnard and Tyler, in understanding the goals, objectives, current status and health of the project.
- Team Management
 - Acts as liaison between project team and Tyler manager(s).
 - Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
 - Provides direction and support to project team.
 - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward.

- Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover Checklist.
- Assesses team performance and adjusts as necessary.
- Interfaces closely with Tyler developers to coordinate program Modification activities.
- Coordinates within Scope 3rd party providers to align activities with ongoing project tasks.

Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Performs problem solving and troubleshooting.
- Follows up on issues identified during sessions.
- Documents activities for on-site services performed by Tyler.
- Provides conversion Validation and error resolution assistance.
- Recommends guidance for testing Forms and Reports.
- Tests software functionality with the City of Oxnard following configuration.
- Assists during Production Cutover process and provides production support until the City of Oxnard transitions to Tyler Support.
- Provides product related education.
- Effectively facilitates training sessions and discussions with Oxnard and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- Conducts training (configuration, process, conversion Validation) for Power Users and the City of Oxnard's designated trainers for End Users.
- Clearly documents homework tasks with specific due dates and owners, supporting and reconciling with the final Project Plan.
- Keeps Tyler project manager(s) proactively apprised of any and all issues which may result in the need for additional training, change in schedule, change in process decisions, or which have the potential to adversely impact the success of the Project prior to taking action.

Tyler Sales

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

Tyler Software Support

- Manages incoming client issues via phone, email, and online customer incident portal.

- Documents and prioritizes issues in Tyler’s Customer Relationship Management (CRM) system.
- Provides issue analysis and general product guidance.
- Tracks issues and tickets to timely and effective resolution.
- Identifies options for resolving reported issues.
- Reports and escalates defects to Tyler Development.
- Communicates with the City of Oxnard on the status and resolution of reported issues.

Tyler SaaS Technicians

- Provides maintenance of hosted server hardware, operating system, and Software Upgrades.
- Provides IT-related services for server environment.
- Provides remote technical assistance and tracks issues.
- Provides systems management and disaster recovery services within hosting services.
- Adds new Oxnard users; SaaS determines user names incorporating a unique client identifier and user initials.
- Performs Tyler Software Upgrades through coordination with the City of Oxnard.

Tyler Development

- Programs and incorporates Modification(s) per the specifications into the base product.
- Performs internal quality assurance by developing technical and help documentation.
- Provides software updates and defect fixes.

5.2 Oxnard Roles and Responsibilities

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

Oxnard Executive Sponsor

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

Oxnard Steering Committee

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Provides management support for the project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
 - Cost
 - Scope
 - Schedule
 - Project Goals
 - Oxnard Policies

Oxnard Project Manager

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

- Contract Management
 - Validates contract compliance throughout the Project.
 - Ensures invoicing and Deliverables meet contract requirements.
 - Acts as primary point of contact for all contract and invoicing questions.
 - Signs off on contract milestone acknowledgment documents.
 - Collaborates on and approves Change Requests, if needed, to ensure proper Scope and budgetary compliance.
- Planning
 - Review and acknowledge Implementation Management Plan.

- Defines project tasks and resource requirements for Oxnard project team.
- Collaborates in the development and approval of the initial Project Plan and Project Plan.
- Collaborates with Tyler project manager(s) to plan and schedule Project timelines to achieve on-time implementation.
- Implementation Management
 - Tightly manages Project budget and Scope and collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
 - Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the Project Plan, as a whole, that is also in balance with Scope/budget.
 - Collaborates with Tyler Project manager(s) to establish risk/issue tracking/reporting process between the City of Oxnard and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to Tyler any items that may impact the outcomes of the Project.
 - Collaborates with Tyler Project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the Project.
 - Routinely communicates with both Oxnard staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the Project by all team members.
- Team Management
 - Acts as liaison between project team and stakeholders.
 - Identifies and coordinates all Oxnard resources across all modules, Phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.
 - Provides direction and support to project team.
 - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward.
 - Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover Checklist.
 - Assesses team performance and takes corrective action, if needed.
 - Provides guidance to Oxnard technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
 - Coordinates in Scope 3rd party providers to align activities with ongoing Project tasks.

Oxnard Functional Leads

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

- Decentralized End User Training
- Process Testing
- User Acceptance Testing

Oxnard Power Users

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

Oxnard End Users

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

Oxnard Technical Support

- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Extracts and transmits conversion data and control reports from Oxnard's Legacy System per the conversion schedule set forth in the Project Plan.

- Coordinates and adds new users and printers and other Peripherals as needed.
- Validates all users understand log-on process and have necessary permission for all training sessions.
- Coordinates Interface development for Oxnard third party Data Exchanges.
- Develops or assists in creating Reports as needed.
- Ensures onsite system hardware meets specifications provided by Tyler.
- Assists with software Installation as needed.

Oxnard Upgrade Coordinator

- Becomes familiar with the Software Upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler Community to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the City of Oxnard'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 Oxnard and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder sign-offs to upgrade production environment.

Oxnard Project Toolset Coordinator

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

Oxnard Change Management Lead

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

6 Glossary

Word or Term	Definition
Application	A computer program designed to perform a group of coordinated functions, tasks or activities for the benefit of the user.
Change Control	A systematic approach for managing change governing how Change Requests will be received, assessed and acted on.
Change Management	An approach for ensuring that changes are thoroughly and smoothly implemented and that the lasting benefits of change are achieved. The focus is on the global impact of change with an intense focus on people and how individuals and teams move from the current situation to the new one.
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 revised and agreed upon by participating parties.
Consumables	Items that are used on a recurring basis, usually by Peripherals. Examples: paper stock or scanner cleaning kits.
Control Point	Occurring at the end of each Stage, the Control Point serves as a formal client review point. Project progress cannot continue until the client acknowledges the agreed upon Deliverables of the Stage have been met or agree on an action plan to make the Deliverable acceptable and move to next Stage while executing final steps of current Stage.
Cutover	The point when a client begins using Tyler software in production.
Data Exchange	A term used to reference Imports and Exports, and Interfaces which allow data to be exchanged between an external system and Tyler software.
Data Mapping	The process of mapping fields from the Legacy System to the appropriate location in the new system from one or more sources.
Deliverable	A tangible or intangible object/document produced as a result of the Project that is intended to be delivered to a client (either internal or external) or vendor at a specific time.
End User	The person for whom the software is designed to use on a day-to-day basis.
Forms	A document which is typically printed on a template background and only captures data for one record per page. Forms are provided to entity customers whether internal (employees) or external (citizens).
Imports and Exports	A process within the system that a user is expected to run to consume (Import) or produce (Export) a specifically defined file format/layout.
Interface	A real-time or automated exchange of data between two systems.
Install	References the initial installation of software files on client services and preparing the software for use during configuration. The version currently available for general release will always be used during the initial install.

Legacy System	The system from which a client is converting.
Modification	Modification of software program package to provide individual client requirements documented within the Scope of the Agreement.
Peripherals	An auxiliary device that connects to and works with the computer in some way. Examples: mouse, keyboard, scanner, external drive, microphone, speaker, webcam, and digital camera.
Phase	A portion of the Project in which specific set of related products are typically implemented. Phases each have an independent start, Production Cutover and closure dates but use the same Implementation Plans as other Phases within the Project. Phases may overlap or be sequential and may have the same Tyler project manager and Tyler project team or different individuals assigned.
Power User	An experienced client person or group who is (are) an expert(s) in the client business processes, as well as knowledgeable in the requirements and acceptance criteria.
Project	The Project includes all implementation activity from Plan & Initiate to Closure for all products, Applications and functionality included in a single Agreement. The Project may be broken down into multiple Phases.
Project Plan	The Project Plan serves as the master blueprint for the Project. As developed, the Project schedule will become a part of the Project Plan and outline specific details regarding tasks included in the Project Plan.
Project Planning Meeting	Occurs during the Plan & Initiate Stage to coordinate with the Client project manager to discuss Scope, information needed for project scheduling and resources.
Questionnaire	A document containing a list of questions to be answered by the client for the purpose of gathering information needed by Tyler to complete the implementation.
RACI	A chart describing level of participation by various roles in completing tasks or Deliverables for a Project or process. Also known as a responsibility assignment matrix (RAM) or linear responsibility chart (LRC).
Reports	Formatted to return information related to multiple records in a structured format. Information is typically presented in both detail and summary form for a user to consume.
Scope	Products and services that are included in the Agreement.
Software Upgrade	References the act of updating software files to a newer software release.
Stage	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project and requires acknowledgement before continuing to the next Stage. Some tasks in the next Stage may begin before the prior Stage is complete.
Stakeholder Presentation	Representatives of the Tyler implementation team will meet with key client representatives to present high level Project expectations and outline how Tyler and the Client can successfully partner to create an

	environment for a successful implementation.
Standard	Included in the base software (out of the box) package.
Statement of Work (SOW)	Document which will provide supporting detail to the Agreement defining Project -specific activities and Deliverables Tyler will provide to the client.
Test Plan	Describes the testing process. Includes “Test Cases” to guide the users through the testing process. Test cases are meant to be a baseline for core processes; the client is expected to supplement with client specific scenarios and processes.
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.

7 EnerGov Business Scope

7.1 Transactions and Automation

- Unique Business Transactions in Scope = up to 30 Transactions
- Template Business Transactions in Scope = up to 30 Transactions
- Geo-Rules within Scope = up to 15 Geo-Rules
- Intelligent Objects and IAA's within Scope = up to 15 IO/IAA
- Custom Reports/Output documents within scope = up to 11 reports
- Integrations within scope = 0 - No integrations within Scope (agency to leverage EnerGov SDK/API)
- Data Conversion Sources within scope = 1 data source

7.2 “Unique Business Transaction” is defined by:

- Unique workflow or business process steps & actions (including output actions)
- Unique Fee assessment / configuration definition
- Unique Custom fields/forms definition

Uniqueness of any of these mentioned parameters regulates the need for a unique business case transaction design document and configuration event.

7.3 “Template Transaction” is defined by:

- A pre-defined and pre-configured EnerGov best management business process.
- The following modifications to Template Transactions are considered within scope (quantified above in “Transactions and Automation” section):
 - Changes to the required inspections
 - Changes to the required review departments
 - Adding no more than 2 additional actions to the workflow
 - Changes to the custom field layout that are required for fee calculations event

“Template” transaction is defined by:

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

“Geo-Rule” is defined by:

- An automation event that is triggered by a condition configured around the source Esri geodatabase. Current geo-rule events are:

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

“Intelligent Object (IO)” is defined by:

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

“Intelligent Automation Agent (IAA)” is defined by:

- A tool designed to automate task in a proactive manner by setting values and generating emails and other tasks. On a nightly basis, a Windows service sweeps the EnerGov system looking for IAA conditions that have been met, and the associated actions are then performed. The IAA does not generate alerts or errors.

“EnerGov SDK API (Toolkits)” are defined by:

- API’s developed by Tyler Technologies for the purpose of extending the EnerGov Framework and functionality to external agencies and systems. Full documentation is available for each toolkit upon request.

Note: The EnerGov toolkits and related documentation are simply tools that allow clients to create applications and integrations. The purchase of a toolkit does not imply any development related services from Tyler Technologies. The client is responsible for working with their IT staff and VAR’s to develop any necessary applications and integrations except as otherwise noted in the Investment Summary for any “in-scope” integrations.

8 Conversion Summary

8.1 Accounting COA

- Chart of Accounts segments, objects, character codes, project codes (if applicable), organization codes (if applicable), control accounts budget rollups, fund attributes, due to/due from accounts
- Requires the use of a Tyler provided spreadsheet for design and entry of the data to be converted

8.2 Accounting - Actuals

- Summary account balances
- Up to 3 years

8.3 Accounting - Budgets

- Original budget, budget adjustments, revised budget summaries for accounts
- Up to 3 years

8.4 Accounts Payable Master

- Vendor Master file including names, addresses, SSN/FID, contacts, phone numbers
- Multiple remittance addresses
- Year-to-date 1099 amounts

8.5 Accounts Payable - Checks

- Check header data including vendor, warrant, check number, check date, overall check amount, GL cash account and clearing information
- Check detail data including related document and invoice numbers for each check

8.6 Accounts Payable - Invoices

- Invoice header data containing general information for the invoice
- Invoice detail data containing line-specific information for the invoice

8.7 Contracts

- Contract header detail with many fields available to convert including fiscal year and period, vendor number, department code, description, enforcement method code, dates for award, approval, entry and expiration, retention information, user-defined type and review codes, status code, user id for entry and approver. Additional fields are also available.

- Contract detail including line item account and amount detail

8.8 Capital Assets Master

- Asset description, status, acquisition quantity, date and amount, codes for asset class, subclass, department, custodian, flags for capitalization and depreciation, estimated life, serial number, model, model year, depreciation method, life-to-date depreciation amount, last depreciation date, disposal information (if any), purchase information, if any (vendor, PO, Invoice)

8.9 Capital Assets - History

- Transaction history data for acquisitions, disposals, transfers, etc.

8.10 General Billing CID

- Customer information

8.11 General Billing – Recurring Invoices

- General Billing Invoices that are sent on a regular basis
- Header records with general information about the invoice
- Detail records with line-specific information

8.12 General Billing – Bills

- Unlimited history of open and closed invoices
- General Ledger information so open invoices can be processed in Munis

8.13 Inventory Master

- General master data includes item, description, commodity code, purchase vendor and date, date received, GL information, hazard code, etc. Location master includes item, location, bin, various quantities (on-hand, last, committed, standard purchase, re-order), lead time; count, count date, and variance; GL information; plus many accumulator buckets (MTD/YTD/SOY/SOM/LY received /issued /adjusted /cost /value), etc. FIFO data includes item, location, date, qty-received, unit cost, and quantity on hand.

8.14 Inventory – Commodity Codes

- Commodity master information, including codes and descriptions, commodity type, acquisition type, unit of measure, vendor, buyer, approver, and various other codes and flags

8.15 EnerGov Permitting & Land Management

- Permit Master basic information

- Plan Master basic information
- Plan & Permit Contacts
 - Unique (keyed) contacts converted to global contacts
 - Non-keyed contacts converted to a Memo Custom Field or standard note
- Sub-permit Associations – Visible in Workflow and Attached Records
- Reviews and Approvals
- Projects
- Permit Renewals
- Bonds and Escrow
- Contractors
- Initialized Workflows
- Inspections and Inspection Cases
- Meetings and Hearings
- Activities and Actions
- Conditions
- Fees
- Holds
- Notes
- Parcels and Addresses
- Payments and Fee History
- Zones
- Code Case Master basic information
- Code Requests
- Code Case Contacts and Properties
 - Unique (keyed) contacts converted to global contacts
 - Non-keyed contacts converted to a Memo Custom Field or standard note
- Violations
 - Fees

- Payments
- Notes

8.16 EnerGov Licensing & Regulatory Management

- Business Entity (Only for Business Licensing)
- License Master basic information
- License Contacts
 - Unique (keyed) contacts converted to global contacts
 - Non-keyed contacts converted to a Memo Custom Field or standard note
- Reviews and Approvals – Converted to Activity
- Fees
- Bonds and Escrow
- Activities and Actions
- Conditions
- Notes
- Holds
- Initialized Workflows
- Contractors
- Business Types and NAICS Codes
- Payment and Fee History
- Code Case Master basic information
- Code Requests
- Code Case Contacts and Properties
 - Unique (keyed) contacts converted to global contacts
 - Non-keyed contacts converted to a Memo Custom Field or standard note
- Parcels and Addresses
- Meetings and Hearings
- Violations
 - Fees

- Payments
- Notes

8.17 Project Grant Accounting

- Segments, account strings and fund string allocation table
- Requires the use of a Tyler provided (Chart of Accounts) spreadsheet for design and entry of the data to be converted

8.18 Project Grant Accounting - Actuals

- Summary project ledger string balances
- Up to 3 years

8.19 Project Grant Accounting – Budget

- Original project ledger budget amounts
- Up to 3 years

8.20 Purchase Orders

- Open purchase orders header data including vendor, buyer, date, accounting information, etc.
- Open purchase orders detail data including line item descriptions, quantities, amounts, etc.

8.21 Payroll

- Payroll Employee Master data including data such as name, address, SSN, legacy employee ID, date of birth, hire date, activity status (such as active/inactive), leave/termination code and date, phone(s), e-address, marital status, gender, race, personnel status (such as full-time, part-time, etc.), highest degree, advice-delivery (print/email/both) and check location, plus primary group, job, location, and account information

8.22 Payroll - Deductions

- Employee Deductions - including employee ID, deduction codes, tax information, and direct deposit information

8.23 Payroll – Accrual Balances

- Employee Accrual Balances including Vacation, Holiday, and other Leave balances
- Start of year balance, earned to date, used to date

8.24 Payroll – Accumulators

- YTD, QTD, MTD amounts for employee pay and deductions
- Needed for mid-calendar-year go-live
- May not be needed if converting earnings/deductions history

8.25 Payroll – Check History

- Up to 5 years, additional years must be quoted. We convert amounts for earnings and deductions in employee check history, check number and date.

8.26 Payroll – Earning/Deduction Hist.

- Up to 5 years, additional years must be quoted. Earning and deduction history broken down by individual codes (earnings and deduction) and amounts per pay period, the detail of these lines, sums the check history in opt 4.

8.27 Payroll – PM Action History

- A variety of Personnel actions, such as job or salary changes and dates these events occurred.

8.28 Payroll – Position Control

- Position, description, status, job code, bargaining group, location, number of employees allowed for each, FTE percentage, GL account, and max/min grade and step

8.29 Payroll – Recruiting

- Application requisition applicant master data, plus applicant references, certifications, education, skills, tests, work history, and interviews

8.30 Payroll – State Retirement Tables

- Specific state-required data, plus related service years information, when appropriate
- Needed for some states

8.31 Payroll – Certifications

- Certification area and certification type codes, certification number and effective date, expiration date, and required-by date, codes for certification level and subjects

8.32 Payroll – Education

- Codes, for institution, type of degree, and area(s) of study

8.33 Utility Billing

- Account Master data including previous and current customer owner information- address info, phone, fax, SSN number, FID number, account status, parcel number, location street, apartment, city, state, zip, book number, read sequence, account start and end date, EFT bank information

8.34 Utility Billing –Assessments

- Assessments are improvement costs that are spread across to property owner
- Utility Billing conversion option 4 (balance forward AR) must also be purchased in order to convert assessments

8.35 Utility Billing –Backflow

- Account information, backflow device information, backflow type, and backflow violations

8.36 Utility Billing –Balance Forward AR

- Total balance due on the account, or by charge code
- If late penalties will be applied in Munis after the conversion, balance forward amounts must be converted by charge code

8.37 Utility Billing –Consumption History

- History of meter readings, usage, read dates, usage days, bill amounts, bill dates, read codes

8.38 Utility Billing –Service Orders

- Service Orders data associated with accounts, including meter repairs, checks for leaky meter, reread a meter due to high reading

8.39 Utility Billing –Services

- Service data for each account including service codes, status, type, factor, condo units, bill cycle codes, budget information, winter usage, meter readings(current and previous), meter usage (current and previous), sales tax information

8.40 Asset Maintenance – Work Order Assets

- Asset Maintenance tables for all work order asset types. These tables contain the detail of the asset based on the type e.g. Equipment, infrastructure, fleet etc.

8.41 Asset Maintenance – Closed Work Order History No Cost Data

- Work Order History with no cost data, this is the basic work order information, the work order number, comments, contacts, description, user defined fields.

8.42 Asset Maintenance – Work Order History with Cost Data

- Work Order History with cost data, everything included in option 2 but integrated with several other Munis modules such as Inventory or Payroll, linking employee numbers, customer number, Inventory items, etc.

Appendix A: Detailed Processes Covered in the Business Process Consulting

The following represents a listing of the in-scope processes that will be covered under the Business Process Consulting Service. Setup and code tables are not included as part of the Business Process Consulting Service. Some processes below may not be included if it is mutually determined in the analysis that a particular process will not be utilized.

*DCT indicates this document could also be used for decentralized end user training

- **General Topics for all Modules**
 - Navigation (DCT)
 - Munis Office & Saved Reports (DCT)
 - HUB (DCT)
 - Tyler Content Manager (DCT)
- **General Ledger**
 - Adding a New Account
 - General Journal Entry
 - Recurring General Journal Entry
 - General Journal Approvals
 - Account Trial Balance Report
 - GL Account Inquiry (DCT)
 - YTD Budget Report (DCT)
 - Periodic Processing, including
 - Month End Processing
 - Year End Processing
 - Import GL Journals
- **Purchasing & Requisitions**
 - Overall Purchasing Process
 - Vendor Maintenance
 - Requisition Entry (DCT)
 - Attaching Documentation (DCT)
 - Requisition Approval (DCT)

- Requisition Conversion to PO
- PO Entry Proof
- PO Approvals (DCT)
- PO Receiving (DCT)
- Print PO's
- PO Maintenance
- PO Reports (DCT)
- **Accounts Payable**
 - Overall AP Process
 - Vendor Maintenance
 - Invoice Entry /Proof (DCT)
 - Recurring Invoice Entry
 - Scanning and Attaching Invoices using Bar Codes
 - Invoice Approvals (DCT)
 - Post Invoices
 - Check Run Process (Select Items to Be Paid, Print Checks, Cash Disbursement Journal)
 - EFT Processing
 - Create Positive Pay File for bank
 - Void Check Process
 - Invoice Maintenance
 - Retainage Processing
 - Check Reconciliation
 - AP Reports (DCT)
 - Vendor Central (DCT)
- **Bid Management**
 - Overall Bid Process
 - Bid Entry (DCT)
 - Bid Maintenance

- Attaching Documentation (DCT)
- **Budget**
 - Overall Budget Process
 - Define/Start Budget Projection
 - Next Year Budget Entry (DCT)
 - Next Year Budget Reports (DCT)
 - Roll/Factor/Merge Budget Projection
 - Next Year Budget Detail Approval (DCT)
 - Budget Transfer and Amendments (DCT)
 - Budget Transfer and Amendments Approvals (DCT)
- **Project/Grant Accounting**
 - Overall Project and Grant Accounting Process
 - Creation of Project and Grant
 - Reimbursement and Indirect Cost Process
 - Using Project Ledger
 - Project Reports (DCT)
- **Contract Management**
 - Overall Contract Process
 - Contract Entry (DCT)
 - Contract Maintenance
 - Attaching Documentation (DCT)
 - Contract Approvals (DCT)
- **General Billing**
 - Overall GB Process
 - Customer File (DCT)
 - Invoice Processing (DCT)
 - Recurring Invoice (DCT)
 - Invoice Approval (DCT)
 - Employee Insurance Bills

- Assess Late Fees
- Print Bills and Statements
- Reports (DCT)
- **AR Miscellaneous Cash**
 - Overall Miscellaneous Cash Process
 - Payment Entry (DCT)
 - Applying a Payment to a General Bill (DCT)
 - Payment Post
 - Payment Reversals
 - Apply NSF Fee
 - Print NSF Notices
 - AR Reports (DCT)
- **Inventory**
 - Overall Inventory Process
 - Adding an Inventory Item
 - Setting up Inventory Photos
 - Transaction Entry/History
 - Requisition Entry for Pick Ticket (DCT)
 - Pick Ticket Process
 - Inventory Receiving
 - Inventory Reports
 - Periodic Processing
 - Purging Pick Tickets
- **Capital Assets**
 - Overall Fixed Asset Process
 - Adding/Importing a new asset
 - Posting Fixed Assets
 - Adjusting, Transferring and Retiring Assets

- Depreciating Assets
- Periodic Processing
- Inquiry & Reports
- GASB 34 Process Overview
- **Cash Management**
 - Interest Allocation
 - Cash Flow
 - Bank Reconciliation
 - Reports
- **Employee Expense Reimbursement**
 - Overall Employee Expense Process
 - Entering an Expense Claim (DCT)
 - Allocating an Expense Claim (DCT)
 - Approving an Expense Claim (DCT)
 - Converting an Expense Claim
- **Payroll**
 - Overall Salary & Benefit Projections Processing
 - Projection Start & Status
 - Projection Processing
 - Projection Pay Types
 - Projection Job Class
 - Projection Salary Tables
 - Projection Position Control
 - Projection Allocation Maintenance
 - Projection Employee Master
 - Projection Employee Job/Salary
 - Projection Employee Deductions/Benefits
 - Projection Contract Increases
 - Projection Step Increases

- Projection Longevity Report
- Projection Salary Calculate
- Projection Benefit Calculate
- Post Projection Data to Budget
- Update Live Position Control
- Overall Payroll Process
 - PR Start & Status
 - Time Entry (DCT)
 - Time Entry Approval (DCT)
 - Time Entry Import to PR
 - Void Payroll
 - Misc. Payroll
 - Payroll Vendor Processing
- Overall HR Process
 - Employee Certifications
 - Employee Evaluations
 - Case Management
 - Training Courses
 - Employee Training
 - Training Forecast Report
 - Training Hours Completed Report
- Overall Personnel Actions Process
 - Actions Entry (DCT)
 - Personnel Actions Setup
 - Rapid Entry
 - Condensed Pending Master File
 - Actions Inquiry (DCT)

- **HR Benefits Enrollment**
 - Overall Open Enrollment Process
 - Overall Life Event/New Hire Enrollment
 - Benefit Election Setup
 - Online Benefit Enrollment
 - Election Approval and Posting Process
 - 834 File layout and setup

- **Talent Management**
 - Overall Professional Development Process
 - PD Career Tracks
 - PD Development Status

- **Recruiting**
 - Overall Applicant Tracking Process
 - Applicant Processing Setup
 - Applicant Review
 - Applicant Master
 - Pending Applicants

- **Risk Management**
 - On the Job Injury Claims
 - General Liability Claims
 - Property Damage Claims
 - Vehicle Damage Claims
 - Incident Management
 - Claim Activity

- **Asset Maintenance**
 - Overall Work Order/Fleet & Facilities Process
 - Service Requests (DCT)

- Maintenance Programs
- Work Order Processing – New
- Work Order Processing – In Progress
- Work Order Processing – Completed
- Inquiry & Reports (DCT)

- **Utility Billing:**
 - Customer Maintenance
 - Utility Maintenance
 - Service Maintenance
 - Miscellaneous Fee Maintenance
 - Deposit Maintenance
 - Pay Fees Program
 - Account Customer Inquiry
 - Service Orders Maintenance
 - Meter Inventory Maintenance
 - Handheld Export and Import Process
 - Bill Run Processing
 - Final Bill Run Processing
 - EFT Processing
 - Bill Refund Process
 - Bill Adjustments
 - Late Fees
 - Delinquent Notices
 - Cut Off Process
 - Collections Process
 - Lien Processing
 - Setoff Debt Processing

- Special Conditions
- Payment Plans
- Container Inventory
- Assessments
- Budget Billing

- **EnerGov Permitting & Land Management**
 - **Contacts (Customers & Contractors)**
 - Create a Contact
 - Associate a Contact

 - **Applications**
 - Project – Create a Project
 - Project – Manage a Project
 - Including Custom Fields, Documents and Fees
 - Plan – Create a Plan
 - Plan – Manage a Plan
 - Including Workflow, Custom Fields, Documents and Fees
 - Permit - Create a Permit
 - Permit - Manage a Permit
 - Including Workflow, Custom Fields, Documents and Fees
 - GIS – Map Viewer Functionality/Live Link
 - Report – Generate a Report

 - **Inspections**
 - Search for an Inspection
 - Create an Inspection
 - Schedule an Inspection
 - Manage an Inspection

- Complete an Inspection

- Code Enforcement
 - Search for a Code Case
 - Create a Code Case
 - Manage a Code Case
 - Modify a Code Case
 - Add an Activity to a Code Case
 - Close a Code Case
 - Citizen Requests

- Payment Activities
 - Manage Payments
 - Process Refunds
 - Process Voids
 - Escrow deposits and tendering
 - Bonds processing
 - Manage Till Sessions

- **EnerGov Licensing & Regulatory Management**
 - Contacts (Customers & Business)
 - Create a Contact
 - Create a Business

 - Business Licenses
 - Create a Business license
 - Including Workflow, Custom Fields, Documents and Fees
 - Renew a Business license

- Report – Generate a Report

- Professional Licenses
 - Create a Professional license
 - Including Workflow, Custom Fields, Documents and Fees
 - Renew a Professional license
 - Report – Generate a Report

- Payment Activities
 - Manage Payments
 - Process Refunds
 - Process Voids
 - Manage Till Sessions
 - Manage Bond Processing

**ATTACHMENT
INS-W
INSURANCE REQUIREMENTS FOR CONSULTANTS
(WITH CYBER LIABILITY AND ERRORS AND OMISSIONS REQUIREMENT)**

1. Consultant shall obtain and maintain during the performance of any services under this Agreement the following insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of services hereunder by Consultant, its agents, representatives, employees or subconsultants.

a. Commercial General Liability Insurance, including Contractual Liability, in an amount not less than \$1,000,000 per occurrence for general liability with coverage equivalent to Insurance Services Office Commercial General Liability Coverage (Occurrence Form CG 0001). If a general aggregate limit is used, that limit shall apply separately to the project or shall be twice the occurrence amount;

b. Business automobile liability insurance in an amount not less than \$1,000,000 combined single limit for bodily injury and property damage with coverage equivalent to Insurance Services Office Automobile Liability Coverage (Occurrence Form CA0001) covering Code No. 1, "any auto";

c. Workers' compensation insurance in compliance with the laws of the State of California, and employer's liability insurance in an amount not less than \$1,000,000 Each Accident / \$1,000,000 Disease - Each Employee / \$1,000,000 Disease – Policy Limit .

d. Cyber / Privacy Professional Liability in an amount not less than \$3,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Consultant in this Agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to professional services, multimedia liability, data recovery and loss of business income, privacy regulatory defense and penalties, crisis management, customer notification costs, and customer support and credit monitoring expenses, data extortion, and PCI DSS. If the policy is written on a claims made basis, the retroactive date must be shown and must be before the date of the contract or the beginning of contract work. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, the Consultant must purchase "extended reporting" coverage for a minimum of five (5) years after completion of contract work.

2. Consultant shall, prior to performance of any services, file with the Risk Manager certificates of insurance with endorsements affecting coverage required by this Exhibit INS-W. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received and approved by the Risk Manager before work commences. The certificates of insurance and endorsements shall be sent via email (or fax if necessary) to the Risk Manager, addressed as follows (do not send hard copies):

City of Oxnard
Insurance Compliance
Reference No. _____
P.O. Box 100085 – OX
Duluth, GA 30096
Via Email: cityofoxnard@ebix.com
Via Fax: 678-259-1007

3. Consultant agrees that all insurance coverages shall be provided by a California admitted insurance carrier with an A.M. Best rating of A:-VII or better. Coverage may not be suspended, voided, canceled by either party, or reduced below coverage or limits without 30 days' prior written notice from Tyler to the Risk Manager.

4. Consultant agrees that the commercial general liability and business automobile liability insurance policies shall be endorsed to name City, its City Council, officers, employees and volunteers as additional insureds as respects: liability arising out of activities performed arising out of or relating to the Agreement. by or on behalf of Consultant; products and completed operations of Consultant; premises owned, occupied or used by Consultant; or automobiles owned, leased, hired or borrowed by Consultant.

5. The coverages provided to City shall be primary for claims that arise out of or relate to the Agreement and are between us and you and not contributing to or in excess of any existing City insurance coverages (**this must be endorsed**). Any failure to comply with reporting provisions of the policies shall not affect coverage provided to City, its City Council,

officers, employees and volunteers. The insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the coverage limits of the insurer's liability.

6. Any deductibles or self-insured retentions will be disclosed upon request

7. All insurance standards applicable to Consultant shall also be applicable to Consultant's subconsultants. Consultant agrees to maintain appropriate agreements with subconsultants and to provide proper evidence of coverage upon receipt of a written request from the Risk Manager.

7/19

Exhibit F

**Tyler's Response to Client's Original
Request for Proposals**

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CITY OF OXNARD

PROPOSAL FOR ENTERPRISE RESOURCE PLANNING
SYSTEM (ERP) PROCUREMENT

1/17/2018

Subject to restrictions on disclosure identified on following page



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, if included, will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Response to the Functional Requirements, or “Checklist”
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots
- Customized Statement of Work/Implementation Plan

Each of these sections, if included, has separately been labeled “Proprietary and Confidential – Subject to Restrictions on Disclosure.”

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.

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EXECUTIVE SUMMARY

OVERVIEW

Public sector organizations around the nation are facing some of most difficult challenges in the financial management arena today. Financial, Human Resources Community Development and Utility managers seldom find they're burdened with a shortage of data. Rather, the difficulty is assimilating, compiling and analyzing this wealth of information to make informed, timely business decisions. With Tyler's Munis Enterprise Resource Planning (ERP) solution and EnerGov Community Development solution, the City of Oxnard will be able to take the first step in implementing an off-the-shelf, scalable package that can be customized to fit your specific needs and requirements. In summary, Tyler will effectively replace your current SunGard H.T.E solution, and enable you to successfully support the financial, procurement, human capital management, community development and utility billing operations of the City in the short term, and for many years to come.

Tyler brings to the City of Oxnard Tyler's state-of-the-art, functionally rich Commercial Off-The-Shelf (COTS) software solution; Tyler's operational intelligence-designed reporting and business analytics; a dynamic Dashboard and Central programs; a public-sector focused, financially secure partner with a proven track record; deployment as either a self-hosted or Software as a Service (SaaS) delivery method; and in-house support and implementation teams with results. What's more, Tyler brings to Oxnard unrivalled experience and a successful track record with projects similar in size and scope to that of the City—ensuring a partnership that delivers not only a leading software and services solution, but Tyler's total corporate commitment to your success.



Tyler's Munis ERP has a rich history with California cities

- City of Beverly Hills
- City of Chino
- City of Culver City
- City of Fremont
- City of Glendale
- City of Hayward
- City of La Mirada
- City of Long Beach
- City of Martinez
- City of Newport Beach
- City of Pasadena
- City of Rancho Mirage
- City of Rancho Palos Verdes
- City of Roseville, CA
- City of Santa Barbara
- City of Santa Monica
- City of Simi Valley
- City of Ukiah
- City of Victorville
- City of Walnut Creek

YOUR SOLUTION

Tyler’s leading ERP solution includes the following for the City of Oxnard:

- Financials, Budgeting and GL
- Procurement/eProcurement
- Asset Maintenance
- Purchasing
- Human Resources and Talent Management
- Payroll
- General Billing and Cashiering
- Utility Billing
- Community Development
- GIS integration
- Content Management
- Incident Management
- Disaster Recovery and System Management Services

Tyler’s proven success in local government, our understanding of your needs and requirements, and our ability to deliver industry-leading software and services in a timely manner and within budget, distinguishes Tyler’s ERP and related productivity solutions as a clear choice for Oxnard. We believe that this comprehensive Munis & EnerGov suite, designed to fully integrate and provide seamless functionality, is the best option to meet the City’s goals.

- ✓ A **fully integrated, COTS** solution, so your users can consolidate budget, procurement, project and GL/financial, HR and Payroll, Community Development and utility billing information, and decrease information silos, duplicate data entry and disparate systems. Munis ERP’s integrated modules seamlessly share information in real time, allowing users to transition from one area to another and follow the trail of transactions throughout the system.
- ✓ Easy and user-friendly access to information through the Tyler Dashboard provides users of all levels, from data entry clerks to your high-level decision makers, with direct access to pertinent, up-to-date information relevant to each user’s position in the organization. Dashboards are user configurable, and templates can be created centrally to facilitate deployment and maintenance.



EVERGREEN



CLOUD SOLUTIONS



MOBILITY



CITIZEN
TRANSPARENCY



PAPERLESS

- ✓ Built-in, configurable electronic **workflow** that allows the City to design electronic approval routing through the system, linking back to electronic documentation stored in **Tyler Content Manager**, the fully integrated Enterprise Content Management solution from Tyler included in the proposal.
- ✓ **Accessibility and transparency**, providing intuitive, easy-to-use tools to a user base that consistently demands better control over their information. Your users can complete tasks and access decision-supporting information any time, and from anywhere. From accessible HTML5 technology and responsive design, to convenient Web access and dynamic mobile apps, Munis enables staff, citizens and stakeholders to interact with the City in an easier and more productive manner than ever before.
- ✓ Fully integrated, out of the box **self-service applications** for employees and vendors, allowing secure, direct access to their individual information (paycheck details, W-2 and W-4 information, and benefits; personal information; performance reviews, certifications and training; and can complete benefit elections, leave requests and perform time entry all from the Munis Employee Self Service; ability to review and complete bid submissions, view the status of their bids, update their information and check 1099 and payment status directly from the Munis Vendor Self Service (part of Munis e-Procurement.)
- ✓ **Reporting solutions** that range from pre-designed reports—many with a variety of reporting options designed for quick and easy standard data review—to data analysis, each is tailored to different aspects and levels of your Munis users. **Munis reporting** options also provide programming features so you can extend and customize your reporting functionality. Utilizing Microsoft® SQL Server® Reporting Services (SSRS), it's now possible for your system or report administrator to design interactive, tabular, graphical, ad hoc and free-form reports from a variety of data sources. Designed for use with Microsoft SQL Server, Oxnard can create these custom reports using powerful wizards and built-in functionality. When you add charts, drill downs, parameters, and hyperlinks your reports are immediately transformed into interactive documents or Web content. To top it all off, analysis tools such as field highlighting, running totals, and sorting let you examine trends, expose relationships, and zero in on key facts and figures.
- ✓ GIS integration, Content Management, Incident Management and additional productivity tools that facilitate your end-users' daily activities.



"Munis is a solid ERP solution with all the functionality we wanted, but it's also a user-friendly system that will help us further enhance services, including enabling quicker response times to citizen issues by

providing them with direct online access to the city via Munis. Beyond the technical aspects, Newport Beach first and foremost wanted a technology partner that would be there for the long haul - we found all of that with Tyler." – Newport, CA

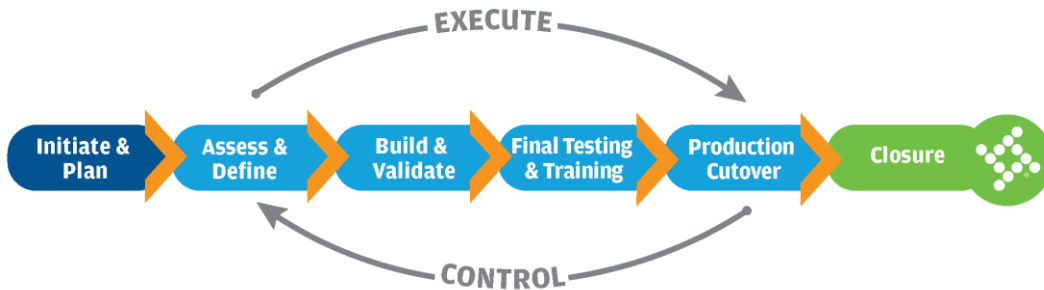
YOUR INVESTMENT

Investment in the growth of software companies is paramount to success—for both the company and the clients it serves. Tyler recognizes this, and embraces an integral philosophy that promotes sound R & D that includes client-centric usability; prudent, leading-edge technology; sound business practices; and a focus on the unique requirements and needs of public sector clients. And Tyler understands that public sector offices advance and acquire technology in different ways and at different rates. With more than 15,000 clients, Tyler has worked with agencies in all phases of automation, from paper-based manual processes to advanced digital analytics and paperless efficiencies.

And while the Munis functionality is key to your overall solution, Tyler understands that it takes much more than software to achieve a successful implementation. With this in mind, we have proposed a project strategy that is founded on several key principles.

IMPLEMENTATION, CONSULTING & TRAINING

The City will gain significant “behind the scenes” savings through Tyler’s predictable, low risk implementation that follows the PMI implementation process, from a single-focused, experienced vendor-partner routinely offering not-to-exceed implementations delivered on-time and within budget.



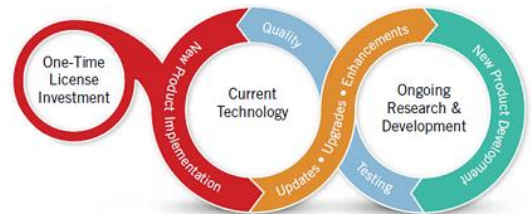
In addition, the City will experience a combination of on-site, hands-on training with access to all the modern tools of the trade, including our Tyler University solution which offers more than 500 classes on how to use the Munis system; an online Knowledge base; free e-Learning tutorials on Munis and related products; webinars on Tyler solutions, services and Best Business Practices; and the Tyler Community forum where Tyler staff and Munis end-users interact daily to exchange and share experiences and proven processes and procedures relevant to the business of local government.

Tyler Community is a 24/7 online support community that connects clients and Tyler staff. It's our clients' pipeline to insight, best practices and an ever-expanding base of knowledge.



EVERGREEN AND EVERGUIDE

Tyler's everGuide and Evergreen initiatives are Tyler's commitment to improving support for all our clients and extending your investment well into the future. everGuide ensures Tyler will assist the City as you analyze where your organization falls on the maturity model continuum, assisting in planning your next steps. Tyler's Evergreen Philosophy provides you with future upgrades at no additional cost—further extending and increasing your Return on Investment (ROI).



CALIFORNIA CITY/COUNTY QUALIFICATIONS

Tyler has a long history of working with the California public sector. In fact, Munis is currently used by over seventy California organizations already. And as part of that ongoing commitment, you'll enjoy a dedicated California Munis User's Group, a State Reporting department dedicated to California state reports, and regional and local implementation resources—ensuring the City of Oxnard receives the support and attention needed for a successful, perpetual partnership.

IN SUMMARY

As your primary vendor for the City's ERP solution, Tyler is pleased to offer Oxnard, California the Munis ERP software and services solution which brings to the City the following:

- An industry-leading local government-specific solution with a proven track record in software design, implementation and support;
- A strong focus on bringing repeatable success to local government entities like Oxnard;
- A highly functional software solution designed to meet the unique requirements and challenges of cities across the U.S.;
- An Evergreen and everGuide practice that keeps our clients successful with ongoing and perpetual upgrades, training, guidance, and user group participation.

We are confident a partnership between Oxnard and Tyler Technologies will provide the City with the most fiscally prudent and functionally effective software solution available—with the products, tools,

services and partnership you need to keep the City on track, on budget, and on point. The City's partnership with Tyler will enable you to chart the path of robust, efficient, easy-to-use technology benefitting all City stakeholders now, and for decades to come.



COVER LETTER

Submit a copy of the cover letter on your letterhead signed by the responsible official in your organization, certifying the accuracy of all information in your proposal, and certifying that your proposal will remain valid for the duration of the solicitation process up to and including award from the date of proposal due date. It should also include the names of individuals within the company to contact for technical, pricing, and contractual questions.

Please reference the Cover Letter provided on the following pages.

January 17, 2018



City of Oxnard
300 West Third Street
Oxnard, CA 93030

One Tyler Drive
Yarmouth, ME 04096

P: 800.772.2260
F: 207.781.2459

www.tylertech.com

RE: Response to RFP

City of Oxnard:

Tyler Technologies, Inc. (Tyler Technologies) is pleased to respond to City of Oxnard's Request for Proposal dated December 12, 2017, for Enterprise Resource Planning System (ERP) Procurement. The attached proposal will detail our complete offering, including:

- Munis and EnerGov software applications
- Necessary consultation to define scope of services
- Implementation of software and services
- Training on, and support of, provided software and services

In presenting the enclosed proposal, Tyler Technologies warrants that it is unaware of any known conflict of interest in responding to, or submitting, said proposal in response to City of Oxnard's RFP. Tyler Technologies also warrants that it complies, and acts in accordance, with:

- Federal Executive Orders relating to the enforcement of civil rights
- Federal Codes regarding Anti-discrimination in Employment
- Title 6, Civil Rights Act of 1964
- Requirements of the Americans with Disabilities Act of 1990 for work performed due to this RFP

This proposal and cost schedule shall be valid and binding for 120 days following the RFP due date. Except as set forth in this proposal, this proposal may be released in part or in total as public information in accordance with the requirements of the laws covering same.

One or more individuals in the Tyler Technologies Contracts Department have read and accepted the terms and conditions of the RFP and any amendments, except as modified by, taken exception to, or otherwise set forth in Tyler Technologies' proposal.

If you have any questions related to this proposal, please feel free to contact:

Jennifer Wahlbrink, Sr. Account Executive
623-760-7566
jennifer.wahlbrink@tylertech.com

Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL)
EIN: 75-2303920

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Abigail Diaz".

Abigail Diaz
Chief Legal Officer, Tyler Technologies, Inc.

Section 1 QUALIFICATIONS AND REFERENCES RESPONSE

Use the attached MS Word file titled, "Proposal Response Forms," to respond to this section.

Please reference the Qualifications and References Forms on the following pages.

Section One - Qualifications and References

Please complete the forms below.

PROJECT ORGANIZATION

NAME OF PRIME CONTRACTOR:

Principal Contact Person:

Address 1:

Address 2:

Address 3:

Telephone:

FAX:

E-mail:

Tyler Technologies, Inc.

Jennifer Wahlbrink

One Tyler Drive

Yarmouth, ME 04096

623-760-7566

207-781-2981

jennifer.wahlbrink@tylertech.com

NAME OF INDIVIDUAL PROJECT MANAGER:

Tyler will provide information on Tyler personnel likely to be assigned to the City's project. The resumes presented in Tyler's proposal reflect the caliber and experience that Tyler will assign to this project. Resources are assigned at the point of contract signing, and Tyler warrants that our staff will perform services in a professional, workman-like manner, consistent with industry standards.

Telephone:

FAX:

E-mail:

LOCATION OF PROJECT OFFICE:

Yarmouth, Maine

NAME OF PRINCIPAL SOFTWARE CONTRACTOR* :

Principal Contact Person:

Address 1:

Address 2:

Address 3:

Telephone:

FAX:

Tyler Technologies, Inc.

Jennifer Wahlbrink

One Tyler Drive

Yarmouth, ME 04096

623-760-7566

207-781-2981

NAME OF SUBCONTRACTOR*:

NAME OF SUBCONTRACTOR*:

* If different from Systems Integrator.

NAME OF SUBCONTRACTOR*: NAME OF MAPPING CONTRACTOR / PRODUCT: NAMES OF HARDWARE CONTRACTORS:		_____ _____ _____, _____,
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Section One - Qualifications and References Response Form

PRIME CONTRACTOR / INTEGRATOR INFORMATION^{†*}

SYSTEMS EXPERIENCE OF INTEGRATOR FIRM

Years in integration business:

Total number of municipal administrative systems installed:

Total systems installed in California municipalities/counties:

Total systems installed in California municipalities/counties in last 5 years (minimum 3):

FIRM EMPLOYEES involved in System Integration:

National:

Local (within 50 miles of the City):

Total Full Time Employees:

Total Part Time/Contract Employees:

Percentage of revenue from Systems Integration:

Percentage of revenue from Other Sources:

List principal other sources:

Proposed Project Manager:

RESPONSE

Tyler has been in business since 1966

Over 1,500

77 sites

22 sites

4,186

Please see Annual Financial Statements included with Original proposal_____

Please see Annual Financial Statements included with Original proposal_____

Please see Annual Financial Statements included with Original proposal_____

Tyler does not name PM before contract signing_____

* See Section 7 of RFP for related queries

†* If different from Systems Integrator.

Project Manager Resume Provided (Mark "X")?

Home office of Project Manager:

Financial Statements Enclosed: (Mark "X")?

Number of lawsuits filed against the firm in the past five years:

Two

Description/Status of lawsuits:*

Tyler's ERP & Schools Division has been a party to the following litigation within the past ten years:

- Isabella v. Tyler Technologies, Inc. (6:15-cv-00684): In 2015, Tyler's ERP & Schools division was sued by a single plaintiff in a New York federal district court on claims relating to alleged employment discrimination. Tyler strongly contested the plaintiff's allegations, and the parties were able to resolve the claims. The lawsuit was dismissed on mutually agreeable terms in 2016.
- Tyler Technologies, Inc. v. VBConversions, LLC (4:14-cv-00150): In 2014, Tyler, on behalf of its ERP & Schools division, filed a declaratory judgment action against a software provider (VBConversions, LLC) in a Texas federal court. In response, VBC sued Tyler for copyright infringement and related statutory violations in a California federal court. VBC is referred to by many in the industry as a "troll," and Tyler successfully negotiated a mutual release and settlement. Each lawsuit was dismissed.

Have any of these lawsuits involved a Municipal or County Government?

Yes

No

If Yes, Which?

Section One - Qualifications and References Response Form

PRIME CONTRACTOR / INTEGRATOR REFERENCES *

Please submit a minimum of four in detail; give system integration client references which have been clients for at least one year, preferably California municipalities.

	RESPONSE
1. CUSTOMER NAME:	__City of Victorville_____
CUSTOMER LOCATION:	__14343 Civic Drive City of Victorville, CA__
POPULATION, if Government:	__115,000_____
CUSTOMER CONTACT PERSON :	__Ms. Carmen Cun, IT Coordinator_____
CUSTOMER PHONE NUMBER:	__760-955-5017_____
CUSTOMER CONTACT FAX:	_____
CUSTOMER CONTACT E-MAIL:	__ccun@ci.victorville.ca.us_____
PROJECT DESCRIPTION:	__Original purchase in 2010. Implemented in a phased approach._____
2. CUSTOMER NAME:	__City of Hayward_____
CUSTOMER LOCATION:	777 B Street, City of Hayward, CA 94541
POPULATION, if Government:	140,000
CUSTOMER CONTACT PERSON :	__Mr. Dustin Claussen, Finance Director_____
CUSTOMER PHONE NUMBER:	510-583-4010
CUSTOMER CONTACT FAX:	_____
CUSTOMER CONTACT E-MAIL:	dustin.claussen@hayward-ca.gov
PROJECT DESCRIPTION:	Original purchase in 2012. Implemented in a phased approach.
3. CUSTOMER NAME:	City of Newport Beach_____
CUSTOMER LOCATION:	3300 Newport Blvd. City of Newport Beach, CA 92663
POPULATION, if Government:	90,000
CUSTOMER CONTACT PERSON :	Ms. Jackie Luengas-Alwafai, IT Manager

* If different than Systems Integrator.

Section One - Qualifications and References Response Form

PRIME CONTRACTOR / INTEGRATOR REFERENCES *

CUSTOMER PHONE NUMBER:	949-644-3090
CUSTOMER CONTACT FAX:	_____
CUSTOMER CONTACT E-MAIL:	jluengas@newportbeachca.gov
 PROJECT DESCRIPTION:	 Original purchase in 2014. Implemented in a phased approach.
4. CUSTOMER NAME:	County of Marin _____
CUSTOMER LOCATION:	3501 Civic Center Dr. San Rafael, CA 94903
POPULATION, if Government:	___247,000_____
CUSTOMER CONTACT PERSON :	Mr. Tim Flanagan, Enterprise Systems Mgr.
CUSTOMER PHONE NUMBER:	415-473-4395
CUSTOMER CONTACT FAX:	_____
CUSTOMER CONTACT E-MAIL:	tflanagan@marincounty.org
 PROJECT DESCRIPTION:	 Original purchase in 2014. Implementing in a phased approach.

MUNICIPAL ADMINISTRATIVE SYSTEM * INFORMATION

	RESPONSE
SYSTEMS EXPERIENCE OF MUNICIPAL ADMINISTRATIVE SYSTEM FIRM	
Years in Municipal Administrative System business:	Same as Prime Contractor / Integrator
Total number of Municipal Administrative Systems installed:	_____
Total systems installed in California municipalities/counties:	_____
Total systems installed in California municipalities/counties in last 5 years (minimum 3):	_____
EMPLOYEES of the Principal Software Firm (only):	
National:	_____
Local (within 50 miles of the City):	_____
Total Full Time Employees:	_____
Total Part Time/Contract Employees:	_____

* If different than Systems Integrator.

MUNICIPAL ADMINISTRATIVE SYSTEM* INFORMATION

Percentage of revenue from Municipal Administrative System software:	_____
Percentage of revenue from Other Sources:	_____
List principal other sources:	_____

Section One - Qualifications and References Response Form

MUNICIPAL ADMINISTRATIVE SYSTEM INFORMATION

Proposed Project Manager:	_____
Project Manager Resume Provided (Mark "X")? Home office of Project Manager:	<input type="checkbox"/> _____
Financial Statements Enclosed: (Mark "X")? Number of lawsuits filed against the firm in the past five years:	<input type="checkbox"/> _____
Description/Status of lawsuits**:	_____
Have any of these lawsuits involved a Municipal or County Government? If Yes, Which?	<input type="checkbox"/> Yes <input type="checkbox"/> No _____

MUNICIPAL ADMINISTRATIVE SYSTEM CONTRACTOR REFERENCES*

Please submit a minimum of four in detail; give system integration client references which have been clients for at least one year, preferably California municipalities.

	RESPONSE
1. CUSTOMER NAME:	_____
CUSTOMER LOCATION: POPULATION, if Government:	_____ _____

** See Section 7 of the RFP for related queries.
* If different than Systems Integrator.

CUSTOMER CONTACT PERSON :
CUSTOMER PHONE NUMBER:
CUSTOMER CONTACT FAX:
CUSTOMER CONTACT E-MAIL:

PROJECT DESCRIPTION:

Section One - Qualifications and References Response Form

Municipal Administrative System CONTRACTOR REFERENCES*

2. CUSTOMER NAME:

CUSTOMER LOCATION:
POPULATION, if Government:

CUSTOMER CONTACT PERSON :
CUSTOMER PHONE NUMBER:
CUSTOMER CONTACT FAX:
CUSTOMER CONTACT E-MAIL:

PROJECT DESCRIPTION:

3. CUSTOMER NAME:

CUSTOMER LOCATION:
POPULATION, if Government:

CUSTOMER CONTACT PERSON :
CUSTOMER PHONE NUMBER:
CUSTOMER CONTACT FAX:
CUSTOMER CONTACT E-MAIL:

PROJECT DESCRIPTION:

4. CUSTOMER NAME:

CUSTOMER LOCATION:
POPULATION, if Government:

CUSTOMER CONTACT PERSON :
CUSTOMER PHONE NUMBER:

* If different than Systems Integrator.

City of Oxnard
RFP for Enterprise Resource Planning (ERP)
RFP Response Forms

CUSTOMER CONTACT FAX:
CUSTOMER CONTACT E-MAIL:

PROJECT DESCRIPTION:

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

GENERAL QUESTIONS	YES/NO or RESPONSE
1. Have you included all requested products, services and training in your Response? 1a. If no, explain:	<input checked="" type="checkbox"/> / <input type="checkbox"/> _____
2. Will prices be firm for 180 days from date of submission?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
3. Copies of the standard contracts must be included with the Proposal. Indicate which the sample contracts are attached:	<input type="checkbox"/> / <input type="checkbox"/>
▪ Software License Agreement	<input checked="" type="checkbox"/> / <input type="checkbox"/>
▪ Software Maintenance Contract	<input checked="" type="checkbox"/> / <input type="checkbox"/>
▪ Operating System Software License Contract	<input type="checkbox"/> / <input checked="" type="checkbox"/>
▪ Hardware Purchase Agreement	<input type="checkbox"/> / <input checked="" type="checkbox"/>
▪ Hardware Maintenance Contract	<input type="checkbox"/> / <input checked="" type="checkbox"/>
▪ Others (list):	<input type="checkbox"/> / <input type="checkbox"/>
4. What is the cost-free software warranty period?	12 months
5. What is the date the original application software was released?	01 / 01 / 1989
6 How long have the present software version been on the market?	Munis Version 11 has been on the market since May of 2015. Our most recent upgrade of 2017/V12 has been Generally Available since September of 2017
7. Do you offer a "Help Line" for software problems?	Yes
7a. If so what are the hours of operation?	8:00 AM to 5:00 PM local time
7b. Toll-Free Telephone Number?	Yes

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

YES/NO or RESPONSE

8. What is your average response time for a maintenance call for Software?

Our average response time is 69 minutes with a median time being at 15 minutes.

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

	YES/NO or RESPONSE
<p>9. What agency information technology staffing do you recommend to support your system? Please provide in full time equivalents (FTEs)?</p>	<p>A client must take a number of variables into consideration when determining how many FTE's are required for ongoing Tyler application administration. Based on client analysis and feedback Tyler recommends 1 FTE when combined with Tyler Systems Management services and decentralized application administration. Clients who choose not to use Tyler SystemsManagement services and centrally administer all application administration tasks may require up to 2 FTE's. Clients with advanced server configurations such as high-availability and/or virtualized environments may potentially require 3 FTE's. It is very common however, for client's to utilize existing resources already responsible for these types of tasks such as operating system, database and hardware administration. FTEs</p>
<p>10. What is the name of language in which software is written?</p>	<p>Tyler uses industry leading development tools for our solutions, including Four Js Genero, Microsoft C#, ASP.NET, and HTML5. The core application framework is developed in Microsoft .NET and Four Js Genero Business Development Language. These tools provide Tyler clients with a business application infrastructure that enables the</p>

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

YES/NO or RESPONSE

	<p>rapid and cost-effective creation of highly responsive enterprise-class software. The user interface is built on an XML-based model controlled dynamically at runtime.</p>
<p>11. Was the system designed with a relational database management system? If so, which: (specify the database engine employed)</p>	<p><input checked="" type="checkbox"/> / <input type="checkbox"/> MS SQL Server</p>
<p>12. What tool is provided to the customer to develop queries of the database?</p>	<p>Public sector entities need multiple ways to get information out of their ERP software. That’s why Munis provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want— instantly.</p> <p>Nearly every application screen throughout Munis includes the ability to create a report of the current dataset using a variety of output options (print, PDF, Word, Excel). An integrated “query wizard” can be used to guide users through the selection process to create complex queries. These queries can be saved for future and even shared with fellow users to quickly and easily access pre-defined searches at moment’s notice. Leveraging the integrated Munis Scheduler, reports can also be scheduled to automate delivery and printing.</p>

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

YES/NO or RESPONSE

Munis Analytics and Reporting includes several tools to help clients improve data management, analysis, information sharing, and delivery. Dashboards and Central applications provide immediate, out-of-the-box views of key information that can be configured by user based on role and preference. Robust Microsoft Office integration provides seamless data exports to familiar Office formats for further analysis.

Support for industry-leading business intelligence and ad hoc reporting tools offer even further flexibility and customization while still using existing application permissions. Munis database cubes, built on Microsoft SQL Server Analysis Services, allow you to make better business decisions by easily viewing comparisons, patterns, and trends with Microsoft Excel PivotTable and PivotChart reports. Create, manage, and setup subscriptions to complex, interactive reports with SQL Server Reporting Services and deliver them in a variety of formats.

Tyler CAFR Statement Builder simplifies the development of your Comprehensive Annual Financial Report (CAFR), create audit-ready CAFR statements and schedules, streamlining the process

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

YES/NO or RESPONSE

- | | |
|--|--|
| | <p>from year to year. Additionally, Tyler employs a dedicated Munis State Reporting team responsible for ensuring you maintain compliance with state and federal reporting mandates.</p> |
| <p>13. Who originally wrote the proposed software; Self, Agent, Licensor or Other?</p> | <p>Self</p> |
| <p>14. How many customers are using the most current version, and for how long have they been users?</p> | <p>We have over 1,000 customers on Version 11. Our newest version, 2017/V12 has 14 customers. This released was just released in September of 2017</p> |
| <p>15. Does any mobile/field automation function support a forms based field entry so that it has the look and feel of standard forms?</p> | <p><input checked="" type="checkbox"/> / <input type="checkbox"/></p> |
| <p>16. Are software maintenance prices stated to mean that all State and Federal mandated changes are included and maintained for the duration of proposed maintenance contract?</p> | <p><input checked="" type="checkbox"/> / <input type="checkbox"/></p> |
| <p>17. Will you provide, at no additional charge, new products, if application(s) are replaced while under warranty or maintenance contract?</p> | <p><input checked="" type="checkbox"/> / <input type="checkbox"/></p> |
| <p>18. Will application software license be a license in perpetuity?</p> | <p><input checked="" type="checkbox"/> / <input type="checkbox"/></p> |
| <p>19. Will the source code for application software be provided to the customer and the costs provided in the cost table for 5 years?</p> | <p><input checked="" type="checkbox"/> / <input type="checkbox"/></p> |

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

YES/NO or RESPONSE

20. What is your charge (during the contract period) for additional systems work?

- Programming
- Training
- File Conversion

\$175 per hour
\$175 per hour
\$175 per hour

23. Are all software changes provided to other customers incorporated into the next release of the product to be offered to the agency?

/

Section One - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Section 2 FUNCTIONAL REQUIREMENTS RESPONSE

The requirements for all of the software systems covered by this procurement are described in the MS Word file titled “RFP Response Forms”. Respond directly into MS Word File. Respond to the functional requirements by entering directly into the MS Excel spreadsheet titled “RFP Functional Requirements”.

NOTES AND ASSUMPTIONS

Tyler Reporting Services

Wherever Tyler Technologies, Inc. has responded affirmatively to certain functional checklist questions/requirements/specifications as requiring the use of Tyler Reporting Services, (SSRS), the City is solely responsible for development of the necessary/required report(s), unless specifically indicated otherwise.

Interfaces / Customizations

Interface requirements agreed to by Tyler within this response will depend on the customer maintaining an active support agreement with the identified third party system as well as a current version actively supported by the manufacturer/developer of the product installed.

Custom Modifications

Custom modifications, if quoted with a specific dollar value, are priced based upon the total proposed software package and the requirements set forth in the RFP. To the extent system components and/or requirements change, pricing for custom modifications may also change. If a custom modification is identified without a price, that identification is provided as an alert that the functionality is not available “out of the box,” and additional information is required from the customer before Tyler can price the modification. During the contract negotiation process, Tyler expects to work with the customer to identify the custom modifications that will be considered within the project scope, and to finalize the associated price. Those modifications will be delivered during the project on the schedule the parties mutually agree to during the contracting and/or project planning process(es). Any custom modifications that the customer requests post-contracting will be subject to an amendment or change order, which will address at least the pricing and schedule impacts of adding the subject modification to the original project scope and schedule.

Future Functionality

Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.

Please reference the Functional Requirements on the following pages.

Section Two - Functional Requirements Response

Please complete the sections below.

This section is part of the RFP and contains seven attachments in the form of an MS Excel spreadsheets (Functional Specification Response Forms).

Contractor shall prepare as part of their response the following in the Functional Exceptions / Clarifications form below:

- To provide an explanation for any requirement which is marked "EXPLANATION REQUIRED".
- To provide additional explanation to the answer provided in the response block if the Contractor feels so compelled.
- To provide additional information about a feature which the Contractor believes is unique or a particular capability of the proposed product.

Section Two - Functional Exceptions / Comments / Clarifications

<i>Spec #</i>	<i>Functional Exceptions / Comments / Clarifications</i>	<i>Cost (\$)</i>

City of Oxnard
RFP for Enterprise Resource Planning (ERP)
RFP Response Forms

Section Two - Functional Exceptions / Comments / Clarifications		
<i>Spec #</i>	<i>Functional Exceptions / Comments / Clarifications</i>	<i>Cost (\$)</i>

City of Oxnard Municipal System Replacement: Contacts Management

Contacts Management				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability to collect and track property, resident and business information, including: Inquiry ID (i.e., uniquely identifies the inquiry record); Inquiry type (i.e., out of a predefined range); Severity level or priority (i.e., out of a predefined range); Source of inquiry, including: Phone call; E-mail inquiry; Web inquiry (i.e., entered at a designated; Web site); Fax inquiry; Live walk-in; Status (i.e., out of a predefined range); Number of days since creation; Number of days since last customer touch; Due date and time; Total time spent working on inquiry; Total time spent by specific service agent or user; Change data, inquiry history or audit trail (i.e., essentially, a log of all action data); Relationship between inquiry, customers and organizations; Description (i.e., free-form data or notes section).	Must Have	Alternative Method	Partly compliant via combination of Tyler Incident Management and Citizen Self Service and/or Tyler Incident Management Portal. Many aspects are covered other than tracking time spent. Overall time spent could be derived by comparing open date to closed date. SSRS reports may play a part as well. Recommend a sales demo to determine fit.
2	Ability to track multiple callers from the same household/business.	Must Have	Compliant	
3	Ability for the system to track and display citizen call history, including status of any outstanding requests.	Must Have	Compliant	
4	Ability for citizens to access complaint/request form from Internet. Include required fields on form (e.g., phone number, address) in order to submit form to system.	Must Have	Compliant	Assumes use of Citizen Self Service or Tyler Incident Management Portal for online requests
5	Ability to scan and/or attach documents received to Citizen Complaint Form/Work Request/Order.	Must Have	Compliant	
6	Ability for citizens to check Complaint/Request/Work Order status over the Internet.	Must Have	Compliant	Request status only
7	Ability to define constituent groups, determine appropriate messaging delivery actions and analyzing responses for constituent outreach communications.	Must Have	Compliant	
8	Ability to track client satisfaction, response times, resolution times and measure against any service level goals.	Must Have	Alternative Method	Overall time spent could be derived by comparing open date to closed date. SSRS reports may play a part as well. Recommend a sales demo to determine fit.
9	Ability to build notification lists, use built-in tools from quick campaigns to delivery notifications, track response to campaigns and monitor community outreach performance through dashboards.	Must Have	Non-Compliant	Campaigns for notifications of delinquency or general notifications can be built using Tyler Notify. Munis leverages
Response Management				
10	Ability to track service request data, including: Service information; Service family (if applicable); Service name; Service category; Service type; Responsible Departments; Responsible Parties.	Must Have	Compliant	
11	Ability to track response data, including: Date of action; Time of action; Action type (i.e., out of predefined range), including: Creation; Follow-up activity; Closure; Reopening; Carbon copy (i.e., spin-off or notification); Hand-off (i.e., ownership or responsibility transfer); Suspension for a specified period of time; Service agent/user responsible for action; Time required for action; Action description (i.e., free-	Must Have	Compliant	Largely accomplished via Tyler Incident Management via Tasks and related reports. Possibly requiring writing some of your own SSRS reports

City of Oxnard Municipal System Replacement: Contacts Management

Contacts Management				
#	Requirement	Criticality	Response	Comments
12	Ability to track different types of emails based on city services, residents and projects.	Must Have	Modification Required	Tyler Incident Management allows high-level configuration of content details as "Internal", "Department" and "Customer Facing", but not the level of configuration implied by this question. This may pertain more to the constituents tracked in Munis, given the reference to city services and projects. Additional information and analysis is required to evaluate feasibility and scope of enhancements.
13	Provide automatic responses capabilities for emails based on the type of request.	Must Have	Compliant	Tyler Incident Management tasks
14	Ability to associate emails with specific community service and related resident, business or other entity.	Nice to Have	Modification	This may pertain more to the customer information tracked in
15	Ability to route emails based on specific key values including sender, receiver, subject line, or content.	Must Have	Non-	
Case Management				
16	Provide a web-based portal to empower constituents to initiate and track progress of their requests and	Must Have	Compliant	
17	Ability to manage submitted requests in a structured manner, enabling staff to provide quick, professional comprehensive responses and resolutions.	Must Have	Compliant	
18	Ability to perform automatic routing and assignment of requests across departments or to employees with workflows.	Must Have	Compliant	
Reporting & Querying				
19	Provide standard reports to measure citizen and City resident satisfaction level, and other metrics to measure and improve response quality and effectiveness to requests.	Nice to Have	Compliant	Tyler Incident Management reports. May also require use of Cubes and/or creation of your own SSRS
20	Provide interdepartmental activity/performance reporting (e.g., transit facilities, issues by city and county department) so that users can review consolidated views of departmental activities and overall	Nice to Have	Compliant	Tyler Incident Management reports. May also require use of Cubes and/or creation of your own SSRS
21	Ability to interface with GIS for visual (map) display of query/report data for summary reporting (e.g., date range, area, request type, open, resolved, pending).	Must Have	Modification Required	Additional information is required to evaluate scope and better understand what is envisioned.
22	Ability to query and/or generate reports based on complaints status (e.g., open, resolved, pending).	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Contact Center Management

Contact Center Management				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	System supports multiple security levels by users (e.g. System Administrator, Executive, Manager/Facilitator, Customer Service Representative, View Only).	Must Have	Compliant	Tyler Incident Management has a concept of supervisor as well as permission granularity by user
2	Ability for each user level to have varying abilities to add, modify, and delete cases, to view, to query, and to generate reports.	Must Have	Compliant	
3	Ability to support pre-configured opportunities (e.g. "I Want To..." selections for citizens) home page and data records.	Must Have	Compliant	Citizen self service provides simple links, but not wizards for "I want to"
4	System supports quick access to recently created, modified or viewed opportunity records.	Must Have	Compliant	Tyler Incident Management tracks cases in this manner. These are considered "incidents/requests", not opportunities
5	Ability to capture a user-definable number of external contacts designated for each opportunity.	Must Have	Non-Compliant	Recommend a sales demo to determine fit.
6	Ability to capture a user-definable number of internal City contacts designated for each opportunity.	Must Have	Non-Compliant	Recommend a sales demo to determine fit.
7	System supports a variety of predesigned opportunity management reports	Must Have	Non-Compliant	Tyler Incident Management provides reports. But these are considered "incidents/requests", not opportunities. Recommend a sales demo to determine fit.
8	System supports multi-tiered marketing campaign & event management.	Must Have	Non-Compliant	
9	Ability for the system to run bulk mail merge process for producing personalized letters, labels, envelopes, etc. from within the CRM solution.	Must Have	Non-Compliant	
10	System supports template management using data record field codes for personalization of documents and emails.	Must Have	Non-Compliant	
11	System supports pre-configured case (service request) home page and data records.	Must Have	Non-Compliant	
12	Ability for quick access to recently created, modified or viewed case records.	Must Have	Compliant	
13	System supports pre-configured case list views (case record subsets based on user-definable filter variables).	Must Have	Compliant	Tyler Incident Management provides configurable gadgets which expose lists of incidents and tasks.
14	Ability to use a mass e-mail function that can be used to send out responses to many people encountering the same problem.	Must Have	Modification Required	This may be able to be accomplished by the underlying Work Orders system or Utility Billing System. But cannot be driven by Tyler Incident Management at present.
15	Ability for comment and note records to be input into case records.	Must Have	Compliant	
16	Ability for a configurable case "status" data field to track the status of each case (e.g. new, escalated, on=hold, closed, etc.)	Must Have	Compliant	Each Task in Tyler Incident Management can have user-defined status. Overall incident status is currently not configurable.
17	Ability to create a history record automatically and associate it with a case whenever a case record is created or updated.	Must Have	Compliant	Tyler Incident Management automatically tracks events as Notes linked to the incident. Manual notes can be entered as well.

City of Oxnard Municipal System Replacement: Contact Center Management

Contact Center Management				
#	Requirement	Criticality	Response	Comments
18	System is able to identify duplicate cases both by location and person(s). Recognizing:			
19	The same location and problem, even when identified by two different constituents.	Must Have	Compliant	
20	Repeat callers about repeat Issues.	Must Have	Compliant	
21	The same case reported into multiple applications	Must Have	Non-Compliant	
22	Ability for the system to create mandatory criteria for: assigning cases, escalating unresolved cases, solving and closing cases, creating and maintaining a solutions knowledge base, e-mail response management, customer self-service portal, ongoing solution support.	Must Have	Compliant	Largely accomplished via Tyler Incident Management via Tasks
23	System supports a graphical display of a wide variety of charts and graphs.	Nice to Have	Compliant	Available in Tyler Incident Management reports and Cube. You may also create your own SSRS reports and embed them in the reports list accessible in Tyler Incident Management
24	System supports drill-down capabilities to find root causes.	Must Have	Compliant	This assumes the requirement pertains to drill-down from Tyler Incident Management into the ERP system (e.g. Munis Work Orders) to discover what was defined as the root cause when the field worker executed on the Work Order.
Reporting & Querying				
25	System supports an Executive Dash Board with remote access capabilities displaying an abstract of key operational information to business managers	Nice to Have	Compliant	
26	System is able to provide summary statistics on calls received/resolved by time interval, assigned department or customer service representative	Nice to Have	Compliant	May require Cubes/SSRS
27	Ability to perform reporting based on combination of data elements like specific citizen issues, specific locations (i.e. townships, council districts, zip codes, streets), specific dates, and date ranges	Must Have	Compliant	
28	Ability to recall and reopen cases and reports.	Must Have	Compliant	
29	Predefined report templates covering every area of the CRM solution are available	Nice to Have	Compliant	
30	Data filtering can be used to limit the report to only desired information	Must Have	Compliant	Where applicable/SSRS
31	Custom data fields can be added to predefined report templates	Nice to Have	Compliant	Via UDF/SSRS
32	Charts and graphs can be added to the predefined report templates	Nice to Have	Compliant	Via Cubes/SSRS
33	Report output can be displayed in graphic and or chart format	Nice to Have	Compliant	Via Cubes

City of Oxnard Municipal System Replacement: Self-Service

Self-Service				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability for the public to request and track the status of city services via mobile device (e.g., smart phone, tablet), computer or phone, including but not limited to: broken or damaged streetlight; broken pavement; debris blocking roadway; trees needing trimming; broken city property in need of repair.	Must Have	Compliant	Tyler Incident Management Click2Report mobile app
2	Provide an online, web-based interface for self-service that integrates with all relevant system	Must Have	Compliant	Outbound communication an inbound work requests are
3	Provide a configurable self-service portal that can have a similar look and feel as the City's website.	Must Have	Compliant	
4	Provide a self-service portal that is operational on a 24x7 basis.	Must Have	Compliant	
5	Ability to display content in multiple languages (e.g., English, Spanish).	Nice to Have	Non Compliant	
6	Ability to capture and track usage volume statistics.	Must Have	Non Compliant	
7	Ability to generate and send e-mail confirmations of user-defined activity.	Must Have	Non Compliant	
8	Ability to display notice of successful submission to a user.	Nice to Have	Compliant	
9	Ability to send an email notice of successful submission to a user.	Must Have	Compliant	
10	Ability to send an email notice of successful submission to a user that contains hyperlinks to the relevant areas of the self-service portal.	Nice to Have	Compliant	
11	Ability to allow "online form submission" whereby users can complete fillable forms for	Must Have	Non	For Service Requests, citizen goes through a wizard of
12	Ability to allow documents to be attached to online form submissions.	Must Have	Compliant	
13	Ability to configure certain fields as required fields within the online form submission	Must Have	Compliant	Limited
14	Ability to enforce requiring a valid email address.	Must Have	Modification Required	Currently the Tyler Incident Management Portal allows citizens to remain anonymous.
15	Ability to produce customizable error messages.	Must Have	Non Compliant	Tyler Incident Management Portal can be configured to present customizable citizen facing messages based on request type. But these always are presented. They also are not error messages.
Security-Enabled Functionality				
16	Provide a security-enabled functionality set (i.e., user ID and password required).	Must Have	Compliant	
17	Ability to maintain permissions by user (need to inactivate a user)	Must Have	Compliant	
18	Ability to allow certain information to be restricted for viewing only by users logged-in with	Must Have	Compliant	
19	Ability for users to employ a single username/password combination for all security-enabled	Must Have	Compliant	
20	Ability to allow a user to save work in progress with the ability to edit prior to submission (i.e., log out and then log back in without losing information).	Must Have	Non Compliant	Can resume a batch of work in Munis (i.e. invoice entry). But this is not supported in Tyler Incident Management.
21	Ability to allow a user to view the status of a request/submission after logging in.	Must Have	Compliant	Workflow Status
22	Ability to pre-populate basic identity fields based on the account information stored with the	Must Have	Compliant	
23	Ability to generate an electronic signature based upon approved login credentials.	Must Have	Compliant	
Public Access Functionality				
24	Ability to accept submission from the Public electronically, preferably through a web-facing portal.	Must Have	Compliant	Via CSS
25	Ability to accept various forms of payments (e.g., cash, check, credit card, electronic transfer (ETF)).	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Self-Service

Self-Service				
#	Requirement	Criticality	Response	Comments
26	Provide public access functionality (i.e., no user ID and password required).	Must Have	Compliant	Apply for new records in EnerGov's Citizen Self Service online portal and accessing the personalized dashboard would require registering and logging in. But other functions such as searching, map queries, fee estimation do not require a user ID and password.
27	Provide lookup functionality for certain user-defined information access based on any combination of discrete data elements (e.g., collections of records, permit application number, inspections and fees grouped by project, submittal date).	Must Have	Compliant	
28	Ability to post public access document postings for download.	Must Have	Compliant	
29	Ability to schedule, reschedule or cancel an inspection	Must Have	Compliant	Via EnerGov Citizen Self Service online portal
30	Ability to search records, including license and property information, using global search	Must Have	Compliant	Via EnerGov Citizen Self Service online portal
31	Ability to view detailed information, such as inspection type, unique ID, scheduled time, assigned inspector, inspection contact, status and status history.	Must Have	Compliant	Via EnerGov Citizen Self Service online portal
32	Ability to enter notes for an inspector to view.	Must Have	Compliant	Limited to the basic "Description" field content which Tyler Incident Management transmits to Munis when a Work Order is created.
33	Ability to access details for submittals, such as unique ID, status, address.	Must Have	Compliant	
34	Ability to check related records associated with the main (parent) permit, application or	Must Have	Compliant	
	Web-Based Payment			
35	Ability to integrate with the City's credit card processing merchant to accept payments through the self-service portal.	Must Have	Compliant	
36	Ability to allow customers to set up and edit ACH and credit card information on line with no	Must Have	Compliant	
37	Ability to allow payments for certain permit and application types in the self-service portal.	Must Have	Compliant	
38	Provide a receipt of payments made in real time.	Must Have	Compliant	
39	Ability to allow payments for certain special assessments in the self-service portal.	Must Have	Compliant	
40	Ability to allow partial payments in the self-service portal.	Must Have	Compliant	
41	Ability to allow payments for certain inspections and licenses in the self-service portal.	Must Have	Compliant	Tyler's MyGovPay online payment portal is the recommended page for use with EnerGov's Citizen Self Service. 3rd party providers would require development against our credit card API
42	Ability to pay multiple accounts with one payment.	Must Have	Compliant	
43	Ability to restrict payment types to City-defined parameters (i.e., credit cards accepted).	Must Have	Compliant	

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
	Technical Environment			
1	Provide a comprehensive Municipal Enterprise Resource Planning system (i.e., Finance, Accounting, Budgeting, Purchasing, Human Resources, Payroll, Utility Billing, Asset Management, Work Orders, Community Development, Citizen Relationship Management) that: is seamlessly integrated across all modules and with GIS ; provides modern, mobile/field data entry; provides intuitive, real-time reporting, dashboard/key performance indicator reporting, and analytics capabilities; and, minimizes the need for redundant data entry and increasing officer efficiency, safety and productivity.	Must Have	Compliant	
2	Provide a system that supports strong citizen self-service capabilities.	Must Have	Compliant	
3	Provide a system that supports strong field mobility capabilities.	Must Have	Compliant	
4	Provide a system that meets PCI requirements for logon security.	Must Have	Compliant	
5	Provide an MS SQL-based system (preferred) or an Oracle-based system (acceptable).	Must Have	Compliant	
6	Ability to operate in VM Ware environment.	Must Have	Compliant	
7	Ability to recover individual records and/or to a specified point-in-time.	Must Have	Compliant	
8	Ability for the system to be used simultaneously by multiple users.	Must Have	Compliant	
9	Ability to flow all changes made in the system throughout all system modules without the need for duplicate data entry.	Must Have	Compliant	
10	Ability to import and export data from (or to) standard file formats including but not limited to: HTML; XML; PDFs that are text based and searchable; ASCII; CSV; MS Excel; MS Access.	Must Have	Compliant	
11	Ability to import and export data with web services formats.	Must Have	Compliant	
12	Ability to support access for information for internally hosted or externally hosted applications.	Must Have	Compliant	
13	Ability to post data in a real-time fashion.	Must Have	Compliant	
14	Ability to provide a library of standard reports (i.e., "canned" reports).	Must Have	Compliant	
15	Ability to provide an ad hoc reporting environment that is OLE-DB and SQL native compliant.	Must Have	Compliant	
16	Ability to allow a user to modify existing reports, with appropriate security permissions.	Must Have	Compliant	
17	Ability to access data files at the same time without collision or file/record/field locking problems.	Must Have	Compliant	
18	Ability to provide a centralized data dictionary, that fully describes table structure and appropriate levels of metadata.	Must Have	Compliant	
19	Ability to allow sub-second screen response time for all applications.	Must Have	Non Compliant	Tyler does not guarantee performance or response times.
20	Ability to support all industry standard browsers (e.g., IE 10, Chrome, Firefox).	Must Have	Compliant	Select EnerGov applications use Silverlight and are not supported on browsers where Silverlight is not supported.

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
21	Provide full integration of digital signature capture throughout all modules and forms requiring signatures.	Must Have	Compliant	<p>Two areas that electronic signatures are supported in the Munis solution are within the integrated content management system (Tyler Content Manager) and forms output processing (Tyler Forms).</p> <p>In TCM, digital signature pads can be used to capture signatures electronically for receipts, documents, and forms. A digital signature pad can be used to capture signatures on a application/form, which can then be saved with the electronic signatures, eliminating the need to print a form, obtain wet signatures, and scan the application.</p> <p>Tyler forms uses a signature box connected to the check printer via a USB cable. A secured thumb drive with the e-signatures is inserted into the signature box for the checks to print with an electronic signature.</p>
Operating System, Database and Network				
22	Provide for true (native) 32 bit, or 64 bit if available, to run on the OS application that has been compiled and tested on the latest version of the Windows OS.	Must Have	Compliant	
23	Provide a Graphical User Interface (GUI) as a productivity enhancement for office automation, data retrieval, and report creation applications utilizing the Windows 7 Professional GUI; the system is not a character-based system (DOS) running inside of a GUI window.	Must Have	Compliant	
24	Provide compatibility with Microsoft Office 2010 or greater.	Must Have	Compliant	
25	Provide software utilizing modern software design standards that enables users to customize screens and tables as well as enhance the system without the need for source code changes.	Must Have	Compliant	
26	Provide software that complies with guidelines published in Microsoft's User Interface Style Guide.	Must Have	Compliant	
27	Provide a Relational Database Management System.	Must Have	Compliant	
28	Provide TCP/IP connectivity to the database server, preferably Microsoft SQL Server or Oracle.	Must Have	Compliant	
29	Ability to store user account information entirely in a relational database (e.g., Oracle, SQL Server) and the latest Windows OS Active Directory Domain for single sign-on purposes.	Must Have	Compliant	
30	Ability to work over a wide area network (WAN) at multiple City sites via fiber optic connections to the City's central data center.	Must Have	Compliant	
31	Ability to work with Outlook, for both internal and external email traffic.	Must Have	Compliant	
32	Ability to utilize Microsoft Exchange for messaging capabilities.	Must Have	Compliant	Email and calendaring only
Application Security				
33	Ability to utilize LDAP (Active Directory) for user validation.	Must Have	Compliant	Active Directory only
34	Provide import and export capabilities with user-level security options to control access to sensitive information.	Must Have	Compliant	
35	Provide security at the following levels: Department; Division; Role or Group; User ID; Screen; Menu; Report; Database Table; Object; Record; Field; Job Function; Transaction Type.	Must Have	Compliant	
36	Ability for the system administrator to determine which fields are visible to users.	Must Have	Compliant	
37	Provide role-based security.	Must Have	Compliant	
38	Provide document-based security.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
39	Ability to track audit changes throughout the system that creates a log of all records maintained and includes: Date; Time; User; Information Prior to Change; IP Address; Machine Name; Changed Information.	Must Have	Compliant	
40	Ability to update all security roles automatically when a change in the "master" role is made.	Must Have	Compliant	
41	Provide functional security to control what processes can be performed by certain users.	Must Have	Compliant	
42	Provide access to audit trails for only the users with proper security based upon the user's security profile.	Must Have	Compliant	
43	Ability to allow any user with the proper security, to be able to print event information or event audit trail information.	Must Have	Compliant	
44	Ability to allow system hardware to integrate security and file system permissions within an LDAP (Active Directory) environment.	Must Have	Compliant	
45	Ability to allow the System Administrator to add and change permissions for system access.	Must Have	Compliant	
46	Ability to log users off the system after an administrator-defined period of inactivity.	Must Have	Compliant	
47	Ability to allow a System Administrator to log out users by module (i.e inquiry only access).	Must Have	Compliant	
48	Provide customizable audit reports.	Must Have	Compliant	
49	Provide configurable exception reports.	Must Have	Compliant	
50	Ability to allow the audit trail to have a date/time stamp to the nearest second.	Must Have	Compliant	
51	Ability to mask fields by user role including but not limited to: Tax ID Number; Date of Birth; Passwords; Drivers License Numbers; Email Addresses; Rates.	Must Have	Compliant	Select fields
52	Ability to be operational on a 24 x 7 scheduled basis.	Must Have	Compliant	
53	Ability to ensure that all cashiering modules are Payment Card Industry (PCI) compliant.	Must Have	Compliant	
54	Provide roll-back capability in the database in order to rebuild data files, if necessary.	Must Have	Compliant	
System Administration				
55	Provide a data dictionary for system administrator report creation.	Must Have	Compliant	
56	Provide a menu that is customizable by the system administrator.	Must Have	Compliant	
57	Ability to lock-down record deletion capability to only the system administrator.	Must Have	Compliant	
58	Ability to retrieve records from all files by non-technical personnel, including ability to select records based on the value(s) of specified data fields, and produce reports in user-defined formats and sequences.	Must Have	Compliant	
59	Ability for system administrator to activate/deactivate automatic notifications via email for any event (e.g., alerts, changes).	Must Have	Compliant	
60	Ability for the system administrator to define an unlimited number of fields.	Must Have	Compliant	
61	Provide form creation tools that allow the system administrator to create and modify user defined forms.	Must Have	Compliant	
Document Management				
62	Ability to display images attached to a record within the application itself.	Must Have	Compliant	
63	Provide tight integration between document management and other system modules.	Must Have	Compliant	
64	Ability to tie images of documents to system transactions (e.g., link scanned copies of paper invoices to the system's invoice transactions).	Must Have	Compliant	
65	Ability to support batch scanning, archiving, and indexing of paper documents.	Must Have	Compliant	
66	Ability to support automatic and manual indexing of archived content.	Must Have	Compliant	
67	Ability to handling multiple index fields.	Must Have	Compliant	
68	Ability to support full text search of electronic content.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
69	Provide for automatic archiving of electronic content in any document type (e.g., PDF, image, or text).	Must Have	Compliant	
70	Ability to merge application data into electronic form templates that are indexed and archived automatically, including but not limited to: Accounts Payable Check; ACH/EFT; Purchase Order; 1099M; 1099R; Payroll Check; Direct Deposit; Vendor from Payroll; Vendor from Payroll Direct Deposit; W-2; W-2C.	Must Have	Compliant	
71	Ability to create, index, and archive an electronic copy of output from any report in the system.	Must Have	Compliant	
72	Ability to allow electronic copies of reports to be shared by multiple users of the system.	Must Have	Compliant	
73	Provide end users the ability to view, print, e-mail documents from a computer or tablet.	Must Have	Compliant	
74	Ability to support paper or digital output.	Must Have	Compliant	
75	Ability to support: electronic signatures; postal fonts; optical character recognition (OCR); Logos.	Must Have	Compliant	
76	Ability to allow e-mailing of direct deposit advices.	Must Have	Compliant	
77	Provide security to prevent documents from unauthorized access or permission.	Must Have	Compliant	
78	Ability to conform to Records Management requirements, such as data retention schedules.	Must Have	Compliant	
79	Ability to run a report of items due to be purged from the system at any time.	Must Have	Compliant	
80	Ability to set retention schedule at time of entry.	Must Have	Non Compliant	
Querying and Reporting				
81	Ability to provide users with easy to use query and reporting capabilities.	Must Have	Compliant	
82	Allow users to search and report on any information in the database, essentially querying on any field or combinations of fields with a wide variety of qualifiers.	Must Have	Compliant	
83	Provide the report date on all printed reports.	Must Have	Compliant	
84	Provide report creation tools that allow users to create and modify user defined reports.	Must Have	Compliant	
85	Provide a Performance dashboard.	Must Have	Compliant	
86	Ability to customize the information presented on the Performance Dashboard by user.	Must Have	Compliant	
87	Ability to customize the information presented on the Performance Dashboard by group of users.	Must Have	Compliant	
88	Ability to display information on the Performance Dashboard in real-time.	Must Have	Compliant	
89	Ability to configure the refresh rate of the Performance Dashboard.	Must Have	Compliant	
90	Ability to allow a user to manually refresh the Performance Dashboard.	Must Have	Compliant	
91	Provide an integrated report writer.	Must Have	Compliant	
92	Provide an integrated report writer that has a consistent look and feel across all system modules.	Must Have	Compliant	
93	Provide an integrated report writer that supports building calculations based on data values selected (i.e., percentages of existing values).	Must Have	Compliant	
94	Provide an integrated report writer that allows the creation of reports comprised of any discrete data field throughout the system with appropriate security.	Must Have	Compliant	
95	Ability to allow generated reports to be saved in an integrated content manager.	Must Have	Compliant	
96	Ability to allow generated reports to be viewed on screen prior to printing.	Must Have	Compliant	
97	Ability to allow reports to be generated that are searchable.	Must Have	Compliant	
98	Ability to schedule reports to run in the future.	Must Have	Compliant	
99	Ability to schedule reports to be run on a recurring basis.	Must Have	Compliant	
100	Ability to configure automatic distribution paths for generated reports (i.e., automatically send a report to a particular user or printer).	Must Have	Compliant	
101	Ability to display when a report is being run, or in process, so that a user does not run the report again.	Must Have	Compliant	
102	Ability to allow reports to be generated that have "drill-down" capabilities.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
103	Ability to support the creation of reports using SQL Reporting Services.	Must Have	Compliant	
104	Provide a standard search with configurable default fields (e.g., address, case number).	Must Have	Compliant	
105	Provide enhanced search capabilities utilizing multiple fields in the query.	Must Have	Compliant	
	Applications Usability			
106	Provide drop down boxes and "pick lists" for data selection.	Must Have	Compliant	
107	Provide configurable quick keys (i.e., function keys).	Must Have	Compliant	
108	Ability to comply with accessibility standards pronounced in the Americans with Disabilities Act (ADA).	Must Have	Non Compliant	<p>Section 508/ADA/WCAG compliance has been a focal point of development activities. We contracted with a third party, Interactive Accessibility Inc., to perform an accessibility test and review of our public-facing module, known as Citizen Self Service. While there is no formal ADA compliance certification, having a respected third-party audit Citizen Self Service is a close as anyone can get. The testing included everything from screen contrast, focus/tab order, use of color, color contrast, text equivalents for non-text content, keyboard usage, labels/instructions, and screen reader compatibility.</p> <p>Interactive Accessibility identified changes (ranging from critical to high/medium/low priority) that it recommended Tyler make. We did so, and Interactive Accessibility has confirmed our efforts by returning to re-test and re-review Citizen Self Service. We have incorporated accessibility testing into our standard test protocols to provide an optimum experience to the public on an ongoing basis. This process has confirmed the value in a third-party review, and we will utilize third-party specialists in the future, if and as appropriate.</p>
109	Provide functionality or integrate with third-party products to enlarge the print on computer screens (i.e., screen magnification).	Must Have	Non Compliant	<p>Tyler uses industry standards and best business practices throughout the lifecycle of all Tyler applications. Citizen Self Service, Tyler's primary public-facing module for Munis, has been optimized for use with accessibility tools by providing focused screen contrast, use of color, focus/tab order, text equivalents for non-text content, keyboard usage, labels/instructions, and screen reader compatibility. Other Tyler applications may work with third party screen magnification and screen reader software, but Tyler does not test, support, or guarantee functionality with these types of applications.</p>

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
110	Provide functionality or integrate with third-party products to provide text-to-audio capabilities (i.e., screen reading software).	Must Have	Non Compliant	Tyler uses industry standards and best business practices throughout the lifecycle of all Tyler applications. Citizen Self Service, Tyler's primary public-facing module for Munis, has been optimized for use with accessibility tools by providing focused screen contrast, use of color, focus/tab order, text equivalents for non-text content, keyboard usage, labels/instructions, and screen reader compatibility. Other Tyler applications may work with third party screen magnification and screen reader software, but Tyler does not test, support, or guarantee functionality with these types of applications.
111	Provide functional online help documentation for system end users.	Must Have	Compliant	
112	Provide field-level online help for system end users.	Must Have	Compliant	
113	Provide technical online help documentation for system administrators.	Must Have	Compliant	
114	Provide integration with the Microsoft clipboard, with appropriate security permissions.	Must Have	Compliant	
115	Provide error messages that appear in a consistent format across all system modules.	Must Have	Compliant	
116	Provide error messages that are integrated with online help functionality.	Must Have	Compliant	
117	Ability to create error logs with detail associated with the error.	Must Have	Compliant	
118	Ability to allow users to send error reports to System Administrator.	Must Have	Compliant	
119	Provide administrator configurable error messages.	Must Have	Compliant	
120	Provide user-defined fields with appropriate security permissions.	Must Have	Compliant	
121	Ability to allow the system administrator to determine which fields are required.	Must Have	Compliant	User-defined fields only
122	Provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	Must Have	Compliant	
123	Provide customizable screens based on roles and permissions.	Must Have	Compliant	Select applications only
124	Provide data validation on entry.	Must Have	Compliant	
125	Ability to attach files to records in the system.	Must Have	Compliant	
126	Provide reconciliation tools for all modules.	Must Have	Compliant	
127	Provide drill down capability on all screens.	Must Have	Compliant	
128	Provide drill down capability to see attachments to records based on security permissions.	Must Have	Compliant	
129	Ability to restrict drill down capability based on security permissions.	Must Have	Compliant	
130	Ability for authorized users to edit system data that was automatically populated (e.g., data the system returns as a result of user address query to master land record).	Must Have	Compliant	
131	Ability to spell check on any field with the ability to turn this feature on and off.	Nice to Have	Compliant	Spell check via browsers standard spell check capability
132	Ability to allow an administrator to configure the dictionary within the system that drives the spell check functionality.	Nice to Have	Non Compliant	
133	Ability to search by wild cards, based on security permissions.	Must Have	Compliant	
134	Ability to allow the user to select search result items and drill down for further detail, with security permissions.	Must Have	Compliant	
135	Provide native Windows capabilities to display screen to minimize backing out of one screen to access another, with appropriate security.	Must Have	Compliant	
136	Ability for multiple windows to be open at the same time.	Must Have	Compliant	
137	Ability to warn a user that they are about to execute a process and ask if they want to proceed (i.e., to warn before posting a batch of changes, etc.).	Nice to Have	Compliant	

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
138	Ability to allow split screen views on dual monitors.	Nice to Have	Compliant	
139	Provide the user with integrated application modules that offer a consistent user interface to minimize user training and administration of the system.	Must Have	Compliant	
	Workflow			
140	Ability for authorized users to create, modify, delete and audit workflows.	Must Have	Compliant	
141	Ability to initiate and track the approval process.	Must Have	Compliant	
142	Ability to assign different levels of approval for the same user.	Must Have	Compliant	
143	Ability to maintain separation of duties related to workflow approval processes.	Must Have	Compliant	
144	Provide workflow functionality in all system modules.	Must Have	Compliant	
145	Ability to integrate workflow capability to all applications listed in the Interfaces Tab that have a type of integration of "BOTH." Exceptions should be noted in the comment field.	Nice to Have	Non Compliant	While the workflow engine does not directly integrate with third-party products, the ERP suite offers numerous integration points to import and export data of which can be incorporated in specific workflow business rules.
146	Ability to set workflow rules by: User; Role; Jurisdiction; Department; Division; Account Number; Thresholds; Percentage Argument; Numerical Argument.	Must Have	Compliant	
147	Ability to allow temporary status changes of users (e.g., unavailable due to vacation time).	Must Have	Compliant	
148	Ability to re-route workflow assignments based on availability triggered by unavailable status.	Must Have	Compliant	
149	Ability to re-route workflow assignments based on availability triggered by system administrator-defined periods of no response.	Nice to Have	Compliant	
150	Ability to integrate with MS Office Outlook Calendar for availability of users.	Nice to Have	Compliant	
151	Provide event-driven notifications by email that may be configured at any step in any workflow routine.	Must Have	Compliant	
152	Ability to allow all notifications to be configurable by the system administrator.	Must Have	Compliant	
	Geobase Management			
153	Ability to interface to existing GIS system for land and parcel information.	Must Have	Compliant	
154	Ability to interface GIS functions/applications with Land Management.	Must Have	Compliant	
155	Provide ability to input and maintain parcel information, including performing parcel splits, combines, etc.	Must Have	Compliant	
156	Provide ability to capture parcel information from County Property Appraiser data and associate it with parcels.	Must Have	Compliant	
157	Ability to identify parcels of land including, but not limited to the following information: Address (Allow for multiple addresses per parcel); Owner (Allow for multiple owners); Resident (Allow for multiple residents); Structure type (e.g., two-car garage, mobile home); Use type (e.g., residential, agricultural); Subdivision; Unlimited user-defined fields; Specific Land Development Agreements; Future Land Use Designation; Zoning Designation; Building Setbacks by structure and Zoning / Subdivision; Geographic areas as defined by the user; Legal Description.	Must Have	Compliant	
158	Ability to track both the owner and resident (could be different) for each address.	Must Have	Compliant	
159	Ability to enforce USPS addressing standards.	Must Have	Compliant	
160	Ability to associate multiple addresses per parcel and multiple parcels per address.	Must Have	Compliant	
161	Ability to query and report on the following parcel characteristics: Community/Subdivision Name; Parcel ID; Owner Last Name; Owner First Name; Address (Allow for multiple addresses per parcel); Map Reference (e.g., GIS coordinates); Zoning Class; Property Class; Geographic Area Designations; District Type; District.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: System

General System Requirements				
	Requirement	Criticality	Response	Comments
162	Provides capability to display Related Information including: Code Enforcement Information; Permitting and Inspection Information; Occupational Licensing Information.	Must Have	Compliant	
163	Ability to maintain geneology of parcels and locations.	Must Have	Compliant	
164	Ability to show structural information including: Structure Improvement Information; Structure Value; Structural Classifications (multiple); Year Built; Number of Stories; Unlimited user-defined fields.	Must Have	Compliant	
165	Provides capability to maintain and query Unlimited Zoning History.	Must Have	Compliant	
166	Provide the function for splitting or merging parcels.	Must Have	Compliant	
167	Ability to maintain a relationship of existing and historical parcels throughout time.	Must Have	Compliant	
168	Provide access to associated Permits, including: Land Development Agreements; Rezoning Agreements; Conditional Use Agreements; Concept Plans; Aesthetic Review Agreements.	Must Have	Compliant	
169	Integration and access to associated Code Enforcement Cases.	Must Have	Compliant	
170	Provide support for State confidentiality requirements to 'hide' items assigned to secure owner records / properties, especially for access via a public or citizen interface.	Must Have	Compliant	
171	Ability to flag parcels with the following criteria: Description of the flag; Type of hold (e.g., not work allowed, no permit issued, informational only).	Must Have	Compliant	
172	Ability for authorized user to remove the hold based on an activity occurring and/or a specified date.	Must Have	Compliant	
173	Ability for the System Administrator to specify which activities are to be held and/or which activities are to be allowed.	Must Have	Compliant	
174	Provide a Parcel Listing by any or all of the following criteria: Legal Description; Property Status (e.g., active development order, approval expiration); Geographic Area Designations; Future Land Use; Property Class; Zoning Class; Exemption Class (e.g., qualifying confidentiality exemption to withhold from public record).	Must Have	Compliant	
175	Ability to view GIS map of resulting queried data.	Must Have	Compliant	
176	Provide a the following Geomanagement reports within a user-defined date range: Parcel Ownership Change Report; Parcel Split / Merge activity Report; Parcel Improvement Report; Zoning Change or Activity Report.	Must Have	Compliant	
177	Ability to associate structural information to a parcel.	Must Have	Compliant	
178	Ability to associate business information to a parcel and structure.	Must Have	Compliant	
179	Ability to describe/identify street segments and other objects that may not be legally described as a parcel.	Must Have	Compliant	
180	Ability to identify approved uses of a property.	Must Have	Compliant	
181	Ability to place conditions on a parcel that will be carried over to the permit application process.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Mobility

Field Mobility				
	Requirement	Criticality	Response	Comments
	General			
1	Ability for field users to work in real time over a 3G/4G connection in the field.	Must Have	Compliant	
2	Provide a mobile solution that is the most appropriate platform at the time of release to integrate into the system workflow and backend systems.	Must Have	Compliant	
3	Ability for field users (e.g., utilities, solid waste, streets, inspectors, code enforcement officers) to access all data and documents in the system from a remote location.	Must Have	Compliant	
4	Ability to work offline, in the event of no or low connectivity in the field, and record actions which can later be uploaded to the system at a user defined time.	Must Have	Compliant	
5	Ability to support access all applications from mobile devices with appropriate security permissions.	Must Have	Compliant	
6	Ability to access all necessary data for remote work as defined by the field user.	Must Have	Compliant	
7	Ability to create new items from the field.	Must Have	Compliant	
8	Ability to support mobile applications in their native operating system (e.g., Windows 8.x, Windows Phone, iOS, Android). EXPLANATION REQUIRED	Must Have	Compliant	Tyler supports a number of mobile devices and platforms. Munis HTML5 applications are available on all devices, though not all are tested regularly. Refer to Tyler System Specifications for detailed mobile support.
9	Ability to support full functional operation on Laptops, Tablets and Phones.	Must Have	Compliant	While all HTML applications should work without issue on tablets and smartphones, Tyler does not validate and cannot guarantee its results.
10	Ability to allow the input of data by handheld devices including laptops and wireless mobile devices.	Must Have	Compliant	
11	Ability to access the system remotely via laptops and wireless mobile devices for purposes (e.g., querying history and other details).	Must Have	Compliant	
12	Ability to record and update results remotely (in the field).	Must Have	Compliant	
13	Ability for field users to incorporate field location into the application.	Must Have	Compliant	
14	Ability to access all imaged building files in the field.	Must Have	Compliant	
15	Ability to associate any media (e.g., pictures, video) collected in the field with the case record.	Must Have	Compliant	
16	Ability to access the Florida Building Code from the mobile device.	Must Have	Compliant	As long as there is a connection
17	Ability to print from the mobile devices.	Nice to Have	Compliant	Select apps only
18	Provide routing information on the mobile devices.	Must Have	Compliant	Work Orders and Community Dev Modules Only

City of Oxnard Municipal System Replacement: SaaS Services

SaaS Services				
	Requirement	Criticality	Response	Comments
	General			
1	Ability to provide all services for necessary use. (e.g. customization / integration, user identification and password change management, data import / export, monitoring, technical support, maintenance, training, backup and recovery, and change management)	Must Have	Compliant	
2	Ability to increase or decrease the number of Authorized Users on an as-requested basis.	Must Have	Compliant	
3	Service Provider will adjust the prospective Services Fees, no later than five (5) business days, after an alteration in the number of Authorized Users.	Must Have	Compliant	We monitor how many concurrent connections a site has quarterly. If they go over the number of concurrent connections that they paid for, we contact their sales rep to reach out to them. I am unsure of the billing process after that.
4	Ability to provide for a "performance portal", an online resource for the City to analyze and understand service, network, and utilization metrics for their SaaS.	Must Have	Compliant	
5	Ability for the City to request more data storage and within five (5) calendar days of request, storage be available .	Must Have	Compliant	This would only apply for TCM as its the only storage that is limited. Storage would be available within 5 days of a purchase order receipt from the client. With that being said, we wouldn't cause an outage because we had not received payment.
6	Provide for one development and one test environment for the use of Authorized Users at no additional charge.	Must Have	Compliant	
7	Service Provider will assists in maintaining current data within non-production environments.	Must Have	Compliant	
8	Provide reports to the City describing the performance of the Services and of Service Provider as compared to the Service Level Standards.	Must Have	Compliant	
9	Ability for City to audit Service Provider's books, records, and measurement and auditing tools to verify Service Level Standard achievement.	Must Have	Non Compliant	We do not allow customers to conduct audits on our systems. We do provide a copy of our SSAE18 summary to customers only, if a Non-disclosure agreement is signed.
10	Provide bug fixes, corrections, modifications, enhancements, upgrades, and new releases to the Services to ensure: (a) the functionality of the Services is available to Authorized Users; (b) the functionality of the Services in accordance with the representations and warranties; (c) the Service Level Standards can be achieved; d) the Services work with the then-current version and the three prior versions of Internet Explorer, Mozilla Firefox, and Google Chrome Internet browsers	Must Have	Compliant	Only supported browsers: Internet Explorer 11 for all applications, Apple Safari 7.1+ on Apple Mac OS for all applications, latest version of Google Chrome for HTML applications only, latest version Mozilla Firefox for Self Service.
11	Provide no less than thirty (30) calendar day's prior written notice to City of all non-emergency maintenance to be performed on the Services.	Must Have	Compliant	We provide two weeks notice for non-emergency maintenance. We provide same notice on emergency maintenance.
12	Provide the City with a ten (10) business day period to test any maintenance changes prior to Service Provider introducing such maintenance changes into production.	Must Have	Non Compliant	Our Standard patch window for SQL+Windows Updates is seven days between installing patches in Non Production before installing them on Production servers. Any Networking/Infrastructure maintenance is generally done for the datacenter(s) as a whole and not done specifically for Production/Non Production.
13	No more than once annually, Service Provider shall have the right to request from City its certification of compliance with the permitted number of Authorized Users.	Must Have	Compliant	
14	Ability for City to request changes to the scope of the services.	Must Have	Compliant	City is free to request changes to the scope of services, although we may need to check with Sales on if this is in regards to adding or dropping modules and products.

City of Oxnard Municipal System Replacement: SaaS Services

SaaS Services				
	Requirement	Criticality	Response	Comments
15	Provide the City with the ability to decrease the scope with the associated fees will be reduced accordingly.	Must Have	Compliant	The City may drop a SaaS module upon expiration of the current pay period, with a corresponding reduction in SaaS fees going forward.
16	Ability to hold City's data including, but not limited to: Subscriber's data collected, used, processed, stored, or generated as the result of the use of the Services; and, (b) personally identifiable information ("PII") collected, used, processed, stored, or generated as the result of the use of the Services.	Must Have	Compliant	
17	Provide the City with ownership of data (e.g. City Data is and shall remain the sole and exclusive property of City and all right, title, and interest in the same is reserved by City).	Must Have	Compliant	
18	Provide City with the ability to request and extract all City Data from Service Provider without any conditions.	Must Have	Compliant	
19	Service Provider is responsible for maintaining a backup of City Data and for an orderly and timely recovery of such data in the event that the Services may be interrupted.	Must Have	Compliant	
20	Ability to notify City in the event of any act, error or omission, negligence, misconduct, or breach that compromises or is suspected to compromise the security, confidentiality, or integrity of Subscriber Data.	Must Have	Compliant	
21	Provide the City with all relevant information (i.e. time of occurrence, data lost, reason for occurrence) in the event of data loss or corruption.	Must Have	Compliant	
22	Provide the City with a plan to prevent future data related occurrence.	Must Have	Compliant	
23	Provide a Statement of Service that includes:			
24	Services Description	Must Have	Compliant	
25	Start Date and End Date	Must Have	Compliant	
26	Authorized Users and Services Fees	Must Have	Compliant	
27	Storage Threshold(s)	Must Have	Compliant	
28	Storage Fees	Must Have	Compliant	
29	Technical Support Description	Must Have	Compliant	
30	Request for Technical Support	Must Have	Compliant	
31	Problem Severity Levels 1 and 2 Response and Resolution	Must Have	Compliant	
32	Problem Severity Levels 3 and 4 Response and Resolution	Must Have	Compliant	As defined in Tyler Support Services
33	Technical Support Problem Severity Levels	Must Have	Compliant	As defined in Tyler Support Services
34	Problem Severity Level 1 to 4	Must Have	Compliant	As defined in Tyler Support Services
35	Description	Must Have	Compliant	
36	Request Response Time	Must Have	Compliant	
37	Request Resolution Time	Must Have	Compliant	
38	Customization / Integration Services	Must Have	Compliant	
39	Training Services	Must Have	Compliant	
40	Service Levels	Must Have	Compliant	
41	Availability Service Level	Must Have	Compliant	
42	Definitions	Must Have	Compliant	
43	Service Level Standard	Must Have	Compliant	
44	Calculation	Must Have	Compliant	
45	Performance Credit	Must Have	Compliant	
46	Example Calculation	Must Have	Compliant	
47	Services Response Time Service Level	Must Have	Compliant	
48	Definition(s).	Must Have	Compliant	Please see included SLA
49	Service Level Standard	Must Have	Compliant	Please see included SLA

City of Oxnard Municipal System Replacement: SaaS Services

SaaS Services				
	Requirement	Criticality	Response	Comments
50	Calculation	Must Have	Compliant	Please see included SLA
51	Performance Credit	Must Have	Compliant	Please see included SLA
52	Example Calculation	Must Have	Compliant	Please see included SLA
53	Technical Support Problem Response Service Level	Must Have	Compliant	
54	Definition(s).	Must Have	Compliant	
55	Service Level Standard	Must Have	Compliant	
56	Calculation	Must Have	Compliant	
57	Performance Credit	Must Have	Compliant	
58	Example Calculation (Using Problem Severity Level 1 – 2).	Must Have	Compliant	Tyler uses priority 0 through 3 levels.
59	Example Calculation (Using Problem Severity Level 3 – 4).	Must Have	Compliant	Tyler uses priority 0 through 3 levels.
60	Subscriber Satisfaction Survey Service Level	Must Have	Alternative Method	See attached SLA from our Standard Contract that details this. Credits are specifically in regards to uptime and not performance.
61	Definition(s).	Must Have	Alternative Method	See attached SLA from our Standard Contract that details this. Credits are specifically in regards to uptime and not performance.
62	Service Level Standard	Must Have	Alternative Method	See attached SLA from our Standard Contract that details this. Credits are specifically in regards to uptime and not performance.
63	Calculation	Must Have	Alternative Method	See attached SLA from our Standard Contract that details this. Credits are specifically in regards to uptime and not performance.
64	Performance Credit	Must Have	Alternative Method	See attached SLA from our Standard Contract that details this. Credits are specifically in regards to uptime and not performance.
65	Example Calculation	Must Have	Alternative Method	See attached SLA from our Standard Contract that details this. Credits are specifically in regards to uptime and not performance.

City of Oxnard Municipal System Replacement: Interfaces

Interfaces				
#	Requirement	Criticality	Response	Comments
	GIS Interface			
1	Provide a bi-directional interface to the City's ESRI GIS system for access to the geobase for address validation and map generation process, and storage of asset information.	Must Have	Included in proposed application cost	Provided via Munis "Maplink Integration" module
	Selectron IVR Interface			
2	Provide a one-way interface from the Selectron IVR for the following functionality: building permits, licenses, utility billing, inquiry of outstanding balances. Additional preferred functionality includes: special assessment payments and liens (rental agreements) payments.	Must Have	Included in proposed application cost	Provided via Munis module "IVR Gateway" with the exception of special assessment payments and liens (rental agreements) payments. Additional information needed for potential costs.
	Payment Interfaces			
3	Provide a one-way interface to First Data (or less preferably TSYS) for processing credit card payments with a user definable fixed fee. If TSYS note in the comments.	Must Have	Included in proposed application cost	Provided via Tyler Cashiering for POS payments.
4	Provide a file extraction to Pitney Bowes PlanetPress for processing data files into bill fields for printing OR provide similar bill entry/printing capabilities internally.	Must Have	Included in proposed application cost	
5	Provide a one-way interface from Utility Billing to Creditron check processor for transmission of a file indicating cash-only customers.	Must Have	Included in proposed application cost	Provided via export of cash-only special conditions.
	Bank			
6	Provide a one-way interface from Bank of America that allows the electronic processing of procurement cards.	Must Have	Included in proposed application cost	If we have the correct Bank of America Format already there would be no additional charge. If not this may require an enhancement.

City of Oxnard Municipal System Replacement: General

General				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	System is usable on a variety of common internet web browsers including Firefox, Internet Explorer, Google Chrome, Firefox and Safari, without the addition of third party conversion/intermediary software.	Must Have	Compliant	
2	System allows power users with full access from single log-in.	Must Have	Compliant	
3	System provides full application interface for administrators and streamlined application, Web, or mobile device interfaces for vendors, staff, and requesters.	Must Have	Compliant	
4	System has multi-level security and passwords. Users can access part of all of system features depending on the type of password and rights that they have been issued.	Must Have	Compliant	Through integrated role-based security. MS Active Directory used for back office applications.
5	System allows only a supervisor or System Administrator may approve or edit a history or change schedules.	Must Have	Compliant	Clarification needed as to what is inferred by "history or change schedules". Role-based security is used to determine who has access to data and what type of data access that entails. Munis Workflow is a comprehensive system engineered to meet the needs of the Public Sector. It extends the functionality and productivity of the Munis system by automatically notifying the end user when action is needed, rather than requiring a user manually look it up. Change audits cannot be purged from the system.
6	System provides help text and error messages.	Must Have	Compliant	
7	System permits multimedia file attachments (word files, graphic images, audio or video clips) to records as work orders.	Must Have	Compliant	Via Tyler Content Manager
8	System is compatible with Microsoft Office applications.	Must Have	Compliant	
9	System can attach, store or view Adobe .PDF documents.	Must Have	Compliant	Via Tyler Content Manager
10	System can attach, store or view pictures (JPG, JPEG, TIF, PNG, PCX, BMP, GIF and Windows Metafile formats).	Must Have	Compliant	Via Tyler Content Manager
11	System can attach, store or view videos.	Nice to Have	Compliant	Via Tyler Content Manager
12	System can attach scanned documents directly into the system.	Must Have	Compliant	Requires Tyler Content Manager
	CAD/D Viewer and Information Linking			
13	System can read CAD/D drawings in multiple formats, minimally AutoCAD .DXF, .BAK	Must Have	Compliant	As basic file attachment only.
14	System can attach, store or view CAD/D drawings.	Must Have	Compliant	As basic file attachment only.
15	System can read, convert, mark-up, save, and print CAD drawings without using an outside CAD program.	Nice to Have	Non-Compliant	PDF and TIF files only
16	System can view equipment information by clicking on a CAD building, floor, room, equipment for drawing-based queries.	Nice to Have	Non-Compliant	
17	System can highlight a portion of a drawing, zoom in, and print the selected view.	Nice to Have	Compliant	PDF and TIF files only

City of Oxnard Municipal System Replacement: Inventory

Inventory				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to support multiple warehouses.	Must Have	Compliant	
2	Ability to allow multiple levels within a warehouse (aisle, shelf, rack, bin).	Must Have	Compliant	
3	Ability to generate and prints labels with bar coding and/or RFID tracking capability.	Must Have	Compliant	With third-party BMI software included in pricing
4	Ability to remove items from inventory through bar code scanning in the field.	Nice to Have	Compliant	With third-party BMI software included in pricing
5	Ability to maintain and track the following information for inventory items: By organizational unit (department/office); By warehouse for multiple warehousing; Modified accrual; Item description; Multiple alias names; Unit cost; Actual price; Bulk cost; Vendor number; Primary vendors; Min-max points; Quantity on hand; Quantity on order; Quantity received on orders; Quantity on back-order; Ordered year to date; Received year to date; Issued current period; Issued year to date; Issued to Department/Person; Commodity code; Item number; Shelf life or expiration date; Warranty term; Location; Seasonal information; Miscellaneous fields; Hazardous Materials; Spoilage (e.g., food).	Must Have	Compliant	
6	Ability to update stock item data and maintain all the specific data for: Purchases; Returns to stock; Returns to supplier; Adjustments; Transfers; Receipts; Requisitions; Employee Name (of requestor); Backorders; Defective/damaged parts returned to vendor; Issued to Department/Person; Surplus/junk/spoiled items; Recalls; Other user defined fields.	Must Have	Compliant	
7	Ability to review, in real-time, inventory after returns or adjustments.	Must Have	Compliant	
8	Provide the following inventory costing methods: Actual cost; Moving average; FIFO.	Must Have	Compliant	Normal average cost, average cost across locations, FIFO
9	Ability to allow images to be attached to inventory items in the system.	Must Have	Compliant	Via Tyler Content Manager
10	Ability to accommodate items with zero dollar value and/or zero quantity.	Must Have	Compliant	
11	Ability to allocate purchases and stock to the following: Departments; Warehouses; Section of warehouse; Cost center; User defined category.	Must Have	Compliant	
12	Ability to indicate stock on hand for each location.	Must Have	Compliant	
13	Ability to indicate stock on hand for multiple locations.	Must Have	Compliant	
14	Ability to record transfer of inventory stock among locations.	Must Have	Compliant	
15	Ability to allow users to specify uniform mark-up for overhead costs for inventory item (e.g., Fleet).	Must Have	Compliant	
16	Ability to process partial pick/issue tickets of reserved items while keeping the remaining balance of items on reserve.	Must Have	Compliant	
17	Ability to bundle items into "carts" or "kits" (i.e., a cart or kit consists of items which are always ordered together (e.g., all supplies needed for an oil change)).	Nice to Have	Alternative Method	Kits can be maintained within work order applications.
18	Provide an automatic reorder process for all, or selected, stock items including electronic request and approval - (integration with purchasing module).	Nice to Have	Compliant	
19	Ability to track item usage.	Must Have	Compliant	
20	Ability to define, by item, the variables used in determining reorder points and reorder quantities.	Must Have	Compliant	
21	Ability to automatically update inventory on-order information at the time that a receiving report is processed.	Must Have	Compliant	
22	Ability to allow inventory to be issued to an end user.	Must Have	Compliant	
23	Ability to restrict users from requesting items from certain warehouses based on security settings.	Must Have	Compliant	
24	Ability for AP to notify warehouse of a PO to invoice price variance.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Inventory

Inventory				
#	Requirement	Criticality	Response	Comments
25	Provide a "hard stop" preventing acquisition if account has insufficient funds to accommodate the requisition, with override by authorized user.	Must Have	Compliant	
26	Ability to support purchasing thresholds for requisitions.	Must Have	Compliant	
Physical Inventory				
27	Provides cycle count scheduling.	Nice to Have	Compliant	
28	Provide an inventory counts from the worksheets are entered into the system by: manually; bar code.	Must Have	Compliant	
29	Ability to freeze warehouses for physical inventory processes.	Must Have	Non-Compliant	
30	Ability to automatically interface with the general ledger for physical inventory adjustments with appropriate workflow approval and security.	Must Have	Compliant	
Reporting & Querying				
31	Ability to produce the following reports by user selected criteria: Inventory stock catalog by criteria (e.g., office supplies); Inventory count; Inventory status; Usage year to date; Inventory Item List by user selected fields; Receiving activity by receiver; Inventory history by usage/date range; Inventory history by item usage by usage/date range; Backorders; Stock Location; Daily activity (everything issued in a day).	Nice to Have	Compliant	Specific reports may require SSRS
32	System can create physical inventory reports, including the following: Physical inventory of stock on hand; Exception report of quantity variances; Physical inventory discrepancy report; Report detailing inventory use by employee, department.	Must Have	Compliant	Specific reports may require SSRS

City of Oxnard Municipal System Replacement: Fleet

Fleet				
#	Requirement	Criticality	Response	Comments
Equipment Management				
1	Ability to track all pertinent data on each piece of equipment including: Asset Number (automatically generated); an Equipment Number (unique number which identifies equipment); Year; Make; Model; VIN/Serial Number; License; Class; Department; Billing code (multiple); Color; Location code; Account codes (Debit, Credit); Asset Condition; multiple Monitor groups; multiple, searchable user defined fields.	Nice to Have	Compliant	
2	Provide support for an equipment-specific labor rate for automatically calculating billing hours.	Nice to Have	Compliant	
3	Ability to define availability of each individual asset by hours, days, and holidays.	Nice to Have	Non-Compliant	
4	Provide a configurable number of user defined asset/equipment usage codes.	Nice to Have	Compliant	
5	Provide the ability to assign an employee/driver to an asset.	Nice to Have	Compliant	
6	Ability to track up to three different fuel types for one asset record.	Nice to Have	Compliant	
7	Provide the following fields for the capture of acquisition and disposal information for each asset record: Acquisition date; Acquisition cost; Vendor; PO Number; Title; In-Service date; Life expectancy (months); Out of service date; Disposal date; Disposal cost capture; Disposal vendor.	Nice to Have	Compliant	In Fixed Assets where disposals are recorded
8	Ability to track multiple meter types and provide the ability to capture the following meter readings: Actual meter reading; Meter reading at acquisition; Begin fiscal year meter; Life expectancy.	Nice to Have	Compliant	
9	Ability to replace a meter and maintain both actual and life-to-date meter reading.	Nice to Have	Compliant	
10	Ability to bill each asset by multiple cost categories in user defined combinations of parts, labor, sublets, mileage, billing period charges, fuel, and replacement recovery.	Nice to Have	Compliant	Labor, Inventory, Supplies, Outsourcing, Equipment, and Overhead categories are available.
11	Ability to support multiple mark ups for parts, labor, fuel and sublets.	Nice to Have	Compliant	
12	Track warranties for each asset by expiration date, cost, vendor, and any deductible or cost for the warranty.	Nice to Have	Compliant	
13	Provide a configurable number of user defined codes that can be assigned by asset or by groups of assets.	Nice to Have	Compliant	
14	Ability to store billing period charges for historical review, reproduction and reports.	Nice to Have	Compliant	
Preventative Maintenance				
15	Ability to import data for each municipal vehicle (including fuel consumption, vehicle manufacturer's codes), populate the Fleet module with the data, including codes. Maintain historical data (do not overwrite previously imported data).	Nice to Have	Compliant	
16	Ability to export a flag to limit fuel available if a vehicle is overdue for preventative maintenance.	Nice to Have	Non-Compliant	
17	Ability to track a configurable number of PM cycles for each piece of equipment in any combination by time, meters, fuel consumption, a set monthly date, or a set annual date.	Nice to Have	Compliant	
18	Ability to automatically update the next PM due when each job has been completed.	Nice to Have	Compliant	
19	Ability to allow users to define the update process for calculation of next PM due using the actual transaction date and current meter or previous date and meter.	Nice to Have	Compliant	
20	Ability to establish a hierarchy for PM services and define the highest level for the grouping.	Nice to Have	Non-Compliant	
21	Ability to easily create a shop schedule for a list of PMs due.	Nice to Have	Compliant	
22	Ability to allow the user to define what working days and hours will be included on the schedule.	Nice to Have	Compliant	

City of Oxnard Municipal System Replacement: Fleet

Fleet				
#	Requirement	Criticality	Response	Comments
23	Ability to define the total number and type of PM services included on the schedule.	Nice to Have	Compliant	
24	Provide auto email PM Due capability.	Nice to Have	Compliant	Event notifications for when a PM work order is created
25	Provide for tracking state inspections, annual renewals, and any other site-specific inspections.	Nice to Have	Compliant	
Vehicle Replacement				
26	Provide an vehicle replacement program that displays vehicle replacement information calculated and captured from other locations in the system and provides reporting capability, including: Date the equipment was put in service; Cost paid to acquire the equipment; Maintenance dollars spent to date; Salvage rate (percentage of the cost expected at time of sale); Budgetary fund for replacement; Administrative level group funding code; Expected life based on all valid meters on equipment; Expected life in months before replacement is needed.	Nice to Have	Non-Compliant	However, the information is available in the system and so SSRS reports can be created with this information.
27	Ability to automatically add to the acquisition cost any capitalization maintenance.	Nice to Have	Compliant	
28	Ability to track these costs separately from maintenance and repair costs.	Nice to Have	Compliant	
29	Ability to recalculates when capital repairs are added.	Nice to Have	Compliant	
30	Provides for display of historical information for each piece of equipment including: Monthly or yearly totals by fiscal year or calendar year (fuel costs and quantity; meter type and cost/meter; parts; labor; sublet; credit; accident); All parts issued to the equipment.	Nice to Have	Compliant	Inquiry screens provide life to date information with specific time ranges available in reporting
31	Provide configurable user defined fields for each piece of equipment that are stored in a database table and provide four (4) additional fields for description and reference. (i.e. operator ID, accident xref for responsible party, etc.).	Nice to Have	Compliant	
32	Ability to link equipment warranties to repair codes for tracking warranty cost information.	Nice to Have	Compliant	
33	Ability to track equipment warranties from the initial claims to re-imburements received.	Nice to Have	Compliant	
34	Ability to add multiple equipment records from a template including standard fields, PM Schedules & Warranty Schedules.	Nice to Have	Compliant	
Key Management				
35	Ability to identify which keys each key holder has and the doors they can open.	Nice to Have	Non-Compliant	
36	Ability to track issuing keys to people.	Nice to Have	Non-Compliant	
37	Ability to create key records or reports, and tracking lost or damaged keys and related responsibility.	Nice to Have	Non-Compliant	
38	Ability to track keys by department, function or other user determined groupings.	Nice to Have	Non-Compliant	
39	Ability to managing master keys, sub-master keys and change keys.	Nice to Have	Non-Compliant	
40	Ability to log quantities of keys created, issued, lost, and destroyed.	Nice to Have	Non-Compliant	
41	Ability to record information about each key and its specific bittings.	Nice to Have	Non-Compliant	
42	Ability to track, sort and report bittings by manufacturer and keyway.	Nice to Have	Non-Compliant	
43	Ability to categorize keys by level, including master keys, listing which assets are keyed alike (multiple locks opened by same key) and which assets are cross-keyed (single locks opened by multiple keys).	Nice to Have	Non-Compliant	
Parts Inventory & Processing				

City of Oxnard Municipal System Replacement: Fleet

Fleet				
#	Requirement	Criticality	Response	Comments
44	Ability to track inventory using bar coding, including: Part number; Part description; Quantity in stock; Item cost; Part category; Part type; Part status; Percentage markup for individual part; Location; Alternate location; Vendor; Cross reference part(s); Stock quantities for maximum, low and safe levels; Maximum quantity that should be issued to a work order at a time; Lead time to order.	Nice to Have	Compliant	
45	Ability to integrate with the work order and preventative maintenance system.	Nice to Have	Compliant	
46	Ability to manage inventory items by category types such mechanical, custodial and tools.	Nice to Have	Compliant	
47	Ability to track inventory transactions, including issues, receipts, returns, adjustments, orders and transfers.	Nice to Have	Compliant	
48	Ability to issue inventory to a location, pick list, project, work order or employee.	Nice to Have	Compliant	
49	Ability to allow a requestor to select items from inventory catalogs and submit inventory requests.	Nice to Have	Compliant	
50	Ability to track detailed information on inventory items, including characteristics such as unit of issue, whether on contract, supplier, average or fixed cost, tag number for tools, mark up, backorder quantity, etc.	Nice to Have	Compliant	
51	Ability to allow inventory items to be stored and tracked by location such as by aisle, bin number and reorder points.	Nice to Have	Compliant	
52	Ability to create pick lists.	Nice to Have	Compliant	
53	Ability to track stock as assets (spares).	Nice to Have	Compliant	
54	Ability to automatically generate a stores work order "pick list".	Nice to Have	Compliant	
55	Ability to check on availability of parts in inventory.	Nice to Have	Compliant	
56	Ability to trigger reorder on minimum quantity.	Nice to Have	Compliant	
57	Ability to track goods delivered and accounted for.	Nice to Have	Compliant	
58	Ability to add/modify/delete material reservations.	Nice to Have	Compliant	
59	Ability to allocate service contract and blanket purchase costs to specific accounts.	Nice to Have	Compliant	
60	Ability to track blanket purchase expenditures.	Nice to Have	Compliant	
61	Ability to produce pick lists for scheduled maintenance work orders.	Nice to Have	Compliant	
62	Ability to record usage against equipment and work order in history.	Nice to Have	Compliant	
63	Ability to track hazardous/environmental materials.	Nice to Have	Compliant	
64	Ability to print inventory count sheets for conducting physical counts.	Nice to Have	Compliant	
65	Ability to renumber stock and transfer history.	Nice to Have	Non-Compliant	
66	Ability to add/modify/delete multiple stockrooms including location, stockroom number and type.	Nice to Have	Compliant	
67	Ability to allow bar code entry of physical counts, issues, receipts, returns and adjustments.	Nice to Have	Compliant	With BMI
68	Ability to allow inquiry into stock transaction history back at least two years.	Nice to Have	Compliant	
69	Ability to allow multiple stockrooms to use the same item stock number.	Nice to Have	Compliant	
70	Ability to automatically update inventory by materials issues and receipts.	Nice to Have	Compliant	
71	Ability to transfer stock between stockrooms.	Nice to Have	Compliant	
72	Ability to generate variance reports after physical counts.	Nice to Have	Compliant	
73	Ability to maintain vendor history, including data on past purchases.	Nice to Have	Compliant	

City of Oxnard Municipal System Replacement: Fleet

Fleet				
#	Requirement	Criticality	Response	Comments
74	Ability to schedule physical counts/enter count corrections.	Nice to Have	Compliant	
75	Ability to return unused material from jobs.	Nice to Have	Compliant	
76	Ability to provide monthly totals for quantity and value of issues and receipts by stockroom.	Nice to Have	Compliant	
77	Ability to produce report of stock and regularly used on- stock items for each stockroom, sorted by various means, such as description, location, or class.	Nice to Have	Compliant	

City of Oxnard Municipal System Replacement: Work Orders

Work Orders				
#	Requirement	Criticality	Response	Comments
#	General Requirements			
1	Ability to track maintenance activity and costs related to facilities and equipment.	Must Have	Compliant	
2	Ability to access full history of work orders and activities against assets.	Must Have	Compliant	
3	Ability to attach multiple reference documents of any file type to the work order.	Must Have	Compliant	Via Tyler Content Manager
4	Ability to configure the workflow for a work order, including automatic notifications to requestor (e.g., citizen, requesting department) upon initiation and closing, and assigned department based on type of	Must Have	Compliant	
5	Ability to send automated update notifications to the requestor and assigned department based upon changes in work order status or inventory availability change.	Must Have	Compliant	Not for inventory availability
6	Ability to identify work orders by billable status and track completed work orders through the accounts receivable module.	Must Have	Compliant	
7	Ability to generate template-based notification documents based upon work order type, type of work requested or status of work order to be sent to either internal or external users.	Must Have	Compliant	With event notification to send customized emails
8	Ability to have the system assign service/work order numbers with the ability for authorized users to override the system to assign a number (system should have the ability to insure no duplicate numbers are assigned).	Must Have	Compliant	
9	Ability to interface the entire ERP system.	Must Have	Compliant	
10	Ability to track purchasing history of materials used on a specific work order.	Must Have	Compliant	
	Service Requests			
11	Ability to establish required fields that must be completed before a service request is submitted.	Must Have	Compliant	With required user defined fields
12	Ability to accommodate service order request generated by any of the following: Departments or facilities; Building; User defined (e.g., preventative maintenance).	Must Have	Compliant	
13	Ability to generate multiple work orders from one service request and maintain tracking of the original service requests.	Must Have	Compliant	
14	Ability to track the following items for each service request: Requestor; Requestor's phone; Date of request; Problem description (short, long); Location (multiple); Department; Requested completion date; Equipment (multiple); Request category code; Priority (with flags to alert reviewers); Contacts; User defined fields.	Must Have	Compliant	May require user defined field
15	Ability to route work order requests to relevant department according to the subject of the work request.	Must Have	Compliant	Via workflow
16	Ability to assign the service request for inspection before actually performing work.	Must Have	Compliant	
17	Ability to create work order from service request.	Must Have	Compliant	
18	Ability to default information into the work order from the service request.	Must Have	Compliant	
19	Ability to notify requestor when work has been completed through automated notification.	Must Have	Compliant	
20	Ability to track response time for requests and produce a report on the findings.	Must Have	Compliant	With SSRS
	Work Orders			
21	Ability to generate work orders without a service request.	Must Have	Compliant	
22	Ability to generate work orders for scheduled and non-scheduled tasks.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Work Orders

Work Orders				
#	Requirement	Criticality	Response	Comments
23	Ability to track the following information associated with a work order:, including: Unique work order number; Unique tag number; Requestor; Location; Date/time of request; Problem description (short, long); Priority; Emergency (Y/N); Type of work; Asset number/description; Contacts; Start date/time; Completion date; Requested completion date; Project number; General location; GIS coordinates; Assigned to; Comments (searchable text field); User defined fields.	Nice to Have	Compliant	May require user defined field
24	Ability to track and/or query work orders by any of the elements on the work order (listed above).	Nice to Have	Compliant	
25	Ability to show initially estimated labor and material transactions for each work order.	Must Have	Compliant	
26	Ability to automatically generate cost estimate of work order.	Must Have	Compliant	With templates
27	Ability to add/update/delete estimated costs by crew.	Must Have	Compliant	
28	Ability for work orders to display and print special instructions.	Must Have	Compliant	
29	Ability to track multiple activities and tasks to a work order.	Must Have	Compliant	
30	Ability to enter information specific to a job when a work order is created or executed .	Must Have	Compliant	
31	Ability to assign work order to one person or multiple people.	Must Have	Compliant	Scheduling work orders
32	Ability to assign work orders to supervisors, technicians, and/or crews.	Must Have	Compliant	Scheduling work orders
33	Ability to track a group of work orders to a project.	Must Have	Compliant	
34	Ability to track all dates throughout the work order life cycle (e.g., date received, date scheduled, date started, etc.).	Must Have	Compliant	
35	Ability to record date and time, changes made, and the user who made changes to any work order.	Must Have	Compliant	
36	Ability to identify and prevent duplicate work orders.	Nice to Have	Compliant	Unique work order number
37	Ability to prioritize work orders based on user-defined parameters or assignments (e.g., staff availability, location, safety requirements, regulatory requirements, public health, and annual master work schedule).	Nice to Have	Non-Compliant	Note that a priority code is available, however it is not automatically set but can be defaulted from the chosen activity.
38	Ability to create master work orders with associated sub-work orders (e.g., renovation project work order is made up of destruction, construction, electrical, plumbing, etc.) and provide an obvious cross-reference.	Must Have	Compliant	
39	Ability to override/modify recurring or PM work orders before they are actually generated.	Nice to Have	Compliant	
40	Ability to reopen a closed work order.	Must Have	Compliant	
41	Ability to assign progress status code.	Nice to Have	Compliant	
42	Ability to print out work orders for technician or field use.	Must Have	Compliant	
43	Ability to create work orders that contain multiple tasks.	Must Have	Compliant	
44	Ability to base standard charges on work order history and specific task.	Must Have	Compliant	With templates that hold the historical costs. If the cost changes, the template would have to be updated.
45	Ability to charge either prior to or upon completion of the work order.	Must Have	Compliant	
46	Ability to execute tasks sequentially or in any order.	Must Have	Compliant	
47	Ability to modify existing work orders by adding tasks or new work.	Must Have	Compliant	
48	Ability to automatically update the equipment value or projected life as a result of the work performed on the work order.	Must Have	Compliant	Work orders can be used to improve the fixed asset cost
49	Ability to automatically generate an electronic bill when billable work order is completed.	Nice to Have	Compliant	
50	Ability to see an overview of all scheduled work for all technicians from the Master Schedule.	Nice to Have	Compliant	
51	Ability to archive and/or purge closed or canceled work orders based on user-defined criteria.	Nice to Have	Compliant	
	Preventative Maintenance Work Orders			

City of Oxnard Municipal System Replacement: Work Orders

Work Orders				
#	Requirement	Criticality	Response	Comments
52	Preventive Maintenance work orders must include: Unique work order number; Unique tag number; Asset number/description; Maintenance activity code; Schedule frequency; Location; Date/time of request; Problem description (short, long); Priority; Emergency (Y/N); Type of work; Contacts; Start date/time; Completion date; Requested completion date; Project number; General location; GIS coordinates; Assigned to; Crew ID; Supervisor ID; Chargeable account; Labor; Parts; User defined fields.	Must Have	Compliant	
53	Ability to provide a comment area on each work order to allow room for the crews to list preventive maintenance work not performed due to other conflicts.	Must Have	Compliant	
54	Ability to easily modify a preventive maintenance schedule.	Must Have	Compliant	
55	Ability to indicate preventive maintenance work orders that are delinquent.	Must Have	Compliant	
56	Ability to create a master list of scheduled preventive maintenance activities due in a selected period; narrow search for user selected field (e.g., department, location).	Must Have	Compliant	
57	Ability to move scheduled preventive maintenance when downtime or outages present performance opportunities.	Must Have	Compliant	Work order tasks can be deferred until the next time a work order is generated for the asset.
58	Ability to record undone preventative maintenance for immediate follow up or delay until next regularly scheduled maintenance activity.	Must Have	Compliant	
Facilities Management				
59	Ability to track facility inventory including: Facility name; Facility type; Description; Address; Area; Year built; Special instructions field for comments; User defined fields.	Must Have	Compliant	May require user defined field
60	Ability to prioritize and schedule preventative maintenance based on risk assessment factors.	Must Have	Non-Compliant	
61	Ability to track maintenance activity and costs related to facilities and equipment.	Must Have	Compliant	
62	Ability for all parts information to be accessed by part number, vendor part number, or manufacturer part number.	Nice to Have	Compliant	
63	Ability to establish and maintain a record of all parts used in maintenance and overhaul activities.	Nice to Have	Compliant	
64	Ability to record and display all parts issues, receipts, transfers and audits.	Must Have	Compliant	
65	Ability to maintain a record for each vendor that is used for supplying parts for the maintenance equipment.	Must Have	Compliant	
Work Orders and Tracking				
66	Ability to support work order status reporting.	Must Have	Compliant	
67	Ability to show estimated and actual hours.	Must Have	Compliant	
68	Ability to track job status and resource coordination.	Must Have	Compliant	
69	Ability to schedule labor, material and other resource allocations.	Nice to Have	Compliant	
70	Ability to provide lists by outstanding jobs by equipment, asset class, location.	Must Have	Compliant	
71	Ability to report work order backlog.	Must Have	Compliant	
72	Ability to plan and schedule tasks within work orders.	Must Have	Compliant	
73	Ability to query by status and assigned crew.	Must Have	Compliant	
74	Ability to maintain equipment specifications and parts lists.	Must Have	Compliant	
75	Ability to support a maintenance procedure library.	Must Have	Compliant	Via Tyler Content Manager attachment
76	Ability to track work order/job history, with ability to query in numerous ways for work orders (i.e., by number, date, requestor, building, crew, craft).	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Work Orders

Work Orders				
#	Requirement	Criticality	Response	Comments
77	Ability to track status of each division assignment (in progress, done, etc.).	Nice to Have	Compliant	
78	Ability to allow outside departments to enter work requests online via web interface.	Nice to Have	Compliant	With Service Requests
79	Ability to automatically or manually archive work orders based on aging after completion.	Must Have		Need more detailed information on need to archive work orders.
80	Ability to recover data from archive.	Must Have		Need more detailed information on need to archive work orders.
81	Ability to automatically send work completion notification to requester.	Nice to Have	Compliant	
82	Ability for facilities personnel and requesting department to interact on line, e.g. the requesting department to approve an estimate or facilities personnel to request more information.	Nice to Have	Compliant	
83	Ability to charge work to any cost center.	Must Have	Compliant	
84	Ability to track changes to the scope of the work order.	Must Have	Compliant	
85	Provides electronic document management (e.g. attachments such as PDF documents, Word documents, and pictures).	Nice to Have	Compliant	Via Tyler Content Manager
86	Ability to trigger notification if actual costs exceed estimated.	Nice to Have	Compliant	
	Work Orders and Accounting			Reports may require SSRS
87	Ability to add/update work order actual labor and material costs.	Must Have	Compliant	
88	Ability to create productivity reporting for all resources (e.g. labor, equipment, materials).	Must Have	Compliant	
89	Ability to link employees or crews to work orders for time recording.	Must Have	Compliant	
90	Ability to capture, manage, accumulate, and report costs for all material, labor, and other transactions.	Must Have	Compliant	
91	Ability to capture, manage, accumulate, and report costs by labor type for each job.	Must Have	Compliant	
92	Ability to capture, manage, accumulate, and report costs by service area, shop, crew, building, and equipment.	Must Have	Compliant	With SSRS
93	Ability to provide actual vs. estimated cost comparison.	Must Have	Compliant	
94	Ability to report on job completion rate (open vs final billed jobs for a time period).	Must Have	Compliant	With SSRS
95	Ability to report on actual vs. estimated costs.	Must Have	Compliant	
96	Ability to run historical reports on cost data.	Must Have	Compliant	
97	Ability to create historical cost and analysis reporting.	Must Have	Compliant	May require SSRS
	Building and Equipment Information			
98	Ability to assign unique alphanumeric identifiers to buildings, rooms, equipment, etc. and enter accompanying data. <i>Building identifiers include annex, wing, floor, and room. Accompanying data for equipment includes manufacturers notes, recommended.</i>	Nice to Have	Compliant	May require user defined field
99	Ability to support flexible naming and numbering of buildings, floors, and rooms.	Nice to Have	Compliant	
100	Ability to provide for a building coordinator list with name, phone, mailbox number and e-mail address.	Nice to Have	Compliant	
101	Ability to categorize buildings by a campus geographical code.	Nice to Have	Compliant	Location code
102	Ability to create/update inventory records for buildings, rooms, systems, equipment, etc.	Nice to Have	Compliant	
103	Ability to record equipment purchase data.	Nice to Have	Compliant	
104	Ability to record equipment maintenance materials cost and usage history.	Nice to Have	Compliant	
105	Ability to generate equipment lists.	Nice to Have	Compliant	
106	Ability to maintain and use equipment status codes, e.g. in service, lost, stolen, vandalized, etc.	Nice to Have	Compliant	User status
107	Ability to maintain equipment repair cause history.	Nice to Have	Compliant	With user defined fields on the work order for a cause code

City of Oxnard Municipal System Replacement: Work Orders

Work Orders				
#	Requirement	Criticality	Response	Comments
108	Ability to track and record equipment downtime and cause.	Nice to Have	Non-Compliant	
109	Ability to maintain equipment drawings.	Nice to Have	Compliant	TCM can store equipment drawings
110	Ability to maintain equipment specifications data.	Nice to Have	Compliant	
111	Ability to maintain equipment repair procedure history.	Nice to Have	Compliant	
112	Ability to maintain equipment maintenance labor history.	Nice to Have	Compliant	
113	Ability to track warranties to vendor/manufacturer.	Nice to Have	Compliant	
114	Ability to activate/deactivate an existing inventory record and all related data.	Nice to Have	Compliant	
115	Ability to store and manage meter types, including description and unit of measure (e.g. water/cu. ft.).	Nice to Have	Compliant	With user defined fields for unit of measure
	Personnel Tracking			With Payroll/HR modules
116	Ability to enter and store a database of employees along with position/title and labor rate information.	Must Have	Compliant	
117	Ability to restrict who can read and change employee data.	Must Have	Compliant	
118	Ability to add/modify/delete basic employment information such as job class, budget number, shop and crew designations plus spare future fields.	Must Have	Compliant	
119	Ability to use Personnel ID numbers other than SSN as the primary employee identifier.	Must Have	Compliant	
120	Ability to designate employee as active or inactive.	Must Have	Compliant	
121	Ability to store and report on employee hours and overtime.	Must Have	Compliant	
	Resources			
122	Ability to track to a work order the following: Equipment utilized; Labor hours; Overtime; Labor overhead; Materials; Outside contractors; Parts; Associated fees; User defined fields.	Must Have	Compliant	With SSRS
123	Ability to report activity by relevant statistic (e.g., tables rented).	Nice to Have	Compliant	With SSRS
124	Ability to charge time to a work order to the task or activity level of detail.	Must Have	Compliant	
125	Ability to estimate budget amounts of projects by using standard costing for personnel, equipment, materials, and contract resources.	Must Have	Compliant	
	Reporting & Querying			
126	Ability to sort and query information by date, work order number, or any element in the work order module.	Must Have	Compliant	
127	Ability to generate the following queries and/or reports: Active orders; Task by status; Task assignment by technician; Late orders; Order charges; Order charges by work order; Work order register; backlog report by trade and shop; Work completion register; Work order efficiency report; Work order cost per building; Planning and resource utilization report; Deferred preventative maintenance tasks.	Must Have	Compliant	Some may require SSRS or the Work Order Excel cube.
128	Ability to export queried data and/or reports into an Excel spreadsheet.	Must Have	Compliant	
129	Ability to display current Work Orders spatially, showing user defined selection (e.g., location, work order type).	Nice to Have	Compliant	

City of Oxnard Municipal System Replacement: Preventative Maintenance

Preventative Maintenance				
#	Requirement	Criticality	Response	Comments
#	General Requirements			
1	Built-in preventative maintenance Task library to aid in defining preventative maintenance tasks and procedures.	Must Have	Compliant	Activities are set to be PM activities.
2	System contains Material Safety Data Sheets (SDS) for materials, substances and chemicals commonly found in facility management and operations.	Nice to Have	Compliant	Can be attached via Tyler Content Manager
	Creating			
3	Ability to automatically generate preventative maintenance work orders through an integration with work order system.	Must Have	Compliant	
4	Ability to initiate PM work orders manually and automatically.	Must Have	Compliant	
5	Ability to manually or automatically generate preventative maintenance work orders.	Must Have	Compliant	
6	Ability to manually schedule PM work orders.	Must Have	Compliant	
7	Ability to create recurring maintenance schedules on a daily, weekly, monthly or annual basis.	Must Have	Compliant	
8	Ability for users to define inspection tasks, populate a preventative maintenance calendar and set up automatic reminders to technicians assigned to complete the tasks.	Nice to Have	Compliant	
9	Ability to create a PM work order for an entire system of equipment, etc. (for example, for multiple pieces of equipment that work together as a single system).	Nice to Have	Compliant	
10	Ability to manually associate a repair work order with a PM.	Nice to Have	Compliant	
11	Ability to combine multiple maintenance items into one PM work order.	Nice to Have	Compliant	
12	Ability to allow multiple work orders to be created by a PM based upon user entered criteria.	Nice to Have	Compliant	
13	Ability to perform predictive maintenance analysis.	Nice to Have	Non-Compliant	
14	Ability to assign a configurable number of PM procedures to a system or piece of equipment.	Nice to Have	Compliant	
15	Ability to document complex PM task descriptions.	Nice to Have	Compliant	
16	Ability to duplicate a PM.	Nice to Have	Compliant	
17	Ability to obtain maintenance procedures, required materials and tools from an equipment module.	Nice to Have	Compliant	
	Scheduling			
18	Ability to schedule preventative maintenance by specific calendar date.	Nice to Have	Compliant	
19	Ability to schedule preventative maintenance by usage data sources such as time based or meter/usage based.	Nice to Have	Compliant	
20	Ability to schedule preventative maintenance tasks for downtime/outage.	Nice to Have	Compliant	
21	Ability to automatically assess PM schedule adherence.	Must Have		Need more detailed information for adherence criteria
22	Ability to perform maintenance requirement forecasting.	Nice to Have	Compliant	
23	Ability to manually sequence PMs.	Must Have	Non-Compliant	
24	Ability to add, delete, update and duplicate a PM schedule.	Must Have	Compliant	Add and update
25	Ability to create leveling of PM requests.	Nice to Have	Non-Compliant	
	Notifying			
26	Ability to notify a shop/crew via e-mail of a pending PM.	Nice to Have	Compliant	
27	Ability to provide shop/crew query screens of pending PM.	Must Have	Compliant	
	Linking			
28	Ability to link operating and maintenance manuals, and OSHA guidelines to equipment records.	Nice to Have	Compliant	With TCM attachments

City of Oxnard Municipal System Replacement: Preventative Maintenance

Preventative Maintenance				
#	Requirement	Criticality	Response	Comments
	Customizing			
29	Ability to customize a standard PM for different steps, for particular pieces of equipment, for linking specific materials or replacement parts for the recommended PM, etc.	Nice to Have	Compliant	With Templates
	Viewing			
30	The system provides a maintenance calendar for viewing current and future preventive maintenance activities.	Must Have	Non-Compliant	
31	Ability to view labor, material and tool cost for anticipated tasks.	Must Have	Compliant	
32	Ability to display upcoming scheduled work in a calendar format for resource scheduling.	Must Have	Compliant	
	Tracking			
33	Ability to track all scheduled maintenance.	Must Have	Compliant	
34	Ability to track equipment information including manufacturer, model and serial numbers, in and out service dates and warranty.	Must Have	Compliant	
35	Ability to automatically track preventive maintenance cost accumulation.	Must Have	Compliant	
	Printing or Issuing			
36	Ability to automatically and manually print preventive maintenance work orders.	Must Have	Compliant	Manually print
37	Ability to print multiple PM tasks on a single sheet.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Asset Tracking

Asset Tracking				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability to fully track each asset through its lifecycle.	Must Have	Compliant	
2	Provide automatic journal entries when assets are added, deleted and depreciated; JE must be broken down by individual asset.	Must Have	Compliant	When assets are activated in the Fixed Asset module
3	Ability to customize depreciation entries and run depreciation by multiple funds.	Must Have	Compliant	
4	Ability to track "non-capitalized" asset / equipment items (i.e.: computer equipment, non-licensed vehicles) per department / division for risk management purposes.	Must Have	Compliant	
5	Ability to track non-depreciable technology inventory items (desktops, laptops, tablets) including detailed information (e.g., component detail, serial numbers, technical specifications).	Must Have	Compliant	
6	Ability to export / import information to/from common spreadsheet applications.	Must Have	Compliant	Via BMI
7	Provide support for bar coded asset tags and portable bar code readers for performing physical inventories.	Nice to Have	Compliant	Via BMI
8	Ability to generate tag numbers, have external tag numbers assigned, or not have tag numbers.	Nice to Have	Compliant	
9	Provide lists and values for infrastructure capital assets.	Must Have	Compliant	
10	Ability to depreciate capital assets and allocate depreciation to those programs that use the assets.	Must Have	Compliant	
11	Provide a report of information on newly obtained fixed assets for verification, then automatically transferred from the A/P into the Fixed Assets.	Must Have	Compliant	
12	Provide a classification scheme to code fixed assets according to type (i.e., desks, cars).	Must Have	Compliant	Class/Sub Class
13	Provide a free-form descriptive text to further describe any asset.	Must Have	Compliant	
14	Ability to access a master file by entering any asset field.	Must Have	Compliant	
15	Ability to accommodate alpha numeric asset numbers.	Must Have	Compliant	
16	Ability to accommodate parent/child relationships between related assets, such as a master unit with one or more accessories.	Must Have	Compliant	
17	Ability to capitalize items in aggregate (as a group).	Must Have	Compliant	
18	Ability to track "Quantity" in the asset master record.	Must Have	Compliant	
Project Based Assets				
19	Ability to capture project costs for aggregate / project assets.	Must Have	Compliant	
20	Ability to allow a project to be associated with multiple assets.	Must Have	Compliant	
21	Ability to associate an asset with multiple projects.	Must Have	Compliant	
22	Ability to track Construction in Process (CIP) assets.	Must Have	Compliant	
23	Ability to transfer CIP asset to an active assets and perform.	Must Have	Compliant	
24	Ability to transfer assets between departments, locations and funds, accommodating interfund and inter-dept. transfers, duplicating all identifying data from original record.	Must Have	Compliant	
25	Ability to maintains electronic history of asset transactions, including: ID Number; location; account number; status; partial disposals; valuation; date of last depreciation adjustment.	Must Have	Compliant	
26	Ability to calculate asset values to replacement cost, like/kind cost or depreciated value for insurance purposes.	Nice to Have	Compliant	May require SSRS to meet specific reporting needs
27	Ability to retain fully depreciated assets in fixed assets for inventory control purposes prior to disposition.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Asset Tracking

Asset Tracking				
#	Requirement	Criticality	Response	Comments
	Asset Entry			
28	Ability to enter Fixed Assets that include the following information: Fund/Account Group; Property type; Building; Location; Responsibility; Department; Program; Acquisition date; Original cost; Current value; Status (active, disposed, idle); Previous asset number; Document reference number; Acquisition method (purchased, donated); Depreciation - Life to Date; Depreciation - Year to Date; Parent/Child Descriptions and Asset Numbers; Purchase Order Number; ID/Tag number; Vendor Name and ID number; Multiple description lines (brand, model and manufacturer of asset; Check number and date; Serial number; License number; Replacement cost; Group / Assets Classification Number; Fund and Department Numbers; Quantity; Unit Cost; Asset Life; Square Footage; Insurance value; Disposal value; Disposal date; Transfer date; Responsibility code; Funding source; Sale price; Warranty information; Donation; Condition; Contractor; General Fund Category; Document reference number.	Must Have	Compliant	May require user defined fields
	Reporting & Querying			
29	Provide a Schedule of Assets, grouped by GAAFR function and/or departments and able to be produced down to the division and/or cost center level.	Must Have	Compliant	
30	Provide a Transaction Register audit trail of all acquisitions, transfers, changes, and retirements during a user-defined time period by asset type, department, or purchase amount.	Must Have	Compliant	
31	Provide a New Acquisition Report showing all newly acquired fixed assets which have not been entered into the Fixed Assets master file system.	Must Have	Compliant	
32	Provide a Fixed Assets Detail and Summary maintained by department, fund/ account, responsible person, property type, location, and their associated cost or replacement value, and accumulated depreciation.	Must Have	Compliant	
33	Provide a Physical Inventory Worksheet, sorted by department, location, and/or person responsible to assist in conducting physical inventory.	Must Have	Compliant	With SSRS
34	Provide a Vehicle/Equipment Listing of master file information, including property tax number, item name, description, location, class number, charge account number, equipment ID number, VIN number, motor number, model and manufacturer, and acquisition and disposition information.	Must Have	Compliant	
35	Provide a Depreciation Forecasting Report.	Must Have	Compliant	
36	Provide a Replacement Report listing all assets which should be considered for replacement during a user defined period including: Valuation (original cost, accumulated depreciation, book value); Net changes (additions, deletions, financial adjustments); Schedule of assets (original cost or book value); Asset listing, both summary and detailed; Asset transaction history; Depreciation register (YTD & total accumulated); Depreciation estimator (annual depreciation on existing assets for future years); Schedule of additions; Schedule of disposals; Assets transferred; Assets idled; Financial adjustments; Grant Funding; Related assets (parent/child or split funded); Code Table listings.	Nice to Have	Compliant	With SSRS

City of Oxnard Municipal System Replacement: Field Mobility

Field Mobility				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Provide a web-based smartphone/tablet application suite that integrates with all system modules.	Must Have	Compliant	Field Sheet is available to manage work orders.
2	System is <u>fully functioning, viewable and usable</u> on an iOS or Android based tablet PC, iPad, etc.	Must Have	Compliant	The HTML 5 application is available on all mobile devices.
3	System is <u>fully functioning, viewable and usable</u> on an iOS or Android based wireless/mobile device (iPhone, Android, and Windows based phones or smart phones).	Must Have	Compliant	The HTML 5 application is available on all mobile devices.
4	Application is able to perform the following capabilities:			
5	Ability for operator in the field to preform all functions of the Asset Management module.	Nice to Have	Compliant	The windows 8 application has select functionality to provide a simple to use interface, however the HTML 5 applications are available on all mobile devices.
6	Ability for operator to respond to "request for service" in the field.	Nice to Have	Compliant	The windows 8 application has select functionality to provide a simple to use interface, however the HTML 5 applications are available on all mobile devices.
7	Ability for mobile administrators to enter new work orders via the web using a mobile device.	Nice to Have	Compliant	The windows 8 application has select functionality to provide a
8	Ability for mobile workers to receive, process and complete a work order via an iOS, Android, Blackberry or Windows based wireless/mobile device.	Nice to Have	Compliant	The windows 8 application has this functionality
9	Ability for mobile workers to search and sort through their work orders.	Nice to Have	Compliant	The windows 8 application has this functionality
10	Ability for mobile workers to record transactions for labor hours at the location of their work.	Nice to Have	Compliant	The windows 8 application has this functionality
11	Ability for mobile workers to retrieve, view, receive and manipulate the views of .pdf, jpeg, .gif, .dwg, etc. documents that may be related to an assigned work order.	Nice to Have	Compliant	The windows 8 application has this functionality
12	Ability for system to read bar codes located at assets when a mobile device is bar code reader	Nice to Have	Non-Compliant	
13	Ability to open request for service and all related attachments via mobile application..	Nice to Have	Compliant	The windows 8 application has this functionality
14	Ability for operator to follow City-defined workflow to complete task.	Nice to Have	Compliant	With the My Work work flow phone application.
15	Ability for operator to open task, follow protocol, and complete task, in the field, using the	Nice to Have	Compliant	The windows 8 application has this functionality
16	Ability for application to collect digital signature from all necessary personnel within task workflow.	Nice to Have	Compliant	With the My Work work flow phone application.

Meter Setup & Reading				
#	Requirement	Criticality	Response	Comments
Meter Setup				
1	Ability to create and assign a unique meter identifier number of at least 16 alphanumeric digits, which will never be reused. This ID shall be preserved through the lifetime of the meter record, including management of inactive records.	Must Have	Compliant	Limited to 15
2	Ability to associate/attach devices to meters and record identifiers and history on device (e.g. MEU, backflow preventer, etc.).	Must Have	Compliant	
3	Provide process to initiate service request to install meter.	Must Have	Compliant	
4	Ability to support multiple meters, connections and collection services to a single premise.	Must Have	Compliant	
5	Ability to support multimeter, multiregister, or multiple MEU capability.	Must Have	Compliant	
6	Provide a process for defining meter re-order points by multiple criteria, including but not limited to, by manufacturer, model and size based on current inventory of meters.	Must Have	Alternative Method	Searches on meter manufacturer, model, and size may be performed manually and does produce records counts, however there is no threshold for reorder points.
7	Ability to alert users to multiple meters with the same number.	Must Have	Compliant	
8	Provide a method for conducting a physical inventory of meters and performing reconciliation.	Must Have	Compliant	
9	Ability to support the establishment of mobile warehouse inventories for tracking meters issued to trucks.	Must Have	Compliant	
10	Ability to support the recording of a meter number to an open service order.	Must Have	Compliant	
11	Ability to record meter testing activities, recording meter test results and test history in a queryable format.	Must Have	Compliant	
12	Ability to support user-defined meter statuses such as in warehouse, on truck, installed, removed for repair, returned for defect, lost, abandoned, stolen, surplus or recycled	Must Have	Compliant	Meter status is hard-coded, condition notes are user-defined and may be used for this
13	Ability to support location description for all installed meters using descriptive location information (ex.: 3 ft. LPL).	Must Have	Compliant	
14	Ability to support x and y coordinate information for all installed meters including GPS readings.	Must Have	Compliant	
Meter Reading				
15	Support downloads of customer data from multiple meter reading inputs.	Must Have	Compliant	
16	Provide data for "reasonableness" checks including "dial turnover", dials read, change out meters, stuck meters, low consumption, seasonal variations and high consumption, with user defined weighting of criteria.	Must Have	Compliant	
17	Generate re-read service orders and sort them by user defined criteria, such as physical location and reading cycle.	Must Have	Compliant	
18	Provide ability to record meter read comments.	Must Have	Compliant	
19	Provide ability to schedule re-reads or issue service orders based on meter read comments (stuck meter, leak, box full of water, etc.).	Must Have	Compliant	
20	Provide a method for flagging accounts that should not be estimated and forcing re-reads by automatically creating a re-read service order.	Must Have	Modification Required	Analysis needed to quote
21	Ability for Billing to flag an account for a re-read (e.g., high bill).	Must Have	Compliant	
22	Provide a method for flagging Billing staff that billing can occur once a re-read has been completed.	Must Have	Compliant	

23	Provide multiple user defined fields to further record meter reading information.	Must Have	Compliant	User-defined fields are available for meter inventory and each billable service, but not for each individual reading
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Adjustments				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Provide a method for creating adjustment transactions.	Must Have	Compliant	
2	Ability to transfer a partial balance from one account to another.	Must Have	Compliant	
3	Ability to support a common set of "reason codes" that can be used for the most common types of adjustments.	Must Have	Compliant	
4	Provide adequate space to enter explanations for the use of an adjustment.	Must Have	Compliant	
5	Ability to support an approval cycle workflow for the issuance of adjustments by type.	Must Have	Compliant	Workflow approval process exists by amount and user, but not by type
6	Provide for limited, user defined access to the use of adjustment transactions.	Must Have	Compliant	
7	Ability for authorized CSR's to create consumption only adjustments, dollar only adjustments, or both consumption and dollar adjustments.	Must Have	Compliant	
8	Ability to support service level consumption adjustments (e.g., reduction in water use) that record the corrected consumption and update consumption history.	Must Have	Compliant	
9	Ability to automatically calculate an adjustment amount based on reason code and dates.	Must Have	Compliant	
10	Provide a mechanism for collecting and aggregating consumption and usage statistics associated with adjustments.	Must Have	Compliant	
11	Provide a clear and concise audit trail of all adjustment transactions including approvals.	Must Have	Compliant	
12	Provide a clear and concise process for displaying adjustment transactions on subsequent billing documents to reduce customer confusion.	Must Have	Compliant	
13	Ability to print a new bill based on the entry of adjustments, which reflects the adjusted consumption and cost.	Must Have	Compliant	
14	Ability to produce two bill files for print vendor to generate the bills, one for normal bills and another for delinquent bills.	Must Have	Compliant	
15	Ability to automatically recalculate the budget billing averaged payment amount and reserve balance when an adjustment is made to an account on the budget billing plan	Must Have	Compliant	A user-driven process may be run periodically to recalculate budget billing average payment amount
16	Ability to automatically adjust the credit history on an account, when the past due amount is voided or reversed.	Must Have	Compliant	Assumes use of internal credit scoring feature
17	Ability to perform reconciliation on request of cash, revenue and accounts receivables between the General Ledger and the Utility subledger.	Must Have	Compliant	

Customer Accounts				
#	Requirement	Criticality	Response	Comments
#	General Requirements			
1	Ability to create and maintain a customer account record that supports all billing and collection functions.	Must Have	Compliant	
2	Ability to spawn a credit check from within the system during Utility Billing account setup to monitor delinquencies, stolen checks and identity thieves. The City currently uses Online Utility Exchange which accesses Experien to assist in compliance with FCRA "Red Flag Rule".	Must Have	Modification Required	Analysis needed to quote
3	Ability to issue mandatory Regulation B required Adverse Action letter.	Must Have	Compliant	Could be accomplished through manual generation of correspondence to individual customers using a mail merge template. If based on specific criteria this is Non-Compliant
4	Ability to create and assign a unique customer account identifier number, which will never be reused (i.e., this ID shall be preserved through the lifetime of the customer account record, including management of inactive records).	Must Have	Compliant	
5	Ability to preserve the current customer account number, either as unique customer account number under the new system, or as historic data.	Must Have	Compliant	
6	Ability to collect and maintain multiple contact information for customer premises, including construction coordination, owner, occupant, fire services.	Must Have	Compliant	
7	Ability to allow the CSR to suspend and store an incomplete application in a temporary work area for later reactivation and completion, as well as, run reports of suspended accounts by operator, age, or any number of user defined criteria.	Must Have	Compliant	
8	Ability to associate one or multiple meters with a Service Account at a premise.	Must Have	Compliant	
9	Ability to support automated activation of new account for billing, based on business rules and status of e.g. meter installation Service Order.	Must Have	Compliant	
10	Ability to add or delete a service without impacting other service currently provided to a customer.	Must Have	Compliant	
11	Ability to associate multiple locations with a Customer Account.	Must Have	Compliant	
12	Ability to make mass changes to a large number of accounts, selected by multiple means (including range of acct #s, cycle, route, street), including between rate table, inside/outside city limits.	Must Have	Compliant	
13	Ability to identify, query, sort, and record Customer Accounts by classifications (e.g. customer class, low income, jurisdiction, in/out city limits).	Must Have	Compliant	
14	Ability to track garbage cans assigned to customer accounts, including ability to list/handle multiple containers by account, each with different rates, pickups.	Must Have	Compliant	
15	Ability to identify Customer Accounts for special condition processing (e.g., kidney dialysis, life support, elderly disabled, special needs).	Must Have	Compliant	
16	Ability to store customer information for multiple contacts including but not limited to service address, mailing address, temporary address, phone number, employer, alternate contact (e.g., nearest relative, landlord), and forwarding address.	Must Have	Compliant	
17	Ability to maintain payment history, including but not limited to slow payment, delinquencies, shut offs and write offs.	Must Have	Compliant	
18	Ability to record skip tracing information, indexed for future access (e.g., DL#, SSA, Tax ID, aliases).	Must Have	Compliant	
19	Ability to maintain flexible payment history rating for determining deposit requirements.	Must Have	Compliant	

20	Ability to securely maintain electronic payment banking information with masking by field.	Must Have	Compliant	
21	Ability to provide security password (customer PIN code) for electronic payment banking information.	Must Have	Non-Compliant	
22	Ability to support standard account status information, as well as user defined statuses.	Must Have	Compliant	
23	Ability to maintain and support Customer Account balances including balance forward, current balance, current charges and past due amounts (aged 30,60,90,120,150,180 days).	Must Have	Compliant	
24	Ability to record and maintain multiple individuals as responsible parties for payment of the account.	Must Have	Compliant	Only one CID (Customer) officially attached to a balance (bill), though multiple customers can be set up to receive bills and notifications per account.
25	Provide landlord Master Accounts to accommodate transfers of accounts after move outs and before move ins.	Must Have	Compliant	
26	Provide easy access to all payment records associated with a Customer Account.	Must Have	Compliant	
27	Provide easy access to all deposit transactions associated with a Customer Account.	Must Have	Compliant	
28	Provide easy access to all adjustment transactions associated with a Customer Account.	Must Have	Compliant	
29	Provide easy access to all meter reads associated with a Customer Account.	Must Have	Compliant	
30	Provide easy access to all consumption records associated with a Customer Account.	Must Have	Compliant	
31	Provide easy access to all service requests and service orders associated with a Customer Account. Discuss capabilities for providing access to associated work orders from the anticipated Asset Management System.	Must Have	Compliant	
32	Provide easy access to all billing records and bill images associated with a Customer Account.	Must Have	Compliant	
33	Provide easy access to the GL account distribution for all billed receivables and cashiering applications.	Must Have	Compliant	
34	Provide easy access to all pending transactions that have not yet billed.	Must Have	Compliant	
35	Ability to process confidential accounts, which are exempt from query release.	Must Have	Compliant	
36	Ability to store data about secondary ownership.	Must Have	Compliant	
37	Provide configurable number of user defined, queryable fields for future requirements.	Must Have	Compliant	

Billing				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to support direct billing for multiple services, including Water, Sewer, Storm Water & Garbage collection.	Must Have	Compliant	
2	Ability to support billing of surcharges.	Must Have	Compliant	
3	Ability to support exception billing, allowing automatic processing of bills without further review.	Must Have	Compliant	
4	Ability to flag exception bills based on parameters established by the system administrator.	Must Have	Compliant	
5	Ability to print current and legacy customer account numbers on bills, when selected by users for individual bills, or for all bills produced during a user-specified transition period	Must Have	Compliant	
6	Ability to create customer bills at monthly billing intervals.	Must Have	Compliant	
7	Ability to allow account billing independent of meter reading cycle or assigned billing cycle.	Must Have	Compliant	
8	Ability to automatically calculate and apply discounts given through load factor credits.	Must Have	Compliant	
9	Ability to maintain and support budget payment billing information and schedule.	Must Have	Compliant	
10	Ability to include a user defined percentage, of the current reserve, in the calculation of the averaged payment amount.	Must Have	Compliant	For budget billing, a percentage increase can be applied to the calculated bill amount, with the end result being the budget amount. Otherwise, non-compliant and more information is needed.
11	Ability to print the amount of the reserve balance and/or the amount of the adjustment, on the utility bill, for budget billing.	Must Have	Compliant	
12	Ability to track on each bill the actual date of reading, not the average date or date of transfer into Customer Information System (CIS), as well as the method by which the reading was taken.	Must Have	Compliant	
13	Ability to incorporate all bills (including regular bills, Final Bills) into a single billing process.	Must Have	Compliant	
14	Ability to bill customer for tax exempt and non tax exempt services associated with the same account.	Must Have	Compliant	
15	Ability to apply multiple tax rates by service, per account, as well as, for one time charges and fees.	Must Have	Compliant	
16	Ability to apply tax exemption by service or by account (all services).	Must Have	Compliant	
17	Ability to capture a .pdf image of the bill, attach it to the Customer Account, and make it available for viewing as part of citizen self-service capabilities	Must Have	Compliant	
18	Ability to send bills electronically to customers, with the option of printing the bill, also, or to bypass the printed bill.	Must Have	Compliant	
19	Ability to produce a bill for customers that have outstanding balances regardless of whether they have current charges.	Must Have	Compliant	

Rate Support Structure				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to support a variety of fixed and consumption based rates, including current City rates, promotional rates, unbundled rates, interruptible, aggregated, net metering, threshold (tiered) rates, and block rates, both ascending and descending, variable winter quarter averages, budget bill averaging, as well as the associated tax rates on taxable services.	Must Have	Compliant	
2	Ability to support multiple years for winter quarter averaging and budget bill averaging.	Must Have	Modification Required	Single year is supported for both. Otherwise, analysis needed to quote.
3	Ability to manually adjust an individual account for winter quarter average or budget bill average.	Must Have	Compliant	
4	Ability to support a configurable number of tiers for the rate structure.	Must Have	Compliant	
5	Ability to easily and quickly create and modify a broad, configurable variety of additional rate structures, to bill and prorate charges based on user-defined period criteria, and to prorate a charge when the rate schedule changes during the billing cycle.	Must Have	Compliant	
6	Provide prorating options by user defined criteria for both fixed and consumption based charges.	Must Have	Compliant	
7	Ability to support demand charge management, with automated identification of demand rate change, based on user defined criteria, with notification generated by system for customer.	Must Have	Compliant	No notification is generated for the customer
8	Ability to support automated reset of demand accounts based on gallons and gallons-per-hour readings dates.	Must Have	Non-Compliant	
9	Ability to support multiple service areas, with distinctive fees and processes for billing in each area.	Must Have	Compliant	
10	Ability to support Stormwater rate calculations on impervious cover. Need to automatically acquire impervious cover information from GIS, instead of manually entering.	Must Have	Compliant	
11	Ability to support a net metering process.	Must Have	Compliant	
12	Ability to support a negative consumption.	Must Have	Compliant	

Service Requests				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to support business processes to generate, assign, and implement: Service Requests; Service Orders.	Must Have	Compliant	
2	Ability to support unlimited number of categories of user-defined Service Orders, including but not limited to: Installations, Connects, Disconnects, Transfer; Rereads; Remove Service; Meter Swaps.	Must Have	Compliant	
3	Ability to create and assign a unique identifier number for Service Request, which will never be reused. This ID shall be preserved through the lifetime of the record, including management of inactive records.	Must Have	Compliant	
4	Ability to create and assign a unique identifier number for Service Order, which will never be reused. This ID shall be preserved through the lifetime of the record, including management of inactive records.	Must Have	Compliant	
5	Ability to modify Service Request or Service Order after creation.	Must Have	Compliant	
6	Ability to automatically generate a Service Request during the payment process when a delinquent account has been paid in full.	Must Have	Compliant	
7	Ability to efficiently conduct a "move out/move in" transaction in a single transaction.	Must Have	Compliant	
8	Ability to generate a single service orders for move in/move out transactions.	Must Have	Compliant	
9	Ability to request and schedule all required field activities associated with Customer Account service starts, service stops, transfers, re-reads, disconnections, etc., and miscellaneous services such as bulky waste collection or vacuum leaf collection, some of which may require generation of an associated account service charge.	Must Have	Compliant	
10	Ability to easily perform account transfers to and from landlords.	Must Have	Compliant	
11	Provide a process to assign common service types to each Service Request or Service Order.	Must Have	Compliant	
12	Provide a service order process capable of initiating and recording meter installation and replacement activities including the capture of final reads and new meter information	Must Have	Compliant	
13	Ability to group and assign common service requests or service orders in an orderly manner using user defined criteria.	Must Have	Compliant	
14	Provide method for tracking all open Service Requests or Service Orders based on user-selected criteria such as creation date, job date, type, priority, status, assignment and duration	Must Have	Compliant	
15	Provide a method for field crews and personnel to record the activities associated with Service Requests or Service Orders.	Must Have	Compliant	
16	Provide common activity codes for recording work performed and results of activities for Service Requests or Service Orders.	Must Have	Compliant	
17	Provide a method for updating status of a Service Request or Service Order.	Must Have	Compliant	
18	Provide a method for tracking incomplete service orders and notifying the originator after a user-specified period.	Must Have	Non-Compliant	
19	Provide a method for closing a Service Request or Service Order, including appropriate updates to related service activities.	Must Have	Compliant	
20	Provide a process for transferring a Service Request into a Service Order.	Must Have	Compliant	
21	Provide automatic document routing and work flow for new services based on type of SO or attributes of account. Use automated email creation and transmission.	Must Have	Compliant	

22	Provide a method to generate service requests or service orders during the pre-bill and billing process for conditions that require a field action (occupancy check, stuck meter check, re-read, etc.).	Must Have	Compliant	
23	Support routing service orders or service requests by user defined methods such as by meter reading route.	Must Have	Non-Compliant	
24	Ability to generate customized hard copy and report formats by Service Requests or Service Orders subtypes (e.g., Turn On Order).	Must Have	Compliant	

Premises				
#	Requirement	Criticality	Response	Comments
#	General Requirements			
1	Ability to create and identify premise by unlimited, queryable identifiers, including but not limited to: Address; Property Identification Number (PIN) (multiple premises may exist on a single legal parcel); Subdivision and Lot Number.	Must Have	Compliant	
2	Ability to allow look up and sort by all location identifiers.	Must Have	Compliant	
3	Ability to create and assign a unique premise identifier number of at least 16 digits, which will never be reused (i.e., this ID shall be preserved through the lifetime of the premise record, including management of superseded location records).	Must Have	Compliant	
4	Ability to capture premise records that includes jurisdiction, special customer service area, service availability, and special terms of service.	Must Have	Compliant	
5	Ability to assign address to new premise as provided by Planning Department in Master Address File.	Must Have	Compliant	
6	Ability to access GIS files of City service areas to determine which services are available to a customer at a specific premise.	Must Have	Compliant	
7	Ability to assign location to a meter route and/or billing cycle.	Must Have	Compliant	
8	Ability to assign unlimited number of metered services, unmetered services, devices and products to a premise.	Must Have	Compliant	
9	Provide history records for all activities at premise including, but limited to, meter changes, service removals, service additions.	Must Have	Compliant	
10	Ability to support linking new accounts to premise.	Must Have	Compliant	
11	Ability to support modification of premise information, to document changes in built environment.	Must Have	Compliant	
12	Ability to retain customer records for user-definable periods, and to purge them once approval has been received from the City Clerk's Office.	Must Have	Compliant	

Payments & Collections					
#	Requirement	Criticality	Response	Comments	
	General Requirements				
1	Ability to collect electronic payments (e.g., ACH, credit card payments, remote deposits, electronic check imaging).	Must Have	Compliant		
2	Ability to support a search option to select all matching bills for a given customer or address.	Must Have	Compliant		
3	Ability to support the application of a payment, following implementation, to a utility account by the current account number or by the pre-implementation account number (if the proposed Customer Relationship Management System (CRM) does not support the current City account numbering scheme).	Must Have	Compliant		
4	Ability to distribute payments to accounts receivables/revenue categories based on a user-defined formula.	Must Have	Compliant		
5	The system should provide the ability to override distributed payments at the request of an admin-configurable user.	Must Have	Compliant		
6	Ability to select different payment methods for different locations associated with a single customer account number.	Must Have	Compliant		
7	Provide capability for endorsing checks and validating a customer's utility bill and printing a receipt on paper.	Must Have	Compliant		
8	Ability to print unlimited, user defined information on the receipt, including but not limited to transaction time, date, operator code, amount paid, amount posted, change and customer balance, as well as, free text message.	Must Have	Compliant		
9	Provide sequential receipt numbers City-wide so they can tell at a glance if any are missing; ability to include a department identifier in the receipt numbers	Must Have	Compliant		
10	Ability to support end of day processing for unlimited cash drawers.	Must Have	Compliant		
11	Ability to recognize unposted payments as paid in all collection and account processes.	Must Have	Compliant		
12	Ability to support multiple payment types (e.g., cash, check, credit card) as part of a single transaction.	Must Have	Compliant		
13	Ability to set up miscellaneous or non-billed charges as a fixed cost, explicit cost, or default to the actual balance.	Must Have	Compliant		
14	Ability to support credit card payments through PCI-compliant vendors, wires through banks, ACH payments. These should be automatically entered into the Cashiering module, with appropriate recordkeeping and traceability.	Must Have	Compliant		
15	Ability to supports check scanner capabilities, which utilize a device used to read MICR, OCR, and Bar Code.	Must Have	Compliant		
16	Ability to support the endorsement and capture of digital images of the front and back of each document it processes, and link each image to the appropriate utility account	Must Have	Compliant		
17	Provide process for managing receipts for bank drafts, credit card drafts and automated ACH payments. The receipts must be included, reconciled and posted to Customer Accounts with debit and credit payment balances.	Must Have	Compliant		
18	Ability to support credit card and debit card payments made directly by customer, or over the telephone or through an IVR system. The system must include a verification process	Must Have	Compliant		
19	Ability to support multiple daily batches of credit card transactions.	Must Have	Compliant		
20	Ability to support multiple account status categories.	Must Have	Compliant		

21	Ability to automatically apply delinquency fees and penalties based on user-defined delinquency rules, including but not limited to flat rate, timing based, percentage based, interest based, and minimum charges.	Must Have	Compliant	
22	Ability to flag an account to avoid penalty for late payment on a one-time basis, for a temporary exemption over a user defined period of time, or for permanent penalty exemption	Must Have	Compliant	
23	Ability to automatically generate a notification when a penalty exemption date has been exceeded and payment has not been received.	Must Have	Non-Compliant	This is not an automatic process. User would need to run a process to create notices
24	Ability to support creation and management of customer payment arrangements, supported by flexible, rule-based criteria, and including a unique agreement number.	Must Have	Compliant	
25	Ability to produce a "Tag" Report of delinquent accounts due for service interruption for non-payment.	Must Have	Compliant	
26	Ability to maintain payment arrangement plan details for remediation of delinquent balances.	Must Have	Compliant	
27	Ability to generate a report of all late arrangements, daily and upon request. Report parameters must accommodate a threshold amount below which the account will not be included as late.	Must Have	Compliant	
28	Ability to notify / remind customer before their payment arrangement is due, by several media, including e-mail, phone, and US Postal Service.	Must Have	Non-Compliant	US Postal Service only
29	Ability to allow staff to void or modify an existing payment arrangement, with transaction logging to provide an audit trail for the modifications.	Must Have	Compliant	
30	Ability to maintain a history of the number of delinquent payments received on an account, which can be utilized to automatically activate a user defined collection status, such as "cash only" or "no more extensions."	Must Have	Compliant	
31	Ability for residents to request water turn-on or turn-off online.	Must Have	Compliant	
32	Ability to support creation of a cutoff packet for utility services, including a hard-copy notification for turn-offs.	Must Have	Compliant	
33	Ability to add notes to individual cutoff notification or uniformly to all cutoff notifications in a batch.	Must Have	Compliant	Individual requires manual update of individual document after a mail merge
34	Ability to change the criteria / parameters for disconnection for different batches, based on user defined criteria.	Must Have	Compliant	
35	Ability to identify delinquent balances on inactive accounts, assess penalties and fees to an inactive account, pursue payment collection, and perform write off processing for balances that are deemed uncollectable.	Must Have	Compliant	
36	Ability to run reports on bad debt balances, by user defined criteria, and create collection letters and apply penalties to the bad debt accounts.	Must Have	Compliant	
37	Ability to perform cross references between bad debt accounts and other accounts, both active and inactive, to identify additional revenue due.	Must Have	Compliant	
38	Ability to identify accounts with uncollectable bad debt and transfer them to a third party collection agency for collection.	Must Have	Compliant	
39	Ability to interface with collection agencies to identify payments made against the bad debt, though the agency or the City, in total or through payment arrangements.	Must Have	Compliant	Via special conditions and standard reports
40	Ability to track bad debt transactions through the collection agency process.	Must Have	Compliant	Assumes the use of standard exports/imports
41	Provide a means for automatically archiving and purging bad debt history information.	Must Have	Compliant	

Reporting & Querying				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Provide option for standard reports of being produced automatically by the system upon specified user	Must Have	Compliant	
2	Ability to create billing reports prior to submission for auditing.	Must Have	Compliant	
3	Ability to create reports based on different criteria (i.e. key accounts, type of business, water service	Must Have	Compliant	
4	Provide capability to export reports to other applications. All reports should be automatically / easily	Must Have	Compliant	
5	Provide user-friendly reporting tool to create custom reports.	Must Have	Compliant	
6	Ability to allow users to define and generate custom reports, to format the report layout, add calculated	Must Have	Compliant	
7	Ability to support back end queries via SQL, programming scripts, & tools.	Must Have	Compliant	
8	Provide separate solid waste reporting that is able to handle the unique aspects of solid waste service,	Must Have	Compliant	
9	Ability to generate list of new customer accounts receiving City garbage service for transmission to the	Must Have	Compliant	
10	Ability for billing staff to produce a report showing work orders that have been closed/completed in the	Must Have	Compliant	
11	Ability to generate and sort using multiple user defined criteria and distribute summary report of work	Must Have	Compliant	
12	Ability to show all associated Service Requests or Service Orders together for a premise or customer	Must Have	Compliant	
13	Ability to show results of spatial queries in map and tabular formats for all assignments and/or assets by	Must Have	Compliant	
14	Provide backlog, service activity and closure rate statistics for all service request and service order activity	Must Have	Compliant	
15	Ability to support production of detailed documentation as audit trails	Must Have	Compliant	

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Provide software that complies with financial accounting and reporting standards set forth in the National Committee of Governmental Accounting (NCGA) publication, "Government Auditing and Financial Reporting" (GAAFR) and pronouncements by the Government Accounting Standards Board (GASB).	Must Have	Compliant	
2	Ability to support municipal government accounting processes that are required to maintain various fund types, individual funds and account groups, such as special revenue funds, fiduciary funds, etc.	Must Have	Compliant	
3	Provide a complete system of encumbrance accounting supported by open purchase order tracking and consistent with municipal government encumbrance practices.	Must Have	Compliant	
4	Provide a means to reduce costs and burdens of complying with Federal, State, and other grant regulations by serving as a basis for satisfying standardized reporting and auditing requirements.	Must Have	Compliant	
5	Provide for the ability to have any automatic transactions (e.g., postings, reversals) reviewed/approved manually before flowing into the General Ledger.	Must Have	Compliant	Via workflow setup
6	Ability to specify all major system variables, e.g., chart of accounts, report definition, and processing parameters, through system administration-maintainable tables.	Must Have	Compliant	
7	Provide consolidation codes for cross-organization consolidating reports.	Must Have	Compliant	
8	Provide tools to produce CAFR in-house.	Must Have	Compliant	Via CAFR Statement Builder
9	Ability to support organization-defined fiscal year.	Must Have	Compliant	
10	Provide comprehensive inquiry option with drill down capabilities to the user to access summary information or detail information as needed.	Must Have	Compliant	
11	Provide access to other modules from the General Ledger inquiry and to view the source information for each transaction.	Must Have	Compliant	
12	Ability to support multiple fiscal year-end purchase order options including, but not limited to: void, carryover or carryover with re-appropriation.	Must Have	Compliant	
13	Provide comparative financial information, including comparisons of current information with the same period last year, YTD last year, financial position at the end of last year, current operating budget, and with an annual finance plan (budget allocations).	Must Have	Compliant	May require SSRS
14	Ability for authorized users to select certain information from the general ledger to prepare special one-time or recurring financial analyses.	Must Have	Compliant	
15	Ability to log users off the system after a defined period of inactivity. This period is able to be determined by both administrator decision and user roles.	Must Have	Compliant	
16	Ability to mask fields by user roles including: ID, password, date of birth, banking account numbers, drivers license numbers, social security numbers, email addresses, pay rates, or any user defined field	Must Have	Compliant	Password fields are masked,; SSN, pay and tax fields can be removed using field level security
17	Ability to support pre-closing and post-closing trial balances to allow the user to review account balances, including current period transactions, before posting and after posting.	Must Have	Compliant	

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
18	Ability for multiple months and fiscal years to remain open simultaneously.	Must Have	Compliant	Max of two years open
19	Ability to summarize and list on screen, or printed copy, in detail all pool cash "due-to" and "due-from" transactions.	Nice to Have	Compliant	Due to/Due from transactions distinctly listed in journal proof reports and on-screen in journal entry with proper setup
20	Ability to track pending cash receipt and disbursement activity by integrating with other applications.	Must Have	Compliant	
21	Ability to allocate investment earnings to various City funds based on average cash balances.	Must Have	Compliant	
22	Ability to accommodate a single or multiple bank account system.	Must Have	Compliant	
23	Provide security to restrict a user to certain accounts in each application, which could vary by application.	Must Have	Compliant	Via role permissions
24	Provide security to authorize a user to override the budget and where this can be done.	Must Have	Compliant	Ability to override budget in role permissions
25	Provide security to authorize a user to approve requisitions and/or POs and/or invoices.	Must Have	Compliant	Workflow approval setup for business rules
26	Ability to provide security on the following levels: Department, Division, Role of Group, Field, Record, Chart of Account's element, Transaction type, User ID, Screen, Menu, and Database table	Must Have	Compliant	
27	Ability to accumulate and report financial information for a particular fund by department (specific function or service) and by defined service levels.	Must Have	Compliant	
28	Ability to support creating budgets versus actual inquiry by organization, with next and last year's capability.	Must Have	Compliant	
29	Ability to support wild card searches of G/L transaction descriptions.	Must Have	Compliant	
30	Ability to allow authorized users to perform vendor inquiry by either name, vendor number, social security number, or Federal I.D.	Must Have	Compliant	
31	Ability to see total paid to the vendor regardless of different funds or account numbers used.	Must Have	Compliant	
32	Provide authorization approvals by different levels of management and dollars.	Must Have	Compliant	
33	Ability to perform validation routines before data can be entered.	Must Have	Compliant	
34	Ability to provide for the maintenance of separate funds, each of which is a self-balancing set of accounts with all fund records being processed simultaneously by the common system.	Must Have	Compliant	
35	Ability to accommodate real-time on-line inquiry capability for all components of the system (e.g., Beginning Budget Balance, Year-to-Date Budget Activity; Current Budget Balance; Remaining Budget Balance; Beginning Transaction Balance; Year-to-Date Transaction Activity; Current Transaction Balance; Beginning Encumbrance Balance; Year-to-Date Encumbrance Activity; Current Encumbrance Balance; Pre-Encumbrances; Pending Transactions).	Must Have	Compliant	
36	Ability to require that all transactions are two-sided and balanced.	Must Have	Compliant	
37	Ability to drill down from summary account totals to the underlying detailed transactions.	Must Have	Compliant	
38	Ability to accommodate multiple fiscal year calendars.	Must Have	Compliant	
39	The software is able to store at least 15 years of transactional data.	Nice to Have	Compliant	
40	Ability of the system to support workflow for General Journal Approvals.	Nice to Have	Compliant	

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
41	Ability to limit access to general ledger data by any element in the chart of accounts based upon security set-up.	Must Have	Compliant	
42	Ability to query a range of user-specified account numbers for any date and/or period range, with appropriate security control.	Must Have	Compliant	
43	Ability to accommodate at least 300-character description field.	Nice to Have	Compliant	User defined instead of any specifics (i.e. unlimited or 300 exact, etc.)
44	Ability to accommodate any electronic document, including images, as an attachment to transactions.	Nice to Have	Compliant	Via Tyler Content Manager
45	Ability to display reasons for rejecting general ledger transactions.	Nice to Have	Compliant	Workflow comments
46	Ability to designate each general ledger account by a user-definable "account type" (i.e., Asset, Liability, Fund Equity, Pool Cash, Revenue, Expense, Project/Grant).	Must Have	Compliant	May require user defined fields
47	Ability for segments of the Chart of Accounts to be grouped on a user-defined basis into multiple reporting hierarchies.	Must Have	Compliant	
48	Ability to share accounts across multiple years (i.e., project and grant accounts).	Must Have	Compliant	
49	Ability to add G/L account numbers for next year's budget and restrict access until budget is approved.	Must Have	Compliant	
50	Ability to allow for filtering of the chart of accounts.	Must Have	Compliant	
51	Ability to search for accounts when entering transactions.	Must Have	Compliant	
52	Ability to print information displayed on the screen.	Must Have	Compliant	
53	Ability to add accounts in an active or inactive status at any time throughout the year.	Must Have	Compliant	
54	Ability to prevent deletion of an account with activity in any period of the current year.	Must Have	Compliant	
55	Ability to allow user, with appropriate security to make mass deletions of accounts with no history.	Must Have	Compliant	
56	Ability to allow user, with appropriate security to make mass account changes and keep history.	Must Have	Compliant	
57	Ability to sort, query, or view any element of the chart of accounts by its text description.	Must Have	Compliant	In various programs/reports
58	Ability to provide a hierarchical structure that groups projects across departments for entity - wide reporting purposes.	Must Have	Compliant	
59	Ability to truncate numbers by thousands for reporting purposes.	Nice to Have	Compliant	Long account or org/object account listing
60	Ability to associate capital outlay by the program the assets support.	Must Have	Compliant	With proper COA setup
Chart of Accounts				
61	Ability to support flexible, organization-defined chart of accounts structure.	Must Have	Compliant	Chart of Accounts supports 1 Fund (up to 4 characters) + 1 Object (up to 6 characters) + 1 Project (if applicable) (up to 5 characters) + 8 configurable segments (up to 10 characters). Total account size up to 45 alphanumeric characters (55 including delimiters).
62	Ability to have unlimited number of account number combinations.	Must Have	Compliant	See above
63	Ability to carry the entire chart of accounts forward, regardless of activity, and eliminate the need to manually key those accounts into the system.	Must Have	Compliant	
64	Ability to activate new accounts or specific accounts based on dates or date ranges.	Must Have	Compliant	

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
65	Ability to group funds together for reporting purposes.	Must Have	Compliant	
66	Ability to link the budget and CAFR documents.	Nice to Have	Compliant	Attachment in Tyler Content Manager
67	Ability to associate specific accounts and activities with a particular fund.	Must Have	Compliant	
68	Ability to represent information in a graphical format with drill down capabilities.	Nice to Have	Compliant	May require SSRS
69	Ability to maintain a crosswalk between charts of accounts.	Nice to Have	Compliant	
70	Ability to define general ledger account number structure into components: fund, department, division, activity, sub-activity, element and object. Set up of these components also needs identifier to define whether an account is an Asset, Liability, Revenue or Expense.	Must Have	Compliant	
71	Ability to roll up accounts into subtotals in sub-account levels.	Must Have	Compliant	
72	Ability to block any entries into sub-accounts (roll up accounts), and only show totals of other accounts.	Nice to Have	Compliant	
73	Ability to define alpha-numeric account numbers.	Nice to Have	Compliant	
74	Ability to support "what-if" analysis for proposed changes to the organizational structure.	Nice to Have	Compliant	Changes can be done in Test or Train
75	Ability to perform "what-if" analysis for changes to both historical and proposed future organizational structures.	Nice to Have	Compliant	Changes can be done in Test or Train
76	Ability to consolidate account activity by fund, revenue, expense and expenditure type for CAFR reporting.	Nice to Have	Compliant	
77	Ability to perform sub-system transactions with automatic postings to the general ledger detail and control accounts by organizational unit.	Must Have	Compliant	
78	Ability to re-open an inactive account.	Must Have	Compliant	
79	Ability to identify all subsystem entries posted to the general ledger.	Must Have	Compliant	
80	Ability to validate accounts and account combinations.	Must Have	Compliant	
81	Ability to copy/re-create accounts.	Must Have	Compliant	Can only re-create an account that was completely removed from the system. Munis allows for accounts to be inactivated and then re-activated. Mass Account Creation allows multiple accounts to be created simultaneously from various segments, but the new accounts need to be unique as duplicate accounts cannot exist.
Journal Entries				
82	Ability to accept both standard and recurring journal entries, with both the amount and account recurring.	Nice to Have	Compliant	
83	Ability to accept both recurring journal entries and annual renewals with only default account information, with entry allowed for the amounts.	Nice to Have	Compliant	
84	Ability to drill-down from within the journal entry screen.	Must Have	Compliant	
85	Ability to accommodate reversing journal entries.	Must Have	Compliant	
86	Ability to post journal entries through batch processing or real time transactions with work flow approval.	Must Have	Compliant	
87	Ability to allow the user to look up the chart of accounts on the screen as a reference during journal entry and to select the account.	Must Have	Compliant	

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
88	Ability to provide for configurable alerting for budget control when checking available funds before posting.	Must Have	Compliant	
89	Ability to automatically update the budget with changes/cancellations when a check is cancelled.	Must Have	Compliant	
90	Ability to automatically assign sequential numbers to all journal entry transactions for audit trail purposes.	Must Have	Compliant	
91	Ability to make adjustments to budget, transaction, and encumbrance balances through the use of journal entries.	Must Have	Compliant	
92	Ability to enter journal entries for multiple departments and funds under one journal header.	Must Have	Compliant	
93	Ability to provide default data within journal fields (e.g., year, date, period).	Must Have	Compliant	
94	Ability to generate date-specific reversing entries.	Nice to Have	Compliant	
95	Ability to accommodate text or attachments associated with a journal entry transaction for audit trail needs.	Nice to Have	Compliant	Attachment in Tyler Content Manager
96	Ability to highlight errors on the screen for immediate correction (online, immediate validity checks).	Nice to Have	Compliant	Warning received
97	Ability to accommodate the following correction options, at a minimum, for journal entry errors:			
98	Delete the pending journal entry	Must Have	Compliant	
99	Change/edit the journal entry	Must Have	Compliant	
100	Ability to view pending transactions before posting, with appropriate security.	Must Have	Compliant	
101	Ability to reverse a group of journal entries in the current reporting period.	Must Have	Compliant	Via auto-reverse functionality
102	Ability to provide descriptive error messages.	Must Have	Compliant	
103	Ability to create a journal entry using a previously entered journal entry as a template (copy functionality).	Must Have	Compliant	
104	Ability to track audit changes throughout the system and create a log of all records which includes: date, time, user, information prior to change, changed Information, and other configurable information	Must Have	Compliant	
105	Ability for one department to process a payment within the same fund to another department for goods or services rendered (with multiple revenue and expense codes) without issuing a check.	Must Have	Compliant	
106	Ability to ensure due to/due from and transfer in/transfer out balances across funds.	Must Have	Compliant	Due to/Due from setup
107	Ability to input journal entries as a correction or adjustment to prior open accounting periods with security.	Must Have	Compliant	
108	Ability to support accrual journal entries, which can (optionally) automatically reverse themselves on user-specified dates in the following period.	Must Have	Compliant	
109	Ability to adjust, supplement, or reduce existing pre-encumbrances and encumbrances, maintaining an audit trail of all adjustments.	Must Have	Compliant	
110	Ability to attach supporting documentation to a journal entry record (e.g., email, screen prints, scanned paper documents).	Nice to Have	Compliant	Via Tyler Content Manager
	Closing & Adjustments			
111	Ability to carry forward of user-selected encumbrances.	Must Have	Compliant	

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
112	Ability to perform "soft closes" on periods so that a period may be opened again with proper permission.	Nice to Have	Compliant	Periods can be closed as many times as needed
113	Ability to perform "hard closes" on periods so that a period is closed for the purpose of not posting.	Must Have	Compliant	Permissions restrict users period use
114	Ability to accrue payroll (i.e., salaries and benefits) at year-end.	Must Have	Compliant	
115	Ability to roll over encumbrances.	Must Have	Compliant	
116	Ability to perform monthly and year-end closings.	Must Have	Compliant	
117	Ability to hold a period or fiscal year open before closing.	Must Have	Compliant	
118	Ability to have more than one period open.	Must Have	Compliant	
119	Ability to have more than one fiscal year open.	Must Have	Compliant	Max of two years open
120	Ability to initiate year-end processing at any point in time after the end of the fiscal year (i.e., doesn't have to occur on last day or on any particular day).	Must Have	Compliant	
121	Ability to make post-closing adjustments at any point during the closing period.	Must Have	Compliant	
122	Ability to disallow further posting to an account that is closed.	Must Have	Compliant	
123	Ability to define closing periods and period closing dates.	Must Have	Compliant	
124	Ability to prevent transactions from being processed in closed prior years and unopened future years.	Must Have	Compliant	Permission restrictions
Support				
125	The vendor must provide web-based support and common problem resolution database.	Must Have	Compliant	
126	The vendor offers software application support during planned upgrades.	Must Have	Compliant	
127	The vendor must publish product release notes before deployment upgrades.	Must Have	Compliant	
128	The vendor offers recorded training sessions.	Must Have	Compliant	
129	The vendor offers live webinar training sessions on scheduled basis.	Must Have	Compliant	
130	The vendor offers a suite for online training modules.	Must Have	Compliant	Via TylerU
131	Ability to adhere to City's security policy.	Must Have		More detailed information needed
132	Provide online software documentation for application modules.	Must Have	Compliant	
133	Provide online tutorials to assist new users in learning the software.	Must Have	Compliant	
Reporting & Querying				
134	At a minimum, the system is able to produce: Available Budget by Expense and Revenue Code, Cash Balance, Year-to-Date Expenditure, Month-to-Date Expenditures, Expenditures Relative to Budget, Budget to Actual by Budget Line Items, Pre-Encumbrance Report, Open Encumbrance Report, Income Statement, Cash Flow, Comparison of Expenditures by Month, Statement of Net Assets, and Schedule of Expenditures and Revenues	Must Have	Compliant	May require SSRS
135	At a minimum, the system is able to produce: General Fund Financial Statements, Trend Analysis for Revenues, Trend Analysis for Expenditures, Statement of Revenues and Expenditures, Trial Balance Activity, Comparison of Revenues and Expenditures by Month/Quarter, Capital Projects, Expense Budget at Any Level, Project Reports (Detailed and Summary), Cash Balance by Fund, and Transaction Listing by Vendor/Vendor Number/Invoice Number.	Must Have	Compliant	May require SSRS

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
136	Provide an account history report.	Must Have	Compliant	
137	Provide a detailed transaction journal.	Must Have	Compliant	
138	Ability to customize the information presented on the Executive Information System.	Must Have	Compliant	Dashboard
139	Ability to assign the refresh rate of the Executive Information System.	Must Have	Compliant	Dashboard
140	Ability to for users to manually refresh the Executive Information System.	Must Have	Compliant	Dashboard
141	Provide a Trial Balance.	Must Have	Compliant	
142	Provide a Balance Sheet.	Must Have	Compliant	
143	Provide a Statement of Revenues, Expenditures and Changes in Fund Balance by Fund Type.	Must Have	Compliant	With CAFR Statement Builder
144	Provide GAAP and GASB compliance reports.	Must Have	Compliant	
145	Provide GASB 34, GASB 42, GASB 45, and other compliance reports.	Must Have	Compliant	
146	Provide compliance reports to be editable by user.	Must Have	Compliant	
147	Provide an encumbrance listings by Department & Fund, showing liquidations & remaining balance.	Must Have	Compliant	
148	Provide a Chart of Accounts.	Must Have	Compliant	
149	Ability to produce monthly, quarterly, and annual financial statements without the need for a financial reporter.	Must Have	Compliant	May require SSRS
150	Ability to produce monthly, quarterly, and annual financial statements on defined levels.	Must Have	Compliant	May require SSRS
151	Ability to fund accounting capability that complies with GAAP and GASB standards.	Must Have	Compliant	
152	Ability to provide linkage between reportable sections of the CAFR.	Must Have	Compliant	
153	Ability to export to various formats to create a custom CAFR document.	Must Have	Compliant	With CAFR Statement Builder
154	Ability to sort queries and reports based on any element (e.g., date range, period range, individual account number, account number range, etc.).	Must Have	Compliant	Via SSRS
155	Ability to produce combined financial statements by fund, a select group of funds, or in total for all funds.	Must Have	Compliant	May require SSRS
156	Ability to create PDF files or HTML links.	Must Have	Compliant	
157	Ability to copy existing reports to new report titles for modification to a new report.	Must Have	Compliant	Via SSRS
158	Ability to print budget-to-actual comparison reports at any level of the account number for any user-defined date or accounting period range.	Must Have	Compliant	
159	Ability to drill down into GL entry for payroll and benefits to see such information (e.g., employee name, dollar amount, benefit).	Must Have	Compliant	
160	Ability to accommodate the following GL query and report options:	Must Have		
161	Print all lines	Must Have	Compliant	
162	Drop accounts with all zero columns	Must Have	Compliant	
163	Drop detail lines associated with sub-total line.	Must Have	Compliant	Various reports provide option to print detail or not
164	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	Nice to Have	Compliant	Via Scheduler
165	Ability for scheduled reports to be emailed to a user.	Nice to Have	Compliant	Via Scheduler
166	Ability to produce financial information for public posting: Detailed Revenue and Expense Transaction and Employee Compensation Summary Information	Nice to Have	Compliant	May require SSRS
167	Ability to search for and report on types of accounts.	Must Have	Compliant	
168	Ability to run large reports with minimum system performance interface.	Must Have	Compliant	

City of Oxnard System Replacement: General Ledger

General Ledger				
#	Requirement	Criticality	Response	Comments
169	Ability to provide an integrated report writer that supports building calculations based on data values selected (i.e., percentages of existing values).	Nice to Have	Compliant	Via SSRS
170	Ability to allow generated reports to be saved in an integrated document manager.	Must Have	Compliant	Via Tyler Content Manager
171	Ability to display when a report is being run, or in process, so that a user does not run the report again.	Must Have	Compliant	
172	Ability to save a report in multiple formats including: MS Word, MS Excel, XML, PDF, XPS, CSV, etc.	Must Have	Compliant	MS Office and PDF formats
173	Ability to archive reports to the City's existing document management system.	Must Have		Need more information to respond accurately.
174	Ability to create reports using SQL Reporting Services or other database reporting services.	Nice to Have	Compliant	Via SSRS
175	Ability to summarize individual line-item accounts into groups of accounts for use in financial reporting based on user-defined criteria.	Must Have	Compliant	
176	Ability to support online inquiry to account balances, available funds, and to detail posted transactions.	Nice to Have	Compliant	
177	Ability to run reports by various accounting methods (i.e., cash, accrual, modified accrual, GAAP).	Nice to Have	Compliant	
178	Ability to maintain a history of all G/L entries and to produce detailed transaction reports to provide an appropriate audit trail.	Must Have	Compliant	
179	Ability to filter, search, and report month-to-date, period-to-date, and year-to-date budget, estimated revenue, expenditures, revenue, pre-encumbrances, and encumbrances by any segment in the chart of accounts.	Must Have	Compliant	
180	Ability to access to bundled library of reports which can be defined by Finance staff to ensure accuracy of information.	Must Have	Compliant	Reports can be automatically spooled or saved to user-defined location

City of Oxnard System Replacement: Budget

Budget				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	The software must bring current year's budget forward to develop a base date for preparing the new year's budget.	Must Have	Compliant	
2	Ability to provide budget dashboard view of important indicators: Budget to Actual, Prior Year Actual to Actual, Three Previous Years compared to Current, Fund, Fund Type, Project, Project Completion, Department, Current Year-to-Date against Previous Year-to-Date, and User-Defined Information.	Must Have	Compliant	
3	Ability for budgeting module to use chart of accounts.	Must Have	Compliant	
4	Ability to tie budget dollars to strategic plan goals and objectives.	Must Have	Compliant	Via Performance Based Budgeting included as optional
5	Ability to increase or decrease line item budgets by either a fixed or variable percentage globally or by department for both revenue and expenditure items.	Nice to Have	Compliant	
6	Ability to maintain an fiscal year or fiscal period budget.	Must Have	Compliant	Period via Monthly Budget Amounts program
7	Ability to support requested, recommended, and approved budget amounts.	Must Have	Compliant	Max of five budget levels
8	Ability to prepare budgets that accommodate the following: department budget, division budget, program budget, grant budget, fund budget, capital projects budget, and user-defined budget information	Must Have	Compliant	
9	Ability to load budget amounts based on the following: zero balances on all accounts, current year's original budget, previous year's budget, current year's amended budget, previous year's actual, combination of years to create normalized 12-month total, and any years budget or actual increase/decrease	Must Have	Compliant	
10	Ability to accommodate budget requests at reduced, current, and expanded levels.	Nice to Have	Compliant	
11	Ability to allow changes to the original budget, showing updated revised budget for each account along with misc. descriptions validating why the change was made.	Must Have	Compliant	
12	Ability to retain initial and amended budget data in file.	Must Have	Compliant	
13	Ability to load budget information from third party software.	Nice to Have	Compliant	With compatible import file format
14	Ability to provide budget trending and forecasting capabilities including: Straight Line Projection, Percentage based on Last Year Actual, Percentage based on Last Year Budget, and User-Defined	Must Have	Compliant	
15	Ability to provide salary and benefits forecasting capabilities from the payroll application, including: number of positions, types of pay, current salary range, bonuses and overtime, longevity, holiday pay days, shift differential, fringe benefit changes, type of position, overtime expenses, and user defined parameters.	Must Have	Compliant	

City of Oxnard System Replacement: Budget

Budget				
#	Requirement	Criticality	Response	Comments
16	Ability to allow at least 30 budget forecasting models to be saved.	Nice to Have	Compliant	
17	Ability to provide long-term forecasting capabilities for a minimum of 10 years into the future.	Must Have	Compliant	
18	Ability to record "what-if" projections for the budget.	Must Have	Compliant	Via Budget Scenarios
19	Ability to report actual revenue and expenditures against approved annual and allotted budget during the year.	Must Have	Compliant	
20	Ability to record and track budget amendments during the year with resolution references.	Must Have	Compliant	
21	The following information is recorded when amendment is made: type of change, reason for change, requestor of change, approval of change, user making change, date and time of change, notes, attached documentation, and other desired protocol.	Must Have	Compliant	
22	Ability to allow status inquiry for department to retrieve up-to-date detail account status, including revenues, expenditures and encumbrances.	Must Have	Compliant	
23	Ability to bring detail (i.e., single line item or group of line items) from one budget level to another without having to copy/paste.	Must Have	Compliant	
24	Ability to support budgeting for current, revised and next fiscal year and/or multiple year budgets	Must Have	Compliant	
25	Provide access to GL inquiry from the budget worksheets.	Must Have	Compliant	
26	Ability to maintain locked projections.	Must Have	Compliant	
27	The software must support distributing annual budgets to monthly figures by multiple methods including evenly or by defined percent.	Must Have	Compliant	Via Monthly Budget Amounts program
28	The software must allow users to enter narrative justifications at the account or department level.	Must Have	Compliant	Account level
29	Ability to auto-update amounts linked to the narratives (e.g., transmittal letter).	Nice to Have		Need more detailed information to accurately respond.
30	Ability to provide 5 year budgeting to comply with general financial reporting practices.	Nice to Have	Compliant	
31	Ability to export and import budget to desktop tools (e.g., MS Excel, Word).	Must Have	Compliant	Import with compatible file format
32	Ability to control budget by all elements (e.g., category, line item) in the chart of accounts.	Must Have	Compliant	
33	Ability to accommodate multi-year budget control.	Nice to Have	Compliant	
34	Ability to accommodate multi-year projects for budget purposes, adoption budget appropriations, and be fully integrated with the financial system and other modules.	Must Have	Compliant	
35	Ability to view the budget for a multi-year project and carry-forward amounts of the budget balances.	Must Have	Compliant	
36	Ability to track budget, expenditures, and funding sources for grants and multi-year funds.	Must Have	Compliant	
37	Ability to accommodate encumbrance control.	Must Have	Compliant	
38	Ability to validate pre-encumbrances, encumbrances, and expenditures against the appropriation budget.	Must Have	Compliant	

City of Oxnard System Replacement: Budget

Budget				
#	Requirement	Criticality	Response	Comments
39	Ability to accommodate automated expenditure analysis of multiple budget elements, including: Expenditures and Revenues to Date, Pre-Encumbrances, Encumbrances, Outstanding Payments, Outstanding Invoices, Estimate of Expenditure to Year End, Balance Available to Spend, Expected Total Expenditures for the Year, Estimate of Revenues to Year End, Estimated Total Revenues for the Year, Collected Revenue, and User-Defined Parameters.	Must Have	Compliant	May require SSRS
40	Ability to support budgetary allotments by month, quarter, year or other period as defined by the user.	Must Have	Compliant	Monthly and yearly budget amounts
41	Ability to provide payroll and benefits information by position/employee.	Must Have	Compliant	Salary and Benefits projection
42	Ability to set up tracked budgets (e.g., overtime for purposes of mid-year adjustment).	Must Have	Compliant	
43	Ability to validate field values within the budget entry screen.	Must Have	Compliant	
44	Departments site wide can access budget information on an inquiry basis for their unit, with authorized users only being able to make changes.	Must Have	Compliant	
45	Security features are robust to control the "views", "changes" and "approvals" by different organizational units.	Must Have	Compliant	Via permission restrictions
46	Ability to include reports that provide data for the prior year actual, current budget, current year-to-date actual, current year projections, and future year proposed. Reports should be able to include up to 3 years in the past and 3 years in the future.	Must Have	Compliant	May require SSRS
47	Budget preparation system, at a minimum, be able to contain at least three years previous fiscal data and current year.	Must Have	Compliant	
48	Ability to store minimum of 15 years budget-to-actual on all account levels.	Nice to Have	Compliant	
49	Ability to restrict access to confidential data by user.	Must Have	Compliant	Via permission restrictions
50	Ability to prohibit multiple users from updating the same record simultaneously.	Must Have	Compliant	
51	Ability to ensure that all transactions using or affecting budget authority (appropriation, grant, project, department) are validated electronically, real-time against up-to-date budget totals based on established budgetary controls.	Must Have	Compliant	
52	Ability to provide multiple levels of controls for department budgets.	Must Have	Compliant	
53	Ability to provide separate data entry for appropriation and department budgets and budget transactions.	Nice to Have	Compliant	
54	Ability to track original budget, budget adjustment, and budget transfer line items for each line item and appropriation.	Must Have	Compliant	
55	Ability to prevent department level users from updating budget information after it has been submitted or as of a specific cut-off date.	Must Have	Compliant	Specific date
56	Ability to lockout changes to the budget after defined dates.	Must Have	Compliant	
57	Ability to receive data from and export data to spreadsheet (Excel).	Must Have	Compliant	
58	Ability to attach files (i.e., Word, Excel) to particular issues, revisions and line items with the system; point-and-click access to attachments.	Nice to Have	Compliant	Via Tyler Content Manager

City of Oxnard System Replacement: Budget

Budget				
#	Requirement	Criticality	Response	Comments
59	Ability to budget by quantity and unit cost, rather than total amount.	Nice to Have	Compliant	
60	Ability to load unit cost data associated with various budget elements (e.g., car, gasoline).	Nice to Have	Compliant	
61	Ability to track, through an audit trail, every movement of the departmental worksheets.	Nice to Have	Compliant	May require SSRS
62	Ability to easily identify when viewing a department budget whether or not it has been submitted for Budgetary review.	Must Have	Compliant	
63	Ability to provide memo field, minimum of 500 characters, to store notes for each account.	Must Have	Compliant	
64	Ability to lock/unlock (prevent/enable other changes to that budget version) budgets at any phase of the budget preparation, including after submission by departments.	Must Have	Compliant	
65	Ability to develop both detail budgets, at any level of the chart of accounts, and summary budgets in a distributed environment.	Must Have	Compliant	
66	Ability to allow users to attach narratives and justifications to budget worksheets.	Must Have	Compliant	
67	Ability to allow documents (e.g., contracts, MS Word/Excel documents) to be attached to budget worksheets.	Must Have	Compliant	Via Tyler Conent Manager
68	Ability to indicate, by line item, one time expenditures in the budget "issues."	Must Have	Compliant	
69	Ability to allow users the option of including multi-line text in budget issues for justification purposes (e.g., contractals increased because of bargaining agreements).	Must Have	Compliant	
70	Ability for user to list budget issues at any level in the hierarchical structure.	Must Have		Need more detailed information to accurately respond.
71	Ability to provide an "approved" or "not approved" flag to mark budget issues within a decision package by line item or by total.	Must Have	Compliant	
72	Ability to require line item request marked as one time to be approved.	Nice to Have	Compliant	
73	Ability to forecast real account balances, revenues and expenditures for the remainder of the year based on historical trends, percentages, or other specified parameters and allows for adjustments to the forecast.	Nice to Have	Compliant	Via projected actuals field and formulas
74	Ability to drill down to compare budgets to actuals from highest level to lowest level of detail.	Must Have	Compliant	
75	Ability to generate budget documents in standard approved government format.	Must Have		Recommend third-party PatternStream for budget documents
76	Ability to provide document publishing features including: combining documents from various sources; flexibility on amount of detail; GFOA budget award criteria.	Must Have		Recommend third-party PatternStream for budget documents
77	Ability during budget formulation to access all expenditure and revenue line items currently in use by the financial system.	Must Have	Compliant	
78	Ability through security to control access to the budgeting system.	Must Have	Compliant	
	Budget Entry			

City of Oxnard System Replacement: Budget

Budget				
#	Requirement	Criticality	Response	Comments
79	Ability to enter, store and track the following: Three or more years historical budget and actual data; Year to date Actual; Original Current Year Budget; Modified Current Year Budget; Current Year Projected; Next Year's Budget; Programs; Projects.	Must Have	Compliant	
80	Ability to budget by project number for both capital projects and certain operational items (e.g., Redevelopment, Public Works, Electric, and Parks programs).	Must Have	Compliant	
81	Ability to provide worksheet information by month, quarter, or user-defined period.	Nice to Have	Compliant	
82	Ability to forecast current year budget and actual (either on a line-by-line basis or on an entire budget) based on: Straight-line projections; Percentage based on last year actual.	Nice to Have	Compliant	
83	Ability to display budget-to-actual with percentages for available budget for an account at any time.	Must Have	Compliant	
84	Ability to perform what-if scenarios, including for a single line item or group of items.	Must Have	Compliant	Via Budget Scenarios
85	Ability to enter budget seasonally by month, quarter, or user-defined period.	Nice to Have	Compliant	Monthly Budget Amounts program
86	Ability to create budget relationships (e.g., salary changes automatically adjust benefits and vice versa).	Must Have	Compliant	Via Salary and Benefits projection from Payroll
87	Ability to budget by fund.	Must Have	Compliant	
88	Ability to control spending by revenue source.	Nice to Have	Compliant	
89	Ability to support workflow of the City's budget process.	Must Have	Compliant	
90	Ability to produce and manage a budget calendar tied to the workflow.	Must Have	Non-Compliant	
91	Ability to enter budget adjustments in a pending status for final approval.	Must Have	Compliant	Via workflow business rules
92	Ability, through workflow, to notify appropriate personnel of adjustments for approval and update to GL.	Must Have	Compliant	Via workflow business rules
93	Ability to allow the budget to get amended during the year and provide audit trail of amendments.	Must Have	Compliant	
94	Ability to track budget and amendments while distinguishing between the two.	Must Have	Compliant	
95	Ability to drill down to all aspects of a budget amendment (moved to/moved from).	Must Have	Compliant	
96	Ability to stamp all budget adjustment activity by: User; Date; Transaction Code; Final Approval Number; Approval Date.	Must Have	Compliant	
97	Ability for user departments to electronically submit content using a standardized Setup and Maintenance.	Nice to Have		Need more detailed information to accurately respond. Attachments and notes are available.
Reporting & Querying				
98	Provide a standard query reporting the changes to the budget (in detail) that were applied to accounts (e.g., blanket increase/percentage increase/methodology) for a user-defined time period.	Must Have	Compliant	

City of Oxnard System Replacement: Budget

Budget				
#	Requirement	Criticality	Response	Comments
99	Ability to provide real-time reporting on current balances on line item accounts and line item activity.	Must Have	Compliant	
100	Ability to drill-down from any field within the budget entry screen.	Must Have	Compliant	
101	Ability to query the following information by year, date, fund, budget, department, program, line item and/or by period: Beginning Balance; Beginning Budget; Amended Budget; Department Summary to Department Detail; Pre-Encumbrances; Encumbrances; Actuals; Transfers; Balance; Revenues by Funding Source; Expenditure Report by Funding Source; Performance Measures & Financial Reports.	Must Have	Compliant	May require SSRS
102	Ability to track and report one-time and annual budget requests.	Must Have	Compliant	
103	Ability to track and report on adjustments made to the budget.	Must Have	Compliant	
104	Ability to perform analysis of current year budget by providing reports that indicate the budget-to-actual revision/invoices/encumbrances/requisitions/available balance.	Must Have	Compliant	
105	Ability to generate a Financial Report (budget variance report comparing current and prior years, produced on a monthly and quarterly basis).	Must Have	Compliant	
106	Ability to develop a standard and save a set of reports and inquiries for end-users.	Must Have	Compliant	Via SSRS
107	Ability to provide the following queries by user defined time period: Beginning Expenditure Balance; Beginning Expenditure Budget; Amended Expenditure Budget; Pre-Encumbrances; Encumbrances; Actual Expenditures; Actual Revenues; Transfers; Available Expenditure Budget Balance; Balance Sheet Account; Revenue Budget; Amended Revenue Budget; Accrued Revenue; Collected Revenue; Revenue Surplus/Deficit; Negative Expenditure Balances.	Must Have	Compliant	May require SSRS
108	Ability to run analysis and reports on potential what-if scenarios (i.e. increase Group A's salary by X%).	Nice to Have	Compliant	Via Budget Scenarios
109	Ability to develop a comprehensive, professional budget books built using GFOA standard practices, for printing as well as .pdfs, and including: Preliminary book (fund summaries and certain other information); Proposed book (line item detail); Final book (proposed document, performance measures, CIP info, additional narratives); tri-fold budget in brief document.	Nice to Have		Recommend third-party PatternStream for budget documents

City of Oxnard System Replacement: Project & Grant

Capital Project & Grant Accounting				
#	Requirement	Criticality	Response	Comments
#	General Requirements			
1	Ability to maintain historical data for all capital and operating projects independent of G/L data (across multiple fiscal years).	Must Have	Compliant	
2	Ability to record timesheet, wages, and benefits information against a project.	Must Have	Compliant	
3	Ability to add projects in or change projects to an active or inactive status.	Must Have	Compliant	
4	Ability to enter a user-definable amount text or comments on-line to a specific project.	Nice to Have	Compliant	
5	Ability to accommodate multiple change orders and multiple transfers of funds within projects.	Must Have	Compliant	
6	Ability to maintain project data across multiple fiscal years.	Must Have	Compliant	
7	Ability to establish project budgets (balanced) across funds.	Nice to Have	Compliant	
8	Ability to establish project accounts to record project budgets, encumbrances, expenditures, revenues, assets, and liabilities.	Must Have	Compliant	
9	Ability to record project activity over multiple years.	Must Have	Compliant	
10	Ability to record project activity over multiple departments.	Must Have	Compliant	
11	Ability to accommodate a variety of projects, including: Small capital expenses (e.g., remodeling); Large capital projects (e.g., buildings, infrastructure); Miscellaneous projects, such as elections; Routine work order(s) for non-capital expenditures.	Must Have	Compliant	
12	Ability to prevent charges from being allocated to a closed project, sub-project, or phase with the ability to override with the proper security.	Must Have	Compliant	
13	Ability to track dedicated funds set aside for selected activities in projects (e.g., set aside funds for planned activities as they become known).	Nice to Have	Compliant	
14	Ability to validate charges against project master files to determine if: Charges are to open projects; Accounts charged are valid for specified projects (e.g., costs are valid or budgeted for the project).	Must Have	Compliant	
15	Ability to prevent entry to closed projects.	Must Have	Compliant	
16	Ability to perform flexible budgeting for projects while adhering to the level of budgetary controls established in the General Ledger.	Nice to Have	Compliant	
	Entry			
17	Ability to use at least six (6) digits to track project number.	Nice to Have	Compliant	Up to 10 alphanumeric characters per project code can be tracked in Project Ledger - project codes used in the General Ledger account string can only have up to 5 alphanumeric characters
18	Provide tracking for: Type of project (paving, building, etc.); Location (enterprise zone, geographical area, etc.); Administering department; User defined category indicating CAFR or GASB 34 categories (General Government, Public Works, Public Welfare, Public Safety, Parks).	Nice to Have	Compliant	
19	Ability to track the following dates: Planned start date; Actual start date; Planned completion date; Project completion date.	Nice to Have	Compliant	
	Grant / Project Programs			

City of Oxnard System Replacement: Project & Grant

Capital Project & Grant Accounting				
#	Requirement	Criticality	Response	Comments
20	Ability to define the program or budget year of the grant/project differently than the system established fiscal year.	Nice to Have	Compliant	
21	Ability to accommodate grant year accounting and comply with both calendar year and fiscal year budgeting requirements.	Nice to Have	Compliant	
22	Ability to carry forward appropriations at year end.	Nice to Have	Compliant	
23	Ability to establish and monitor against a grant budget separate and unique from the departmental or appropriations budget.	Nice to Have	Compliant	With budgeting for funding sources
24	Ability to track actual expenditures against budgeted/allowable expenditures by user-defined period (i.e., monthly, quarterly, daily).	Nice to Have	Non-Compliant	
25	Ability to establish and adjust budgets for each grant, with budget amendment.	Nice to Have	Compliant	
26	Ability to add or modify grant information with audit trail of all changes.	Nice to Have	Compliant	
27	Ability to uniquely identify each sub-grantee for grants and all grant financial activity related to sub-grantees.	Nice to Have	Compliant	
28	Ability to process data from purchasing system for purchase orders and encumbrances.	Nice to Have	Compliant	
29	Ability to accommodate the following budget preparation capabilities: Expendable budgets; Reimbursable budgets; Budget by total grant amount; Budget by year.	Nice to Have	Compliant	
30	Ability to generate bills for reimbursement costs and update G/L accordingly.	Nice to Have	Compliant	
31	Ability to maintain, track, and accumulate actual costs, and combine these actual costs with user-calculated or user-input costs (e.g., estimates).	Nice to Have	Non-Compliant	
32	Ability to track and report reimbursable percentages of costs.	Nice to Have	Compliant	
33	Ability to automatically accumulate costs, including: Pay variances (e.g., overtime, sick days, holidays); Accounts payable information; Mileage/fuel expenditures; Equipment/asset costs; Other user defined fields.	Nice to Have	Compliant	With integrations within Munis to automatically capture costs in the Project Ledger
34	Ability to distribute employee costs to a project.	Nice to Have	Compliant	
35	Ability to distribute equipment costs to a project.	Nice to Have	Compliant	When using Munis Work Orders
Grant / Project Tracking				

City of Oxnard System Replacement: Project & Grant

Capital Project & Grant Accounting				
#	Requirement	Criticality	Response	Comments
36	Provide tracking for: Grant Title; Federal or State grantor agency name; Grant, Capital Project, Federal Assistant Grant, or Site-approved Contract Number or Reporting Category; Multiple Grant numbers; Grant name; Grant description; Grantor; Grantor Contact (name, phone, email); Grantor's mailing address; Date application submitted; Date application approved; Original grant approval amount; Grant budget; Grant amendments; Grant carryovers; Grant fiscal calendar; Grant beginning date; Grant expiration date; Amounts of site matching funds; Responsible department/division; Department/division contact.	Nice to Have	Compliant	Some will require user defined fields
37	Ability to capture all grant transaction activity through the general ledger.	Nice to Have	Compliant	
38	Ability to uniquely identify each grant through the assignment of an agency defined grant number.	Nice to Have	Compliant	
39	Ability to capture grant expenditures and revenues by: General ledger account numbers; Grantor-defined categories or accounts; Grant purchase orders and encumbrances; Grants status codes; User defined fields; Narrative fields for miscellaneous information.	Nice to Have	Compliant	
Reporting & Querying				
40	Ability to produce reports for any user-defined period, including grant life to date or grant year.	Nice to Have	Compliant	May require SSRS
41	Ability to generate reports on either a cash or accrual basis.	Nice to Have	Compliant	May require SSRS
42	Ability to produce all reports using both grantor-defined categories or the site's chart of accounts.	Nice to Have	Non-Compliant	
43	Ability to provide the following reports: Expenditures and revenues per grant; Sources of revenues; Reimbursed costs; Budget vs. actual costs; Combined grant revenue and expenditure reports; Pending approval grant report; Pending expiration or expired grant report.	Nice to Have	Compliant	May require SSRS

City of Oxnard System Replacement: AR

Accounts Receivables				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability to view account history, in a single window, based upon a set period of time (e.g., 24 months).	Must Have	Compliant	AR customer record cannot set time period
2	Ability to recognize or accommodate: Revenue earned and billed; Revenue earned, but not billed; Sorting and displaying accounts receivable in a prescribed aging format.	Must Have	Compliant	AR aging report
3	Ability to receive Electronic Fund Transfers for customer payments.	Must Have	Compliant	
4	Ability to enter a cash receipt transaction on a decentralized (departmental) or centralized basis.	Must Have	Compliant	
5	Ability to automatically assign sequential customer and invoice numbers.	Must Have	Compliant	
6	Ability to adjust bills for a customer.	Must Have	Compliant	
7	Ability to track partial payments.	Must Have	Compliant	
8	Ability to allow posting of partial payments.	Must Have	Compliant	
9	Ability to allow for proration of partial year licenses when someone enters a program any time after the start of the original program.	Must Have	Compliant	Assumes use of General Billing invoice; can override default amounts
10	Ability to produce summary and detail general ledger and journals, one for every accounts receivable transaction.	Must Have	Compliant	Either summary or detailed journal entries are created
11	Ability to handle NSF check processing and to add user fees to an account.	Must Have	Compliant	
12	Provide a method of user defined structures for grouping customers into unique types/classifications.	Must Have	Compliant	
13	Ability to indicate upon customer entry when a customer already exists for a given SSN or EIN.	Must Have	Compliant	Warning received
14	Ability to secure sensitive customer information (e.g., Date-of-Birth, SSN/EIN, EFT, and driver's license).	Must Have	Compliant	
15	Ability to merge customer records (singly or en masse).	Must Have	Compliant	Single customer merge
16	Ability to post payments in real-time.	Must Have	Compliant	Payments are posted to AR in real time
17	Ability to attach a document to a transaction record.	Nice to Have	Compliant	Via Tyler Content Manager
18	Ability to email a copy of the receipt to the customer.	Nice to Have	Compliant	
19	Ability to establish a hierarchy for partial payment (i.e., which accounts have priority for receipt of payment).	Must Have	Compliant	
Customer Setup				
20	Provide tracking for: Last account activity; Multiple contact names; contact email address; Cross reference ID to external systems; Social security number or Tax ID number; User defined ID number (e.g., property index number); Multiple phone numbers (e.g., office, cell); Multiple addresses; Address type; Current and unpaid late payment penalty and interest charges; Balance due; Last payment amount; Last payment date; Year-to-date payments; Credit score; Bad check or dunning status; Customer type (multiple); Statement cycle (e.g., weekly, monthly); Notes/comments; Date customer was added.	Must Have	Compliant	User defined fields available
21	Ability to flag customer with a bankruptcy status and notes.	Must Have	Compliant	Special conditions
Invoices/Statements				
22	Ability to support assessment, collection, and status determination of permitting and other development fees.	Must Have	Compliant	

City of Oxnard System Replacement: AR

Accounts Receivables				
#	Requirement	Criticality	Response	Comments
23	Ability to itemize charges on customer invoice.	Must Have	Compliant	
24	Ability to develop customized invoices (e.g., Police logo for public safety intergovernmental billings and site logo for misc. receivables).	Nice to Have	Compliant	Via Tyler Forms
25	Ability to produce one-time or recurring invoices.	Must Have	Compliant	
26	Ability to charge different rates for internal and external customers.	Must Have	Compliant	
27	Ability to include the billing date range and/or period on invoices.	Must Have	Compliant	
28	Ability to maintain and send invoices to multiple addresses for the same customer.	Must Have	Compliant	
29	Ability to support multiple methods of calculating invoice amounts including (but not limited to): Flat fee, Percentage, and Table Based.	Must Have	Compliant	
30	Ability to generate statements showing activity and beginning and ending balances for any user-defined time period.	Must Have	Compliant	
31	Ability to generate account statements for the following: Specific accounts; Range of accounts within a department; Range of customers; Delinquent accounts.	Must Have	Compliant	
32	Ability to generate consolidated statements for customers with multiple accounts.	Must Have	Compliant	
33	Ability to maintain detail of unbilled charges.	Must Have	Compliant	
34	Ability to exclude / include billing detail data elements, allowable charges, and overhead on specific bills or all bills.	Must Have	Compliant	Via AR/Charge Code Setup
35	Ability to correct and reprint invoices and statements.	Must Have	Compliant	
36	Ability to email the bill to the customer.	Must Have	Compliant	
37	Ability to produce ad hoc bills with user-defined invoice formats.	Must Have	Compliant	
38	Ability to accommodate cancellation and one step automatic reversals of invoice entries.	Must Have	Compliant	
39	Ability to print a duplicate bill and or statement upon request.	Must Have	Compliant	
40	Ability to write-off small discrepancies between the amount due and the amount received with proper security.	Must Have	Compliant	
41	Ability to retain history on written-off accounts for user-defined periods.	Must Have	Compliant	
Delinquency Tracking				
42	Ability to provide finance charge program (late fees) with user-defined late periods and percent of interest to be charged for late payment. System functions must include ability to:	Nice to Have	Compliant	
43	Produce user-defined aging reports with at user-defined aging periods (e.g., 30, 60, 90, 120, over 120 days).	Must Have	Compliant	
44	Ability to age the receivables according to user-definable time periods according to invoice date or due date.	Must Have	Compliant	May require custom SSRS report
45	Ability to generate accounts receivable aging reports, showing a line item on the aging report for each invoice posted on the accounts receivable master file or by customer.	Must Have	Compliant	
46	Ability to generate accounts receivable aging reports, showing a line item on the aging report for each invoice posted on the accounts receivable master file or by customer.	Must Have	Compliant	
47	Ability to show the line item detail on each invoice including interest and penalty.	Must Have	Compliant	
Receipts				
48	Ability to record all payment types (e.g., cash, check receipts).	Must Have	Compliant	

City of Oxnard System Replacement: AR

Accounts Receivables				
#	Requirement	Criticality	Response	Comments
49	Ability to accept any type of cash receipt including: utility payments, accounts receivable, building permits, other miscellaneous permits, licenses, fees, public records requests, taxes.	Must Have	Compliant	
50	Ability to apply revenue to multiple funds, accounts and/or projects.	Must Have	Compliant	
51	Ability to recognize revenue when billed or when received.	Must Have	Compliant	Cash or Accrual accounting methods are available
52	Ability to accommodate payment transactions, including: Electronic Fund Transfers (EFT); Support Lockbox Processing (including NACHA formats); Credit Card; Other electronic receipts.	Must Have	Compliant	Via Tyler Cashiering for credit card
53	Ability to break out EFT payments to different account numbers.	Must Have	Compliant	
54	Provides for secure / PCI Compliant Credit Card Processing.	Must Have	Compliant	
55	Provides Remote Deposit Capture for Checks.	Must Have	Compliant	Via Tyler Cashiering with appropriate hardware
56	Ability to accommodate multiple payments for an invoice.	Must Have	Compliant	
57	Ability to accommodate single payments applied against multiple invoices.	Must Have	Compliant	
58	Ability to accommodate payments in excess of or less than the bill rendered.	Must Have	Compliant	
59	Ability to integrate with Accounts Payable for issuing a refund check.	Must Have	Compliant	
60	Ability to generate interest on overdue amounts.	Nice to Have	Compliant	
61	Ability to adjust interest dates at time of payment and recalculate interest owed	Nice to Have	Compliant	
62	Ability to generate late payment fees by either a percentage or flat amount.	Nice to Have	Compliant	
63	Ability to accommodate different fee structures for different receivable types.	Must Have	Compliant	
64	Ability to enter/ generate cash receipts information, including: Amount; Customer Name (optional); Customer ID (optional); Customer address (optional); Default accounts (multiple); Date of service; Current date; Individual who received the payment; Form of payment (i.e., check, cash, credit); Description of service (multiple, unlimited field length).	Must Have	Compliant	
65	Ability to pull up an existing cash receipt entry and reverse it, with the appropriate accounting affect automatically.	Must Have	Compliant	
66	Ability to secure cash drawer by opening only on cash payments.	Must Have	Compliant	
67	Ability to reverse a lockbox process or a batch of receipts.	Must Have	Compliant	
Special Assessments				
68	Provide lien servicing capabilities as part of the integrated Finance capabilities of the system.	Must Have	Compliant	Via General Billing loans
69	Provide a receivable system that can track loans and payments (receivables) linked to the lien.	Must Have	Compliant	
70	Ability to post receivables and payments to the general ledger once the cash report is reviewed and updated by authorized personnel.	Must Have	Compliant	
71	Ability to create lien with a two types of terms.	Must Have	Compliant	Can manually update amortized amounts
72	Ability to bill customers for amounts due on loans and/or escrow accounts using coupons or statements.	Must Have	Compliant	
73	Ability to track escrow account balances by customer.	Must Have	Compliant	
74	Ability to generate delinquency letters for automatic charges.	Must Have	Compliant	
75	Ability to accept overpayments and apply the overage to principal at the time payment is received.	Must Have	Compliant	
76	Ability to automatically apply payment to charges based upon a pre-set priority of those charges.	Must Have	Compliant	

City of Oxnard System Replacement: AR

Accounts Receivables				
#	Requirement	Criticality	Response	Comments
77	Ability to generate reports, including: Delinquency Report, Escrow Report, 1098 Reports for the IRS, Forgivable Loan List (monthly), Deferred Loan List (monthly), Customer Activity List, Payment Report (by borrower, showing how each payment was applied), Due on Sale List (monthly).	Must Have	Compliant	May require custom SSRS report
Reporting & Querying				
78	Ability to generate a report by user or by department for: summary payment reports, Daily cash receipts; Cash register journals; Daily bank deposits, accounts receivable reports.	Must Have	Compliant	
79	Ability to list receivables written off.	Must Have	Compliant	

City of Oxnard System: Banking

Banking				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to reconcile pooled cash accounts (book balance) with their corresponding bank and investment accounts (bank balance).	Must Have	Compliant	
2	Ability to create multiple bank account numbers for each bank code.	Must Have	Compliant	
3	Ability to define which GL cash accounts correspond to each bank account.	Must Have	Compliant	
4	Provide "bank items" reconciliation file automatically of adjustments, deposits, and AP and Payroll reconciliations	Nice to Have	Compliant	
5	Ability to search bank items by bank code/account, date range, item type (adjustments, deposits or both), and status (cleared/not cleared/all).	Must Have	Compliant	
6	Ability to drill-down into transaction details for cleared and outstanding totals within date range.	Must Have	Compliant	
7	Ability to forecast cash account cash flows for any date range; integrating with actual transaction provides a "budget vs. actual" cash flow file.	Nice to Have	Compliant	Via cash flow and specific setup
8	Provide reports for cleared, outstanding, and voided checks.	Must Have	Compliant	
9	Provide Daily Payments Journal that includes a detailed list of payments received, as well as a summary by receipt and tender type.	Must Have	Compliant	
10	Ability to generate Payee Positive Pay files (for checks issue, checks voided) for transmission to the bank for Payroll and Accounts Payable.	Must Have	Compliant	
11	Ability to support reconciliation of credit card payments to bank accounts.	Must Have	Compliant	Recommend BAI file import for Bank Reconciliation
12	Ability to account for for various cash tender methods such as check, cash, credit card, etc.	Must Have	Compliant	
13	Ability to accept payments at various City locations.	Must Have	Compliant	Via Citizen Self Service
14	Pooled Cash Accounting - Ability to facilitate the the City's management of cash and short-term investments in consolidated pools and portfolios for all funds and activities of the City and to track each funds equity in pooled cash and investments.	Must Have	Compliant	With proper account setup
15	Provide support for tracking of unclaimed property (e.g., uncashed accounts payable or payroll checks) held by the City, escheated to the State or paid to claimants.	Nice to Have	Compliant	Via stale check process

City of Oxnard System Replacement: Purchasing

Purchasing				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to support encumbrance control for budgeted funds.	Must Have	Compliant	
2	Ability to support "soft" pre-encumbrance control, whereby a warning is given if sufficient funds are not available.	Must Have	Compliant	
3	Ability to copy information from one process to another without rekeying (i.e., requisition to purchase order).	Must Have	Compliant	When requisition is converted to PO, data is carried over to PO
4	Ability to drill down to supporting documents within the purchasing system.	Must Have	Compliant	
5	Ability to establish and maintain information concerning: Vendors; Commodities and a commodity coding structure (NIGP codes); Standards or specifications for items acquired; Standard text for terms and conditions of purchases.	Must Have	Compliant	
6	Ability to record receiving information: receiving staff, shipping carrier with tracking number, date and time received, complete/partial, and comments/notes.	Must Have	Compliant	Requires using comments field for some information
7	Ability to record and maintain history of purchases, commodities, and volumes.	Must Have	Compliant	
8	Ability to support workflow for procurement approval process, including multiple approvals at the departmental and central purchasing levels.	Must Have	Compliant	Via workflow
9	Ability to support automatic entry into other modules, such as inventory, work orders and fixed assets from purchasing.	Must Have	Compliant	
10	Ability to maintain history of all purchasing processes including requisitions and multiple types of purchases.	Must Have	Compliant	
11	Ability for end-users to check expenditures to date against encumbrances and budgets and see results on-line in real time prior to processing an expenditure request.	Must Have	Compliant	
12	Ability to support updating general ledger accounts for all procurement transactions.	Must Have	Compliant	
13	Ability to look up real-time status of purchasing processes.	Must Have	Compliant	
14	Ability to track expenditures against credit cards issued to employees.	Must Have	Compliant	Via Purchase Cards
15	Ability to pull Procurement Cards (P-cards) data (i.e., purchaser, invoice number, amount, date) from the bank and automatically update A/P and detailed G/L.	Must Have	Compliant	
16	Ability to restrict choice of account code against which employee can charge credit card expenditures to those valid account codes for his/her department.	Must Have	Compliant	
17	Ability to accommodate partial receipts.	Must Have	Compliant	Via Tyler Content Manager
18	Ability to support multiple email addresses and fax numbers for purchase orders and other vendor/procurement functions.	Must Have	Compliant	
19	Ability to create PO user defined fields that are available during PO entry process.	Must Have	Compliant	
20	Ability to customize one site-wide purchase order layout/format (and create templates).	Must Have	Compliant	
21	Ability to perform a change order on an existing requisition/PO, and to require workflow approvals associated with total requisition/PO.	Must Have	Compliant	
22	Ability to select from a master contract listing or common vendors listing.	Must Have	Compliant	Contract listing
23	Ability to support one master vendor file for all modules in the system, with security on the ability to change and/or update vendor records.	Must Have	Compliant	

City of Oxnard System Replacement: Purchasing

Purchasing				
#	Requirement	Criticality	Response	Comments
24	Ability to support multiple vendor records (e.g., remittance addresses) associated with one Federal Tax ID.	Must Have	Compliant	
25	Ability to maintain a complete listing of historical vendors (i.e., including those no longer active).	Must Have	Compliant	
26	Ability to provide vendor file that supports: Vendor Number, Vendor Addresses, Vendor name, Type of Vendor, Vendor Tax ID, Misc. Vendor Fields, Multiple Email Addresses, Multiple Addresses, Designated Point of Contact, Memo Field, Commodity Code, Vendor Activity Status, Compliance Flagging, Vendor Withholdings, Bank Information, and Discount Terms.	Must Have	Compliant	May require user defined fields
27	Ability to detect duplicate vendor information upon entry of vendor information.	Must Have	Compliant	Based on SSN number
28	Ability to allow City staff to enter and access delivery validation information.	Must Have	Compliant	
29	Ability to allow transactions with valid vendors only.	Must Have	Compliant	Warning received that vendor is inactive
30	Ability to allow the selective inactivation or purging of vendor records by user-defined criteria.	Must Have	Compliant	
31	Ability to route requisitions and purchase orders using workflow based on user-defined fields (e.g. dollar amount, commodity code).	Must Have	Compliant	
32	Ability to assign effective date of transactions, either current or post-dating.	Must Have	Compliant	
33	Ability to create PO change orders (modifications) to the original PO document and update G/L accordingly.	Must Have	Compliant	
34	Ability to have an integrated Document Management System where you can view all related documents within the Purchasing module (Requisition, PO, Invoice and A/P check).	Must Have	Compliant	Via Tyler Content Manager
35	Provide for the following carry forward methods for POs at year end: GAAP; Budgetary; GAAP/Budgetary; Transfer.	Must Have	Compliant	
36	Ability to disencumber the PO from the prior year; re-encumber and charge the expense to the current year.	Must Have	Compliant	
37	Ability to cancel blanket purchase orders.	Must Have	Compliant	
38	Ability to close all selected open purchase orders/encumbrances and requisitions/pre-encumbrances with user-defined parameters at year-end.	Must Have	Compliant	
39	Ability to generate reports of all purchase orders based on calculated user-defined criteria (e.g., >\$2500 or between 5/1/ and 6/1).	Must Have	Compliant	May require SSRS
40	Ability to mass cancel selected POs prior to year end processing.	Must Have	Compliant	
41	Ability to carry forward open encumbrances to the new year.	Must Have	Compliant	
42	Ability to indicate on the PO if three-way is required.	Must Have	Compliant	
43	Ability for PO receiving to automatically generate an inventory receipt transaction.	Must Have	Compliant	
44	Ability to match open PO encumbrances to associated GL accounts.	Must Have	Compliant	
45	Ability to have 200 line items on a PO.	Must Have	Compliant	
46	Ability to have multiple accounts on a PO line.	Must Have	Compliant	Using sequence numbers
47	Ability to have unlimited description on PO line items.	Must Have	Compliant	
48	Ability to have unlimited comment text on requisitions/POs.	Nice to Have	Compliant	

City of Oxnard System Replacement: Purchasing

Purchasing				
#	Requirement	Criticality	Response	Comments
49	Ability to define ship-to locations per PO line item.	Nice to Have	Compliant	
50	Ability to close out / reverse encumbrances and purchase orders by user defined parameters.	Must Have	Compliant	
	Vendor Self-Service			With eProcurement
51	Ability to allow Internet vendor e-registration and updating of company information.	Must Have	Compliant	
52	Allow vendor to select commodity codes they wish to bid on.	Must Have	Compliant	
53	Ability for vendors to request and check on submitted bids.	Nice to Have	Compliant	
54	Allow vendors to electronically respond to bids.	Nice to Have	Compliant	
55	Ability to allow a vendor to electronically attach document to their profile.	Nice to Have	Compliant	
	Reporting & Querying			
56	Provide an Open Purchase Orders Report by Expense Account; Date; Vendor; Commodity Code; Ship to location.	Must Have	Compliant	May require SSRS
57	Ability to export mailing labels to MS Word and MS Excel for mail merge functionality.	Must Have	Compliant	
58	Ability to accommodate user-defined contract alerts for key dates (renewal, expiration, rebid, etc.).	Must Have	Compliant	
59	Ability to note contract revisions, including date and source.	Must Have	Compliant	
60	Ability to allow ad hoc reporting on any field within the purchasing module.	Must Have	Compliant	Via SSRS
61	Ability to generate a report of all activity with a vendor.	Must Have	Compliant	
62	Ability to provide reporting capability of all sole source or emergency purchase orders.	Must Have	Compliant	
63	Ability to generate all reports by user-defined date ranges that may occur over prior fiscal years.	Must Have	Compliant	Via SSRS

City of Oxnard System Replacement: Bid Management

Bid Management				
#	Requirement	Criticality	Response	Comments
#	General Requirements			
1	Ability to maintain a list of all vendors who respond to solicitations.	Nice to Have	Compliant	
2	Ability to access solicitations on-line by Invitation for Bid (IFB), Request for Proposal (RFP) number or RFQ number.	Nice to Have	Compliant	
3	Ability to obtain vendor application on-line.	Nice to Have	Compliant	Via eProcurement (Vendor Self Service)
4	Ability to track bid documents and their evaluation using Bid Management functionality and attach to the system. Ability for departmental users to view bid information.	Nice to Have	Compliant	
5	Ability to create back-up documentation such as Bid analysis sheets, sole source awards, etc.	Nice to Have	Compliant	
6	Ability to maintain a bidder list showing names, addresses, contact, and commodity codes.	Nice to Have	Compliant	
7	Ability to automatically, with approval from an authorized user, create a vendor master file when bidder receives award, if the award is the first one the bidder receives.	Nice to Have	Compliant	
8	Ability to select bidder list by all or partial selection.	Nice to Have	Compliant	
9	Ability to use the same vendor file for procurement and Accounts Payable.	Must Have	Compliant	
10	Ability to merge multiple requisitions into a single bid.	Nice to Have	Compliant	
11	Ability for distributed on-line entry of departments requesting bid items.	Nice to Have	Compliant	
12	Ability to line item award bids to different vendors.	Nice to Have	Compliant	
13	If a bid is awarded to multiple vendors, ability to create individual contracts/POs to the vendors.	Must Have	Compliant	
14	Ability to award an entire bid to a single vendor.	Must Have	Compliant	
15	Ability to view and report on vendor bid submissions.	Nice to Have	Compliant	
16	Ability to capture vendor item number on a bid and have this print on the PO.	Nice to Have	Compliant	
17	Ability to automatically and/or manually assign status, including: Requisitioned; Bid Document in Process; Bid Set; Vendor selected; Purchase order issued; Delivery date available; Invoice Paid.	Nice to Have	Compliant	With user defined fields
18	Ability to automatically or manually assign priority codes, including: Emergency; Executive order; Safety issue (e.g., repair); Service item; Citizen health and welfare issue.	Nice to Have	Compliant	With user defined fields
19	Ability to allow the electronic submission of Requests for Qualifications, Bids and Proposals and provide the vendor with an automatic receipt of submissions.	Nice to Have	Compliant	No automatic receipt of submissions
20	Ability to allow the electronic disbursement of Requests for Qualifications, Bids and Proposals.	Nice to Have	Compliant	

City of Oxnard System Replacement: Bid Management

Bid Management				
#	Requirement	Criticality	Response	Comments
21	Ability to check the status of a bid in the system.	Nice to Have	Compliant	
22	Ability to view and report on Contract and bid data information: Expiration dates; Commodity codes; Vendors; Departments; PO Numbers; Insurance expiration dates; Performance bond expiration dates; Contract number; Contract expiration date with extensions.	Nice to Have	Compliant	May require SSRS
	Reporting & Querying			The following may require SSRS
23	Ability of the system on-line inquiry feature to include the following items: open purchase orders, closed purchase orders, and partial filled purchase orders.	Must Have	Compliant	
24	Ability to provide reports which include: bids/contracts.	Nice to Have	Compliant	
25	Ability to print a Bid or Quotation list with details of Bid, outstanding bids, and accepted by prospective vendors.	Nice to Have	Compliant	May require SSRS
26	Ability of the system to reprint bid/proposal requests.	Nice to Have	Compliant	
27	Ability to manipulate requisition specifications and attachments into a solicitation.	Nice to Have	Compliant	
28	Ability to connect with Purchasing's internet bid schedule.	Nice to Have	Compliant	
29	Ability to send bid notices electronically to bidders on a no fee to vendor basis.	Nice to Have	Compliant	
30	Ability to send and download solicitations to the Internet bid schedule on a no fee to vendor basis.	Nice to Have	Compliant	
31	Ability to register vendors for bid list.	Nice to Have	Compliant	Via eProcurement (Vendor Self Service)

City of Oxnard System Replacement: Requisitions

Requisitions				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability to electronically process multi-delivery, direct ship, blanket and non-blanket requisitions.	Must Have	Compliant	
2	Ability to display multiple account numbers on any line item on requisitions.	Must Have	Compliant	
3	Ability to requisition with commodity description.	Must Have	Compliant	
4	Ability to perform the following requisition functions, with the appropriate security: Inquiry; Add; Change; Cancel; Delete.	Must Have	Compliant	
5	Ability to provide for multiple lines of input per individual requisition.	Must Have	Compliant	
6	Ability to provide reports to users and management on requisition status.	Must Have	Compliant	May require SSRS
7	Ability to create and track all requisitions by: date, requester, budget, item, action item.	Must Have	Compliant	
8	Ability to check against the budget and pre-encumber requisition per line item.	Must Have	Compliant	
9	Ability to modify items ordered through change order (add or delete) including part, class, quantity, unit of measure, vendor, cost, project, fund, with the appropriate security.	Must Have	Compliant	Ability to update requisition
10	Ability to track requisitions and automatically date and time stamp (received, accepted, returned, re-received) with notes and comments.	Must Have	Compliant	
11	Ability to limit G/L distribution accounts to only those valid for that department/user.	Must Have	Compliant	Via permissions
12	Ability to have multiple line items per purchase order with capability for one/multiple delivery schedules per line printed on purchase order.	Must Have	Compliant	
13	Ability to automatically or manually number requisitions with the ability to restart the numbering process with each fiscal year.	Must Have	Compliant	
14	Ability to create purchase orders from requisitions.	Must Have	Compliant	
15	Ability to request a budget transfer as part of the requisition process.	Must Have	Compliant	
16	Ability to define unique workflow rules by department, dollar amount, G/L account or user.	Must Have	Compliant	
17	Ability for user to check on status of workflow approval.	Nice to Have	Compliant	
18	Ability to create a pick ticket if item is in inventory.	Must Have	Compliant	
19	Ability to create requisition for a particular work order and task.	Must Have	Compliant	
20	Ability to set and track the number and dollar amount of requisitions to a certain vendor and require a justification note if usage exceeds either limit in a set # of days.	Nice to Have	Compliant	
21	Ability to create a bid or contract from a requisition.	Nice to Have	Compliant	
Reporting & Querying				The following may require SSRS
22	Ability to produce a Requisition Report, which can be sorted by buyer.	Nice to Have	Compliant	
23	Ability to display and/or print any / all reports and screens.	Must Have	Compliant	
24	Ability to generate vendor reports based upon user defined criteria.	Must Have	Compliant	
25	Ability to track and report on requisition, purchase order and receiving information.	Must Have	Compliant	
26	Ability to merge requisitions into single PO to be sent to vendor.	Must Have	Compliant	
27	Ability to create an configurable number of user defined fields on a requisition.	Must Have	Compliant	
28	Ability to create both current and next year requisitions with proper authorization.	Must Have	Compliant	
29	Ability to copy line items within a requisition or copy the entire requisition to a new one.	Must Have	Compliant	Via copy requisition functionality
30	Ability to establish shipping locations per line item.	Must Have	Compliant	

City of Oxnard System Replacement: Contracts Mgt

Contracts Management				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability to enter, track and inquire basic contract information, including: Contract name; Contract number; Contract amount; Contract type (IFB, RFP, RFQ); Contract amount; Contract changes (dollar amount); Audit required; Payments against the contract; Budget line item; Provider name and address; Contract balance; Contract starting date; Contract ending date; Contract extensions; Additions to the contract; Department; Commodity code; Bonds; Insurance; Cooperative contract (yes/no); Ordinance Number; Tax standing; Federal debarment; State registration status; Date approved by Council.	Must Have	Compliant	May require user defined fields
2	Ability to track the following fields for a prime contractor: Contract name; Contract number/ID; Contractor name; Contractor address; Contractor contact info (phone, fax, email); Contract dollar amount; Contract start date; Contract end date; Release number; Ordinance number; Vendor number; Alternate emergency contact info (phone, fax, email).	Must Have	Compliant	May require user defined fields
Workflow				
3	Ability to route the specification documents electronically to the correct Department for review/revisions.	Nice to Have	Compliant	Via contract workflow
4	Ability to view and approve contracts within the system.	Nice to Have	Compliant	
Contract Initiation and Approval Process				
5	Ability to handle certifications of contracts over multiple fiscal years.	Must Have	Compliant	
6	Ability to convert awarded bids to approved contract.	Nice to Have	Compliant	
7	Ability to allow multiple contracts per vendor.	Must Have	Compliant	
8	Ability to allow for multiple items per contract.	Must Have	Compliant	
Contract Entry & Tracking				
9	Ability to track multiple contracts to a single project.	Must Have	Compliant	
10	Ability to track a single contract to multiple projects.	Must Have	Compliant	
11	Ability to budget and encumber contracts and project accounting data.	Nice to Have	Compliant	
12	Ability to track several purchase orders or other reference documents within a single contract.	Must Have	Compliant	
13	Ability to create Contract user defined fields.	Nice to Have	Compliant	
14	Ability to track and flag contract expiration/extension dates.	Must Have	Compliant	Via alerts
15	Ability to provide functionality to administer a process whereby departmental input can be captured and tracked on vendor service performance against a contract.	Nice to Have	Compliant	
16	Ability to attach comments to each contract for users with proper security to view and update. Comments could be free-form or standard user-defined (selected from a menu or drop-down list).	Nice to Have	Compliant	
Contract Change Management				
17	Ability to accommodate subsequent contract change orders to update dollar amounts and durations.	Must Have	Compliant	
Payments				
18	Ability to view all payments at a detail level that are associated with a specific contract number.	Must Have	Compliant	
19	Ability to print detailed payment information for a specific vendor name and distinguish payments to a vendor for different program activities.	Must Have	Compliant	

City of Oxnard System Replacement: Contracts Mgt

Contracts Management				
#	Requirement	Criticality	Response	Comments
20	Ability to track multiple encumbrances and payments against a single contract.	Must Have	Compliant	
21	Ability to generate payments to contractors based on unit pricing for multiple contract line items.	Nice to Have	Compliant	
Deobligation/Decertification/Cancellation				
22	Ability to decertify contracts.	Nice to Have	Compliant	
23	Ability to decertify all selected contracts without having to access each individual PO for the contract.	Nice to Have	Non-Compliant	Need more information to quote an enhancement to add this feature.
24	Ability to maintain a decertification list with the following information: Contract type; Contract begin date; Contract end date; Vendor name; Vendor number; Funding; Contract name/description; Renewal date.	Nice to Have	Compliant	
25	Ability to decertify by each line individually, and all lines in a batch.	Nice to Have	Non-Compliant	
Reporting & Querying				
26	Ability to track (which step, date, etc.) the status of each step in the contracting process.	Must Have	Compliant	Some may require SSRS
27	Ability to search and reports/queries on contract expiration dates given certain parameters (e.g., you should be able to look up all of a department's contracts that are due to expire within the next 3 months, 6 months, 12 months).	Must Have	Compliant	
28	Ability to report historical contracts in detail, by division.	Must Have	Compliant	
29	Ability to generate reports on OEO contract payment details and compliance with MBE, WBE, DBE.	Nice to Have	Compliant	
30	Ability to report all associated information on a contract, such as POs issued from that contract, payments made, free balance, contract expiration date, vendor, etc.	Must Have	Compliant	
31	Ability to generate reports detailing every contract authorized along with the following information: Contract name; Contract type; Contract begin date; Contract end date; Vendor name; Vendor number; Contract information.	Must Have	Compliant	
32	Ability to track and report, by account number, expenditures & revenue for each individual contract, including budget to actual comparisons by user-defined period (i.e., monthly, quarterly, daily, contract year, fiscal year, contract term).	Nice to Have	Compliant	
33	Ability to allocate a contract by any segment of the GL account code.	Nice to Have	Compliant	
34	Ability to allocate a contract by yearly dollar total.	Nice to Have	Compliant	
35	Ability to roll non-expended contract amounts to the next year.	Must Have	Compliant	
36	Ability to use both current and next year contract dollars while working in the current year.	Nice to Have	Compliant	Current year and Next year entries are made for encumbrances (if encumbering funds). Next year +1 will be encumbered at start of fiscal year.
37	Ability to generate milestones for contract events.	Nice to Have	Compliant	
38	Ability to view all requisitions, purchase orders, and invoices ties to a contract and drill into these documents to view specific details.	Must Have	Compliant	

City of Oxnard System Replacement: Accounts Payable

Accounts Payable				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to maintain an A/P open-item (unpaid invoice) file that contains detailed records of vendor invoices.	Must Have	Compliant	
2	Ability to allow for a user to place a hold payment on any specific open item or for all invoices of a particular vendor.	Must Have	Compliant	Individual invoice hold
3	Ability to control payments by due date, vendor and selected hold.	Must Have	Compliant	
4	Ability to accommodate processing of debit/credit memos and manual checks.	Must Have	Compliant	Credit memos and manual checks
5	Provide detailed audit trail reports to support payable items and liabilities reflected in the GL system.	Must Have	Compliant	
6	Ability to post manual checks and include them in the GL distribution.	Must Have	Compliant	
7	Ability to reconcile bank accounts (outstanding check reconciliation).	Must Have	Compliant	
8	Ability to import a file for bank reconciliation.	Nice to Have	Compliant	With compatible import file format
9	Ability to distribute invoice payments by item or total into multiple GL funds, accounts, organization or program.	Must Have	Compliant	
10	Ability to consolidate vendor payments onto one check, detailing invoice numbers and dates or selectively produce individual checks.	Must Have	Compliant	
11	Ability to automatically post GL from A/P with separate entries for checks, wire transfers, and electronic payments.	Must Have	Compliant	Individual batches
12	Ability to automatically liquidate encumbrances for invoiced, encumbered purchase orders.	Must Have	Compliant	
13	Ability to input invoice due date and hold invoice payment until the due date occurs.	Must Have	Compliant	
14	Ability to provide two-way and three-way matching capabilities for various operations including purchase order, receiving documents, and invoicing.	Must Have	Compliant	
15	Ability to track vendor W9 & 1099 information.	Must Have	Compliant	
16	Ability to maintain pricing information, quantity breaks, freight terms and shipping information for each vendor.	Must Have	Compliant	
17	Ability to have numeric vendor numbers that are system generated.	Must Have	Compliant	
18	Ability to search vendor files from within purchasing processes (i.e., requisition and purchase order).	Must Have	Compliant	
19	Ability to make corrections or additions to any field or screen throughout the purchasing process with appropriate security and with an audit trail (i.e., PO Corrections, Invoice Corrections).	Must Have	Compliant	
20	Ability to allow automatic PO approvals for recurring and standard payments (i.e. electricity).	Must Have	Compliant	By commodity code
21	Ability to create vendor groupings for specific commodities, locations, etc.	Must Have	Compliant	
22	Ability to maintain an accumulated purchase history for each vendor in system.	Must Have	Compliant	
23	Ability to maintain an audit trail for changes to the vendor master file.	Must Have	Compliant	
24	Ability to change vendor name without losing the history.	Must Have	Compliant	
25	Ability to maintain a history of payments made to vendor.	Must Have	Compliant	
26	Ability to support standard invoice entry or quick entry.	Must Have	Compliant	
27	Ability to support batch, multiple, or individual invoice entry.	Must Have	Compliant	
28	Ability to support invoice entry at the department level.	Must Have	Compliant	

City of Oxnard System Replacement: Accounts Payable

Accounts Payable				
#	Requirement	Criticality	Response	Comments
29	Ability to support recurring invoices.	Must Have	Compliant	
30	Ability to support multiple status codes for invoices including: pending, pending secondary approval, approved, held, rejected, delete, and any user-defined.	Must Have	Compliant	Hold, pending, rejected
31	Ability to scan an invoice and to populate the invoice information based on the data captured.	Must Have	Compliant	
32	Ability to allow for the electronic submission of invoices from vendors (e.g., e-bills).	Must Have	Compliant	
33	Ability to allow an invoice to be re-established when a check is voided.	Must Have	Compliant	
34	Ability to support voiding an invoice.	Must Have	Compliant	
35	The system has the ability to allow for an invoice to be distributed to (at least) 99 different general ledger accounts.	Must Have	Compliant	
36	Ability to track Procurement Cards (P-cards) and automatically update A/P and detailed G/L.	Must Have	Compliant	
37	Ability to restrict merchant codes allowed for purchases on P-cards.	Must Have	Compliant	This would be done with the p-card vendor
38	Ability to put vendor and all invoices to be put on hold.	Must Have	Compliant	
39	Ability to check on the status of a check (e.g., outstanding, voided, cancelled, stale-dated, etc.).	Must Have	Compliant	
40	Ability to identify all "stale" checks that are outstanding after a user-specified period of time.	Must Have	Compliant	
41	Ability to track purchases by vendor (i.e., by invoice, purchase order/contract number, purchase item, budget unit).	Must Have	Compliant	
42	Ability to track payments to vendor.	Must Have	Compliant	
43	Ability to age accounts payable.	Must Have	Compliant	
44	Ability to delete or deactivate vendor from vendor listing by date with reason. Historical data would be retained.	Must Have	Compliant	Inactive status
45	Ability to match items by: Invoice; Purchase Order.	Must Have	Compliant	
46	Ability to schedule invoices for payment based on vendor terms, future dated invoices, etc.	Must Have	Compliant	
47	Ability to default information from the purchase order to the invoice entry screen to simplify data entry.	Must Have	Compliant	
48	Ability to support pre-encumbrances.	Must Have	Compliant	
49	Ability to automatically balance encumbrances in expenditure accounts to control accounts and reserve for encumbrance accounts.	Must Have	Compliant	
50	Ability to manually or automatically relieve an encumbrance, either partially or completely, when an expenditure transaction is entered.	Must Have	Compliant	
51	Ability to maintain and release recurring payments (e.g., rental or lease payments) based upon user defined amounts and payment dates using an automatic batch process or real time transaction processing with the appropriate workflow approvals.	Nice to Have	Compliant	
52	Ability to reject transactions for insufficient appropriation and cash / fund balances (with override feature based upon security).	Must Have	Compliant	
53	Ability to set up soft and hard stops for processing transactions with insufficient funds appropriations.	Must Have	Compliant	Permission based if warning is received
54	Ability to establish soft and hard stops for insufficient funds by line item (e.g., electric bills must be paid).	Must Have	Compliant	

City of Oxnard System Replacement: Accounts Payable

Accounts Payable				
#	Requirement	Criticality	Response	Comments
55	Ability to support electronic workflow for approvals by dollar amount and general ledger account number.	Must Have	Compliant	
56	Ability to alert user of potential duplicate payments based on vendor number, invoice number, dollar amount and date, with the ability to override with the appropriate user security.	Must Have	Compliant	Vendor/invoice number
57	Ability to accommodate electronic payments (e.g., EFT, ACH).	Must Have	Compliant	
58	Ability to maintain multiple line items within one vendor and maintain separate history for each (for example, multiple departmental accounts under an electric company).	Must Have	Compliant	
59	Ability to retain vendor prior year(s) data for comparative reporting.	Must Have	Compliant	
60	Ability to accommodate one time vendors and identify them as such.	Must Have	Compliant	
61	Ability to automatically re-encumber a PO with a credit memo invoice.	Must Have	Compliant	
62	Ability for recurring invoices to buy down PO and/or Contracts.	Must Have	Compliant	
Vendor 1099s				
63	Ability to flag vendor as 1099 reportable.	Must Have	Compliant	
64	Ability to collect necessary information for generation of Federal 1099s at year-end (both manually and per IRS approved file).	Must Have	Compliant	
65	Ability to correct 1099 information in the system, reprint the 1099 form(s), and produce a correction file for the IRS.	Must Have	Compliant	
66	Ability to change a vendor's 1099 status at any time during the year, and all existing activity will be automatically updated.	Must Have	Compliant	
67	Ability for individual invoices to be included or excluded from 1099 income for a vendor as appropriate.	Must Have	Compliant	
68	Ability to change the 1099 status for a selected vendor.	Must Have	Compliant	
Vendor Masterfile				
69	Ability to establish a vendor master file, including: Name; DBA Name; Federal Tax Identification Number; Vendor Number; Website; Contact Name(s); Title; Address; Phone Number; Fax Number; Email Address; Minority/woman/disadvantage business indicator; Last date vendor used; Default chart of account information; Payment methods; Type of company (e.g., corporation, partnership); Commodity; Standard payment terms; Problem vendor flag; Preferred vendor flag; Vendor on-hold flag (e.g., litigation, payment dispute); Other user-defined fields.	Must Have	Compliant	May require user defined fields
70	Ability to accommodate user defined vendor categories (e.g., Disadvantaged Business Enterprises, Problem vendors).	Nice to Have	Compliant	Vendor types
71	Ability to produce labels (or a label file for export) for vendors requiring a W-9.	Must Have	Compliant	
72	Ability to maintain multiple location addresses for each vendor.	Must Have	Compliant	
73	Ability to provide a vendor comment file that may contain a user-defined amount of information, viewable by any user but updateable only by users with authorized security.	Nice to Have	Compliant	
74	Ability to maintain and print out an audit trail for changes to the vendor master file.	Must Have	Compliant	
75	Ability for users with authorized security to add or change vendor master file records.	Must Have	Compliant	
76	Ability to hide inactive vendors after a user-specified period of time without activity, with appropriate workflow approval.	Must Have	Non-Compliant	A report can be run, but no workflow approval.

City of Oxnard System Replacement: Accounts Payable

Accounts Payable				
#	Requirement	Criticality	Response	Comments
77	Ability to add user defined fields to the vendor file.	Must Have	Compliant	
78	Ability to inactivate vendors after a user-specified period of time without activity, with appropriate workflow approval.	Must Have	Compliant	
79	Ability to track multiple addresses (i.e., bid, orders, multiple remit to).	Must Have	Compliant	
80	Ability to track the following by vendor but limited to: POs, Invoices, Contracts, Awarded Bids, Issues checks	Must Have	Compliant	
81	Ability to validate a vendor against a Federal Tax ID database to verify that the vendor name being set up is a valid vendor.	Nice to Have	Compliant	
82	Ability to perform vendor maintenance without affecting the vendor information on historical transactions, and ability to override this with the proper security access.	Must Have	Compliant	
Accounts Payable Invoice Posting				
83	Ability to identify as default the vendor's remittance address from the vendor record when processing invoices, with override ability to another remittance address established on the vendor record.	Must Have	Compliant	
84	Ability to allow multiple invoices to be entered against the same purchase order reference, with validation of the total quantity and amount to be paid.	Must Have	Compliant	
85	Ability to accommodate account distributions by line item.	Must Have	Compliant	
86	Ability to change chart of account number distribution charges at the line item level on either requisition or PO, with appropriate user security restrictions.	Must Have	Compliant	
87	Ability to cancel a payment voucher.	Must Have	Compliant	
88	Ability to process debit and credit memos by purchase order and/or line item.	Must Have	Compliant	
89	Ability to record the credit memo on the vendor record and automatically apply it with the next invoice to be paid.	Must Have	Compliant	
90	Ability for changes or deletions to invoice information before generation of checks with appropriate security.	Must Have	Compliant	
91	Ability to schedule invoices for payment.	Must Have	Compliant	
92	Ability to process invoices for which no purchase order exists, with the appropriate security.	Must Have	Compliant	
93	Ability to allocate an invoice amount to various accounts according to a percentage of the invoice amount or by dollar amount.	Must Have	Compliant	
94	Ability to enter one-time comments on the check stub to a single vendor.	Must Have	Compliant	
95	Ability to generate accounts payable checks daily, weekly, monthly or on demand.	Must Have	Compliant	
96	Ability to generate checks based on pay dates established when invoices are entered and the range of dates selected for payment.	Must Have	Compliant	
97	Ability to send an electronic file of all checks to the City's bank for comparison with checks being cashed, in order to help reduce fraud.	Must Have	Compliant	
98	Ability to create an invoice list and preliminary check register prior to check generation.	Must Have	Compliant	
99	Ability to compare control totals of invoices entered (amount) to total check run (amount) and permit correction before check production.	Must Have	Compliant	

City of Oxnard System Replacement: Accounts Payable

Accounts Payable				
#	Requirement	Criticality	Response	Comments
100	Ability to provide audit trails by: Invoice number; Disbursements; Purchase Order number; Check number; Date(s) (e.g., payment date); Payee; Payee address; Approver and User ID; Account number.	Must Have	Compliant	
	Processing Payments			
101	Ability to automatically update the vendor file with changes/cancellations when a check is cancelled.	Must Have	Compliant	
102	Ability to automatically generate check numbers based on user-entered starting numbers.	Must Have	Compliant	
103	Ability to compute the number of checks written per check run.	Must Have	Compliant	
104	Ability to automatically produce one check if needed.	Must Have	Compliant	
105	Ability to produce, through secure printers, checks with electronic signatures.	Must Have	Compliant	Via Tyler Forms
106	Ability to ensure security on check writing signatures.	Must Have	Compliant	
107	Ability to consolidate (or choose not to consolidate) multiple invoices for the same vendor on one check, and itemize the invoices on the check stub.	Must Have	Compliant	
108	Ability to prevent the printing of blank, negative, or zero amount checks.	Must Have	Compliant	
109	Ability to void checks by check number or group of check numbers.	Must Have	Compliant	
110	Ability to post voided checks to system in exact same manner as original entry with reversing entry to GL having date of void, not original check date.	Must Have	Compliant	
111	Ability to produce a daily report showing all activity in the system.	Must Have	Compliant	Via SSRS
112	Ability to cancel/void checks electronically and automatically generate General Ledger transactions to reverse all accounting distributions associated with that check.	Must Have	Compliant	
113	Ability to retain cleared checks in a check reconciliation database for inquiry and/or reporting purposes.	Must Have	Compliant	
114	Ability to place a "stop payment" on checks and generate the appropriate General Ledger transaction.	Must Have	Compliant	
115	Ability to update the vendor file for wires and remittances and send a remittance to the vendor.	Must Have	Compliant	
	Reporting & Querying			Some may require SSRS
116	Vendor Inquiry (including history of commodities, departments, etc., as defined by user) .	Must Have	Compliant	
117	Inquiry by Purchase Order Number, Invoice Number, Receiver Document Number, or any other associated document.	Must Have	Compliant	
118	Ability to generate and transmit Positive Pay files.	Must Have	Compliant	
119	Ability to produce the following reports: Vendor Master Listing (by any element in the file); Vendor Multiple Address listing; Summary Payment Report by Vendor (for a user determined time period); Open A/P Invoices as of date report; Vendor invoice list; 1099 MISC Reporting; Check register; Bank report; Cash requirements report; General Ledger interface report; Invoice Ageing Report; Expenditure Report.	Must Have	Compliant	
120	Ability to query for invoice information on any data element (e.g., invoice amount, invoice number, date, voucher number).	Must Have	Compliant	
121	Ability to generate 1099 paper forms as well as on electronic media.	Must Have	Compliant	

City of Oxnard System Replacement: Reporting

General Financial Reporting				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to use a "wizard" approach to step through the preparation and reporting process.	Must Have	Compliant	Via SSRS
2	Ability to use the system to respond to financially-related public requests in a timely manner.	Must Have	Compliant	Some may require SSRS
3	Provide an open database structure so that data can be reported out to citizens.	Must Have	Compliant	Some may require SSRS
4	Provide intuitive user prompts when entering possible adjusting entries.	Must Have	Compliant	
5	Ability to perform account reclassifications for reporting purposes only.	Nice to Have	Compliant	Ability to assign character code or user defined field and SSRS for reporting
6	Ability to purge, backup and restore database records.	Must Have	Compliant	
7	Ability to utilize multiple instances of databases.	Must Have	Compliant	Test, Train, Live
8	Provide year-end process to update adjustments and beginning balance for the next reporting year.	Must Have	Compliant	
9	Ability to import trail balance data from the general ledger.	Must Have	Compliant	
10	Ability to combine multiple funds into one for reporting purposes.	Nice to Have	Compliant	Using user-defined fields and may require SSRS for custom report
11	Ability to support user control of data classifications.	Nice to Have	Compliant	
12	Ability to support for user-defined government-wide and fund-level reporting classifications.	Nice to Have	Compliant	Using user-defined fields and may require SSRS for custom report
13	Ability to support for audit trails.	Must Have	Compliant	
14	Ability to export GASB Combining Statements and supporting drill down reports to the following formats, including but not limited to: Adobe (PDF); Crystal Reports (RPT); HTML 3.2 & 4.0 (HTML, HTM); ODBC: MS Excel (XLS, XLSX), MS Word (DOC, DOCX); XML.	Must Have	Compliant	
15	Ability to incorporate exported reports into existing audit/CAFR reports or display.	Must Have	Compliant	

City of Oxnard System Replacement: Reporting

General Financial Reporting				
#	Requirement	Criticality	Response	Comments
16	Provide the following financial reports: Management's Discussion and Analysis; Comparative Statement of Net Assets; Comparative Statement of Changes in Net Assets; Expenses and Program Revenues - Governmental Activities; Revenues by Source - Governmental Activities; Expenses and Program Revenues - Business Type Activities; Revenues by Source - Business Type Activities; Comparative Statement of Capital Assets; Basic Financial Statements; Government-wide Financial Statements; Statement of Net Assets; Statement of Activities; Fund Financial Statements; Balance Sheet - Governmental Funds; Reconciliation of the Balance Sheet to the Statement of Net Assets; Statement of Revenues, Expenditures, and Changes in Fund Balances - Governmental Funds; Reconciliation of the Statement of Revenues, Expenditures, and Changes in Fund Balances of Governmental Funds to the Statement of Activities; Statement of Revenues, Expenditures, and Changes in Fund Balances - Budget and Actual - General Fund; Proprietary Funds; Statement of Net Assets; Statement of Revenues, Expenses and Changes in Fund Net Assets; Statement of Cash Flows; Statement of Fiduciary Net Assets; Statement of Changes in Fiduciary Net Assets; Combining and Individual Fund Statements and Schedules; Combining Balance Sheet - Nonmajor Governmental Funds; Combining Balance Sheet Summarized -Nonmajor Governmental Funds; Combining Statement of Revenues, Expenditures and Changes in Fund Balance - Nonmajor Governmental Funds; Combining Statement of Revenues, Expenditures and Changes in Fund Balance Summarized - Nonmajor Governmental Funds; Combining Statement of Net Assets - Nonmajor Enterprise Funds; Combining Statement of Revenues, Expenses and Changes in Fund Net Assets - Nonmajor Enterprise Funds; Combining Statement of Net Assets - Internal Service Funds; Combining Statement of Revenues, Expenses and Changes in Fund Net Assets - Internal Service Funds; Combining Statement of Cash Flows - Internal Service Funds; Combining Statement of Net Assets - Fiduciary Funds; Combining Statement of Changes in Net Assets - Fiduciary Funds; Combining Statement of Net Assets - Component Units; Combining Statement of Activities - Component Units; Schedules of Revenues, Expenditures, and Changes in Fund Balances - Budget and Actual - Nonmajor Governmental Funds; Statistical Section Reports - Adheres to Statement 45 Requirements; Net Assets by Component; Changes in Net Assets; Fund Balances of Governmental Funds; Changes in Fund Balances of Governmental Funds; Budget by Fund Report; Adjustment Reconciliation; Fund Totals Report; 5/10 Report (Analysis of Funds)	Nice to Have	Compliant	Some reports may require user defined fields and SSRS

City of Oxnard Municipal System Replacement: Electronic Plan Review

Electronic Plan Review				
#	Requirement	Criticality	Response	Comments
Plan Applications				
1	Ability to capture basic planning project application.	Must Have	Compliant	
2	Ability to track the status of applications.	Must Have	Compliant	
3	Ability to assign fees for plan project applications.	Must Have	Compliant	
4	Ability to accommodate all plan types used by the County, including: Site Plan; Parking Lot Review; Unified Development; Plan Variance Written Statement; Zoning changes; PUD Amendment; Major Plat; Minor Plat; Plat Vacation; Subdivision Waiver Requests; Detachment; User Defined Special Use; Land Development Regulations; Street Name Change; Right of Way Vacation; Right of Way Creation; Right of Way Encroachment Application; Alley Vacation; Setback Line Vacation; Non-Access Line Vacation; Easement Release and Creation; Lot Modification; Rural Lot Splits; Fringe Area Road Master Plan Amendment; Land Use Plan Amendment; Comprehensive Growth Management Plan and Text Amendment.	Must Have	Compliant	
5	Ability to allow user-defined application types (e.g., annexation, master plan, subdivision, zoning, sign, variance).	Must Have	Compliant	
6	Ability to allow user-defined sub-types (e.g., preliminary plat, final plat, re-plat, zone change).	Must Have	Compliant	
7	Ability to track and maintain application status including the following: Approved; Approved with Conditions; Administrative Approval; Denied; Withdrawn.	Must Have	Compliant	
8	Ability to attach comments to plan records to describe status/reason (e.g., approval pending due to waiting on bonds and plats from developer).	Must Have	Compliant	
9	Ability to track/search project by project name.	Must Have	Compliant	
10	Ability to track/search project by other user-defined fields.	Must Have	Compliant	
11	Ability to assign unique application numbering (alpha-numeric) and application classification to aid in determining application/submittal types (e.g., subdivision, variance, zoning).	Must Have	Compliant	
12	Ability to allow project level organization for application records at any point in the process.	Must Have	Compliant	
13	Provide property information for all properties associated with a project.	Must Have	Compliant	
14	Ability to drill down to companion applications associated with master record.	Must Have	Compliant	
15	Ability to maintain historical data by physical address, parcel or tract location or development name. Data should include project specific details regardless of development aspect.	Must Have	Compliant	
Development Review				
16	Ability to capture comments as part of the review process.	Must Have	Compliant	
17	Ability to record the time spent at each step of the review process, via workflow.	Must Have	Compliant	
18	Ability to lock and hold the review process due to the following conditions: Unacceptable/incomplete submissions; Unmet departmental review requirements; Unpaid fees; Unlicensed contractor; Located in sensitive lands; Field inspections.	Must Have	Compliant	
19	Ability to allow user-defined processes or workflow for each application type. User should be allowed to establish the steps or processes each application type and sub-type should follow from application submittal through approval and filing, if necessary.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Electronic Plan Review

Electronic Plan Review				
#	Requirement	Criticality	Response	Comments
20	Ability to allow workflow processes to be modified (with appropriate security permissions).	Must Have	Compliant	
21	Ability to allow for the electronic collection of such items as approvers comments and conditions as plan review progresses (assuming appropriate user security).	Must Have	Compliant	
22	Ability to require that all mandated review steps are completed prior to approval of application.	Must Have	Compliant	
23	Provide override capabilities with appropriate security to approve application if steps have not been completed.	Must Have	Compliant	
24	Ability to accommodate role based approval capabilities for each review step for each agency.	Must Have	Compliant	
25	Ability to record review actions made by various departments.	Must Have	Compliant	
26	Ability to allow for entry of free-form text comments associated with application review.	Must Have	Compliant	
27	Ability to accommodate user-defined tables for standard comments that can be accessed during application review.	Must Have	Compliant	
28	Ability to flag individual projects to alert the counter-personnel of special conditions.	Must Have	Compliant	
29	Ability to accommodate user-defined data entry rights for recording submission dates and other user-identified fields.	Must Have	Compliant	
30	Ability to accommodate user-defined data edit rights for changing submission dates and other user-identified fields by Director Authorization/Access approvals	Must Have	Compliant	
31	Ability to automatically calculate user-defined "key dates" as part of the review process for projects.	Must Have	Compliant	
32	Ability to automatically generate letters to property owners and others regarding projects (e.g., upcoming meetings).	Must Have	Compliant	
33	Ability to generate a report of project history showing all events and meeting dates.	Must Have	Compliant	
34	Ability to generate statistical reports summarizing the number of calendar days spent in application review for regular projects for each type of job by each reviewing department.	Must Have	Compliant	
35	Ability to accumulate application review and permit charges automatically.	Must Have	Compliant	
36	Ability to automatically deduct charges from the project deposit amount.	Must Have	Compliant	
37	Ability to process adjustments to over/under-payments made due to changes in estimated fees.	Must Have	Compliant	
Electronic Plans				
38	Electronic Plans module must be fully integrated all relevant modules.	Must Have	Compliant	
39	Ability to use version control and comparison of electronic documents with ability to see redlined items, clouded revisions, etc.	Must Have	Compliant	
40	Ability to control document submission/publishing to/from the public at specified times during the permitting approval process.	Must Have	Compliant	
41	Ability to accept all industry standard format types, e.g., PDF, AutoCAD, GIF, JPEG.	Must Have	Compliant	
42	Ability to create redlines on the drawings and publish redlines to the public at specified times in the review process.	Must Have	Compliant	
43	Ability to stamp one or multiple drawings.	Must Have	Compliant	
44	Must be capable of creating and storing user-defined stamps	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Electronic Plan Review

Electronic Plan Review				
#	Requirement	Criticality	Response	Comments
45	Must have the following drawing review functionality: Redlining; Version comparison, i.e., identification of changes from one version to another; Drawing comparison; Zoom; Scroll; Magnification; Annotation; Redline identification by reviewer; Extraction of annotation to lists; All standard drawing review functions.	Must Have	Compliant	Via Integrated Bluebeam Revu Sessions
46	Ability to look up and identify drawings using permitting data.	Must Have	Compliant	
	Plan Reporting			
47	Ability to track and report on time frames associated with each application review step.	Must Have	Compliant	
48	Provide application review completeness reports from: Planning; Other Departments; Other Agencies.	Must Have	Compliant	
49	Ability to generate organized and legible status reports of items within the review process.	Must Have	Compliant	
50	Ability to generate reports on the following: Application review processing - number of applications processed; Application review processing - average days to process; Number of applications by type; Number of application submissions by type; Time between submissions (number of days); Applications by status; Applications by assigned staff.	Must Have	Compliant	
51	Ability for users to generate reports ad-hoc, with fields and delimiters they designate; including ability to save these reports for later use.	Must Have	Compliant	
52	Provide tracking of genealogy (parent child relationships) through project planning and then to the building permit.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Permits-Inspections

Permits & Inspections				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability for citizens/businesses to initiate, track and display status of permit/license applications (e.g., building permit, hot water heater installation, business license, Jolly Jumper request, Temporary Use Permit (TUP)).	Must Have	Compliant	
2	Ability for citizens/businesses to schedule, track and display the status of inspection requests.	Must Have	Compliant	
3	Ability to add additional user defined license/permit types.	Must Have	Compliant	
4	Ability to assign differing workflow approvals based upon license/permit type with the ability to override, based upon security level.	Must Have	Compliant	
5	Ability to maintain a history of recurring license/permit applicants.	Must Have	Compliant	
6	Provide interface with geographical information systems (GIS) mapping and parcel data for generating project area maps and site location activity reports, aerial views and locations.	Must Have	Compliant	
7	Provides identification for license/permit/permit types and ability to automatically remove these upon expiration from active license/permit/permit list.	Must Have	Compliant	
8	Provide integration of all information with a project or permit number	Must Have	Compliant	
9	Provide automatic date/time stamp on log entries.	Must Have	Compliant	
10	Ability to attach document using an external DMS document as long as it is linked to the main program.	Must Have	Compliant	EnerGov's Document Management API provides the ability to integrate to any standard document or content management system.
Requests for Service				
11	Ability to enter customer requests for service (e.g., query about property, complaints).	Must Have	Compliant	
12	Ability to establish "work queues" for each department for routing of requests.	Must Have	Compliant	
13	Ability to route a request to other department(s) during the life cycle of the request.	Must Have	Compliant	
14	Ability to change a service request type and re-route or transfer to a different department.	Must Have	Alternative Method	Once the request is initially saved, the type of request will remain locked as it drives workflow and custom data fields. However, the custom fields can be edited and those can drive business rules such as routing notifications. And creating a code enforcement case from a request allows different code case types to be chosen.
15	Ability to provide flexible and on demand sorting of the work queue by fields such as transaction type, date, and priority.	Must Have	Compliant	
16	Ability to reference and track multiple service requests by project/event, type, category/classification (trade), or area.	Must Have	Compliant	
17	Ability to create templates for service requests based on type of work.	Must Have	Compliant	
18	Ability to record the person who issued or updated the service requests based on user ID.	Must Have	Compliant	
19	Ability to issue multiple service requests per transaction (request).	Must Have	Compliant	
20	Ability to print, email or fax service requests.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Permits-Inspections

Permits & Inspections				
#	Requirement	Criticality	Response	Comments
21	Ability to automatically or manually assign staff, inspectors, or work crews by department or work division area (geographic).	Must Have	Compliant	
22	Ability to capture status dates such as receipt, assignment/approval, effective/start, projected/targeted start, projected time interval, expected completion, suspense, resume, completed and/or close dates based on user-defined parameters	Must Have	Compliant	
23	Ability to assign time intervals itemizing a task or event within a service request as prescribed by user.	Must Have	Compliant	
24	Ability to assign status codes to service requests and service request tasks.	Must Have	Compliant	
25	Ability to define valid status codes by service request type.	Must Have	Compliant	
26	Ability to assign a status reason code or classify a service request status, such as “closed – satisfied with work results” or “re-opened – adjustments needed”.	Must Have	Compliant	
27	Ability to recognize a service request as closed when the completion and finalization criteria have been met.	Must Have	Compliant	
28	Ability to automatically close a service request based on service request activity completion for routine requests with a notification for manual review.	Must Have	Compliant	
29	Ability to enter free form text entry of user-defined length to track notes on a service requests that will describe actions taken by the city crew.	Must Have	Compliant	
30	Ability to trigger events as a result of a particular condition (failure).	Must Have	Compliant	
31	Ability to capture activity specific information for each activity location	Must Have	Compliant	
	Permit Data Tracking			
32	Ability to allow user-defined tables for the definition of permit data.	Must Have	Compliant	
33	Ability to support entry and maintenance of permit data.	Must Have	Compliant	
34	Ability to maintain a Contractor master file.	Must Have	Compliant	
35	Ability to drill down to sub-permits associated with a master permit.	Must Have	Compliant	
36	Ability to track the following fees associated with a permit: Permit charge; Other charges; Inspection fee; Additional inspection fees; Planning fees; Development impact fees; Pre-paid fees: Total charge: Total collected.	Must Have	Compliant	
37	Ability to accommodate the following types of fee adjustments at any time throughout the permitting process: Refunds with appropriate permissions and supervisor approval; Adjustments with appropriate permissions and supervisor approval; Ability to mark as no fee; Ability to double fee; Revision (amendments) fees with appropriate permissions and supervisor approval.	Must Have	Compliant	
38	Ability to store scanned images related to a permit.	Must Have	Compliant	
39	Ability to store documents related to a permit.	Must Have	Compliant	
40	Ability to define permit numbering structure to match City's numbering schema.	Must Have	Compliant	
41	Ability to maintain payment history of applications.	Must Have	Compliant	
42	Ability to allow for the establishment of base information on a frequent application type, and allow for an user-defined number of baseline applications to be established.	Must Have	Compliant	
43	Ability to require and track pre-payments with applications.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Permits-Inspections

Permits & Inspections				
#	Requirement	Criticality	Response	Comments
44	Ability to maintain the information for each permit, such as: Permit Type; Class of Work; Start Date; Issue Date; Actual Expiration Date; Inspector Name; Inspector Zone; Property Information; Inspection Date(s) or Frequency; Text Remarks (configurable length); Pickup Date; Violations; Outside Source Indicator; Occupancy Type and Date; Multiple Occupancy Type and Date.	Must Have	Compliant	EnerGov supports payments via the following channels: in-person (cash, check, money order, credit card) AND online (credit card, ACH). EnerGov IVR does not support payment processing although an integration with a 3rd party IVR system could potentially provide this functionality if required.
45	Ability to accept application payments from the following sources: In person; Web payment; Credit card; Interactive Voice Response (IVR).	Must Have	Compliant	
46	Ability to allow applications to be submitted via the City's website.	Must Have	Compliant	
Permit Approval & Issuance				
47	Ability to track permits by contractor regardless of the permit applicant.	Must Have	Compliant	
48	Ability to track/search permits by any data element within the permit data file.	Must Have	Compliant	
49	Ability to establish routing tables in workflow for the approval of permits.	Must Have	Compliant	
50	Ability to monitor and track the status of pending approvals in workflow.	Must Have	Compliant	
51	Ability to support conditional decisions for the routing of approvals of permits.	Must Have	Compliant	
52	Ability to allow multiple names to be entered for a permit.	Must Have	Compliant	
53	Ability to allow project level organization for permit records at any point in the process (including the application process). For instance, under the master building permit (user-defined), the ability to allow companion permit records like electrical and mechanical to be linked to the master permit.	Must Have	Compliant	
54	Ability to automatically populate permit application fields using data returned by address query to master land record.	Must Have	Compliant	
55	Ability to validate the following when associated with a permit: Business License; State Contractor Licenses; Contractor Licenses; Insurance Information for Contractors by Ordinance; Bonded Insurance; Excise Tax; Architects; Engineers.	Must Have	Compliant	
56	Ability to add additional review actions and inspections to a permit.	Must Have	Compliant	
57	Ability to associate fees with specific permit types.	Must Have	Compliant	
58	Ability to define an effective date to permit fee calculations.	Must Have	Compliant	
59	Ability to allow issued permits to be cancelled with appropriate controls.	Must Have	Compliant	
60	Ability to maintain tables of the calculation of various fees to accommodate fee changes.	Must Have	Compliant	
61	Ability to calculate fees based upon flat fee.	Must Have	Compliant	
62	Ability to calculate fees based upon multiplier on key criteria.	Must Have	Compliant	
63	Ability to calculate fees based upon project/job value.	Must Have	Compliant	
64	Ability to calculate job cost based upon square footage to provide a valuation.	Must Have	Compliant	
65	Ability to calculate fees based upon combination.	Must Have	Compliant	
66	Ability to issue permits by type to parcels with or without a parcel number on an exception basis with appropriate security permissions.	Must Have	Compliant	
67	Ability to allow the addition of ad-hoc fees to a permit at any time in the process.	Must Have	Compliant	
68	Ability to associate user-defined fields with specific permit types and indicate required fields by permit type.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Permits-Inspections

Permits & Inspections				
#	Requirement	Criticality	Response	Comments
69	Ability to allow automated flagging of permit record, once geo-referenced, when the location of such record falls within a special district or sensitive location identified via established polygons or shape file data types/sources created within the GIS environment.	Must Have	Compliant	
70	Ability to allow user-defined criteria or look-up tables involving zoning development standards, such as building square footage minimums or maximums to help flag conditions or requirements specific to property location prior to approval.	Must Have	Compliant	
71	Ability for user with appropriate authorization to allow review routing based on user-defined reviewing parties and agencies per permit type and sub-type simultaneously.	Must Have	Compliant	
72	Ability for user with appropriate authorization to allow fee waivers.	Must Have	Compliant	
73	Ability to allow notes from the plan review and general application notes to be flagged to print on the permit.	Must Have	Compliant	
74	Provide the option to print either combination permits (multiple permits per form) or single permits (one permit per form).	Must Have	Compliant	
75	Ability to attach standard details such as a traffic control plan information to a permit	Must Have	Compliant	
76	Ability to print supporting documentation when printing a permit (such as traffic control plan documentation).	Must Have	Compliant	
Inspections				
77	Ability to allow entry and maintenance of inspection notices, second inspection notices, and inspection renewals.	Must Have	Compliant	
78	Ability to populate inspection information based upon entering the permit ID number.	Must Have	Compliant	
79	Ability to maintain history of all inspection fees billed including the following information: Type; Description; Date and Time; Inspector; Results; Status; Violations; Comments; Report by Inspector of Future Inspection Dates; Inspection Frequency.	Must Have	Compliant	
80	Ability to attach photographs with comments	Must Have	Compliant	
81	Ability to allow for the entry of inspector's notes for each visit.	Must Have	Compliant	
82	Ability to apply fees based on attributes of the permit, parcel, customer or user-defined fields.	Must Have	Compliant	
83	Ability to establish sign off authority by user.	Must Have	Compliant	
84	Ability to maintain history regarding review comments and inspection history.	Must Have	Compliant	
85	Ability to track the following inspection request fields: Builder name; Associated permit number; Owner name; Contact name; Contact phone number; Subdivision name and section; Parcel Control Number; Lot and block number; Street address; Time of call; Type of inspection requested; Internal request checkbox	Must Have	Compliant	
86	Ability to interface with electronic inspection devices, allowing inspector to enter findings while at the site.	Must Have	Compliant	
87	Ability to accommodate data download for electronic inspection devices.	Must Have	Compliant	
88	Ability to issue and track letters of completion.	Must Have	Compliant	
89	Ability to issue and track certificate of occupancy.	Must Have	Compliant	
Inspection Scheduling				
90	Ability to automate inspection assignments by inspector.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Permits-Inspections

Permits & Inspections				
#	Requirement	Criticality	Response	Comments
91	Ability to automate inspection assignments by inspection type.	Must Have	Compliant	
92	Ability to automate inspection assignments by geographical area.	Must Have	Compliant	
93	Ability to automate inspection assignments by a user-defined data source.	Must Have	Compliant	
94	Ability to perform error checking during inspection scheduling to ensure the following: City Contractors' licenses are valid; State Contractors' licenses are valid; Pre-requisite Inspections are being performed; Inspections are performed in the proper sequence; All required fees have been paid; Permit has not expired; Type of inspection requested is valid for the permit; All other City receivables have been paid; Permit has not been placed on hold.	Must Have	Compliant	
95	Ability to generate inspection schedules that accommodates entering the following scheduling constraints: Normal operating hours; Observed holidays; Single occurrence vacations by inspector; Single occurrence shut-down days; Outside normal business hours with applicable fees	Must Have	Compliant	
96	Ability to reassign inspections to another inspector (i.e. due to absence).	Must Have	Compliant	
97	Ability to accommodate the logging of inspection results.	Must Have	Compliant	
98	Ability to track and maintain inspection results.	Must Have	Compliant	
99	Ability to allow for the set up of user-defined inspection sequences, based on type of work performed.	Must Have	Compliant	
100	Ability to allow for customization of inspection sequence, as required on a case-by-case basis.	Must Have	Compliant	
Calculating Fees				
101	Provide integration to general ledger for posting cash entries to proper accounts.	Must Have	Compliant	
102	Provide for calculation of standard fees with effective dates using user provided formulas or tables, with history of any changes made.	Must Have	Compliant	
103	Ability to include and distinguish city, county and state fees.	Must Have	Compliant	
104	Provide a display of fee amount on screen when application is entered.	Must Have	Compliant	
105	Ability to accept electronic payments.	Must Have	Compliant	
106	Ability to maintain information on capital improvement fees and other exactions.	Must Have	Compliant	
107	Ability to calculate fees with a base fee plus additional charge based on various user-defined statistics (e.g., square footage).	Must Have	Compliant	
108	Ability to overrides default fee with a manual amount.	Must Have	Compliant	
109	Ability to suppress fees with appropriate security.	Must Have	Compliant	
110	Ability to collect re-inspection fees as part of the re-inspection process.	Must Have	Compliant	
111	Ability to use the Accounts Receivable module to post payments, handle bill printing, reversals, and interface with Utility Billing.	Must Have	Compliant	Interfaces exist for Tyler Cashiering, Tyler Content Manager, GL & Munis Global Search
112	Ability to track fee collection information, including: Date; Amount Paid; G/L category; Partial payments; Overpayments; Refunds; Refundable bonds; Other adjustments; User defined fields.	Must Have	Compliant	
Reporting & Querying				

City of Oxnard Municipal System Replacement: Permits-Inspections

Permits & Inspections				
#	Requirement	Criticality	Response	Comments
113	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools, such as: Number of days that a permit has been in process, from application to issuance; Permit activity, including Total elapsed time, Time spent by each review level; Permits issued within a user-defined date range; Permits with no activity based upon user-defined threshold; Permit activity within a user defined area based upon GIS mapping; Applications submitted within a user-defined date range; Inspections performed within a user-defined date range; Inspector activity within a user-defined date range; Inspector activity within a user-defined date range; Plan review processing - number of applications processed; Plan review processing - average days to process; Plan review processing - other user-defined; Open construction bonds; Open construction bonds associated activity; Certificates of Occupancy activity; Permits listings by contractor; Applicant file mailing labels (with option to export); Permit expiration reports; Meter set report (i.e., utility connection report); Cap and removal; Inspection schedule workload reports by date and inspector; Violations on the books during any user-defined period of time; Type of violations on the books during any user-defined period of time; Type of inspections performed during any user-defined period of time; Violations, by type, initiated during any user-defined period of time; Inspections, by type, initiated during any user-defined period of time; Violation cases brought into voluntary compliance during any user-defined period of time; Violation cases brought into voluntary compliance prior to the transfer to the admin/judicial process during any user-defined period of time; Average number of calendar days from date of first complaint until the first inspection for any user-defined period of time; Average number of calendar days from date inspector's first inspection until voluntary compliance (for only voluntary compliance cases) for any user-defined period of time; Average number of calendar days from date of inspector's first inspection until transfer to the admin/judicial process (only for cases reaching the admin/judicial process) for any user-defined period of time.	Must Have	Compliant	
114	Ability to export reports to Microsoft Office.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Licenses

Licenses				
#	Requirement	Criticality	Response	Comments
Setup				
1	Ability to create necessary charge codes for each possible kind of license that hold fixed dollar values, and GL accounts used when recording journal entries.	Must Have	Compliant	
2	Ability to tailor data collection, billing, and reporting through: System parameters; Charge codes; Bill cycle codes; Description codes; City codes; business codes; Accounts Receivable codes; Audit trail to capture all changes.	Must Have	Compliant	
3	Ability to assign differing workflow approvals based upon license type with the ability to override, based upon security level.	Must Have	Compliant	
4	Ability to attach scanned documents, image files, etc. to a business account or license that can be launched for viewing within the application.	Must Have	Compliant	
5	Ability to have a user-defined number of license types (e.g., Contractor, Occupational, Peddler) as defined by an authorized user.	Must Have	Compliant	
6	Provide alerts user when a license is about to expire.	Must Have	Compliant	
Processing				
7	Ability to track information for Professional Licenses, such as: Professional Name; Name of Business; Professional Address, Phones, Email, Contact Information; Business Address, Phones, Email, Contact Information; Liability Insurance information, including expiration date; Workman's Compensation Insurance information, including expiration date; Type of license and date of expiration; whether license is locally issued or issued by the state; Testing Data; Certification; Tracking; Eligibility; Red Tagging.	Must Have	Compliant	
8	Ability to flag Contractors for violations, payment outstanding, etc.	Must Have	Compliant	
9	Interfaces to the Financial System Accounts Receivable module to post payments, handle bill printing, and reversals.	Must Have	Compliant	
10	Ability to base actual or estimated license applications on specific information such as gross receipts or sales volume.	Must Have	Compliant	
11	Ability to create license rates tables based on user-defined criteria.	Must Have	Compliant	
12	Ability to automatically assign late fees (charges) to any overdue bill, along with a late filing penalty, if applicable.	Must Have	Compliant	
13	Ability to adjust paid or unpaid bills to accommodate business closures or incorrectly billed fees, for example.	Must Have	Compliant	
14	Ability to automate business license gross receipts processing including data import, tax calculation, integrated payment processing, creation of accounts receivable and general ledger entries, and reporting of results.	Must Have	Compliant	
15	Ability to support the delivery of service applications or of licenses from multiple locations, including but not limited to remote service location, Kiosk, e-mail, website, and IVR.	Must Have	Compliant	Business and professional license processing is not available through IVR
16	Ability to track the status of a professional, e.g., Active, Expired, Redtagged.	Must Have	Compliant	
17	Ability to send out warning and expiration notices via email and paper output based on license/insurance dates.	Must Have	Compliant	
18	Provide appropriate login security for information access.	Must Have	Compliant	
Reporting & Querying				

City of Oxnard Municipal System Replacement: Licenses

Licenses				
#	Requirement	Criticality	Response	Comments
19	Provide a license history, with an audit screen, shows a record of activity during the account life cycle (i.e., creation date, bill dates, comments).	Must Have	Compliant	
20	Provide a view inspections, violations, and property records associated with a specific business (through integration with a permit/code enforcement system).	Must Have	Compliant	
21	Provide a report of delinquent accounts.	Must Have	Compliant	
22	Ability to send out via email and/or paper output renewal notices based on user defined criteria.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Special Assessments

Assessments				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Provide a Special Assessments module that integrates with all relevant system modules.	Must Have	Compliant	EnerGov's comparable module is Impact Management
2	Ability to integrate with the self-service module for a variety of functionality.	Must Have	Compliant	EnerGov's Citizen Self Service Portal interacts with the EnerGov application to support permits, plans, inspections, citizen requests, invoices, and additional functionality.
3	Ability to support multiple interest calculation cycles (daily, weekly, monthly, etc.).	Must Have	Compliant	
4	Ability to integrate with inspection system in order to defer assessments until the commencement of development.	Must Have	Compliant	The Impact Management module allows the agency to decide at what point in the permit or plan case workflow fee or conditions are assessed against the case.
5	Ability to integrate with the City's GIS system to update the parcel maps and record assessments owed.	Must Have	Compliant	
6	Provide web access inquiry of special assessment current balance due and history by parcel ID, premise address, owner name, or project number.	Must Have	Alternative Method	EnerGov's Impact Management does not have specific online tools associated to it; however, certain information regarding the ability to search by parcel and address number, have access to unpaid invoices, etc. are supported.
7	Ability to allow searching by Parcel ID Number, owner, property address, location ID, and legal description.	Must Have	Compliant	
8	Ability to use an authorized user defined number to track parcels where a parcel number does not exist.	Must Have	Compliant	
9	Ability to establish special assessment districts for the following types of improvements: Storm water; Street lights; Local streets; Collector streets; Arterial streets new pavement/construction; Arterial streets resurfacing; Hard surface street projects; Pavement reconstruction and ground water projects; Water Mains; Sewer Mains	Must Have	Compliant	
10	Ability to automatically update all properties affected by special assessment improvements.	Must Have	Alternative Method	Impact management has the ability to update records that are associated to properties affected by special assessment improvements in terms of adding additional conditions and/or fees. Additionally, EnerGov's GIS tools can be leveraged to capture property information. However, there is no built in tool to update parcel records based on special assessment improvements. Parcel information is typically updated through GIS.
Special Assessment Review, Notifications and Approval				
11	Ability to accommodate the electronic review of all pending special assessments among City departments.	Must Have	Compliant	
12	Ability to record an "electronic signature" of City staff approving pending special assessments.	Must Have	Compliant	
13	Provide workflow functionality for the special assessment process.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Special Assessments

Assessments				
#	Requirement	Criticality	Response	Comments
14	Provide a format for the publication of special assessment activities (e.g., notice to the newspaper).	Must Have	Compliant	
15	Provide a format for notification letters to property owners for different types of improvements.	Must Have	Compliant	
Special Assessment Entry				
16	Ability to maintain the following data and history related to special assessments: District number; District description; Unit number; Unit description; Effective date; Final Public Hearing Date (for approval); City Council resolution number; Total district cost; Total City share; Other City defined funding sources (developers, utilities, Federal or State grants); Total assessed share; Break down Assessment charges (e.g., overhead fees); Interest rate by district; Multiple interest rates used for calculation; Poverty exemption; Original assessment; Number of years that the special assessments apply; Fund number; Legal description; Property Address; County the parcel is in; County record ID number; Owner of the property; Parcel control number.	Must Have	Compliant	
17	Ability to allow descriptive input of a user-defined number of characters for each assessment entry.	Must Have	Compliant	
18	Ability to restrict a special assessment from being created for a non-taxable property.	Must Have	Non Compliant	This functionality is not currently supported in the EnerGov application
19	Ability to allow adjustments to the special assessment roll prior and after City Council approval with security permissions.	Must Have	Compliant	
20	Ability to develop special assessment calculations and prepares the rolls for review based on: Street; Fixed distance from user-specified location (GIS boundary); Linear footage/front footage; Area footage; Benefit; Single charge.	Must Have	Compliant	
21	Ability to copy one or more existing rates to develop new rates. For example, copying rates from one year to develop rates for the next year	Must Have	Compliant	
22	Ability to accommodate miscellaneous assessments (e.g., weeds, junk).	Must Have	Compliant	
Special Assessment Tracking				
23	Ability to allow the interest rate to be changed prior to approval.	Must Have	Compliant	
24	Ability to allow for payoff at any time.	Must Have	Compliant	
25	Provide for interest to be applied to specified assessment type.	Must Have	Compliant	
26	Ability to schedule the 'interest calculation process' for a future date. (Ex. The last day of each month at midnight.)	Must Have	Compliant	
27	Ability to allow for deferred payments of assessments.	Must Have	Compliant	
28	Ability to offer a payment schedule with different ways to calculate (i.e. amortization schedule).	Must Have	Compliant	
Reporting & Querying				
29	Ability to print a summary report at any time in the special assessment process.	Must Have	Compliant	
30	Ability to print totals on different user-defined criteria.	Must Have	Compliant	
31	Ability to generate an outstanding balance report by individual special assessments.	Must Have	Compliant	
32	Ability to generate a billing register at any time.	Must Have	Compliant	Registers that are linked to Till sessions can be opened and closed per the users discretion within EnerGov
33	Ability to generate an interest/principal calculation report.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Special Assessments

Assessments				
#	Requirement	Criticality	Response	Comments
34	Ability to generate an open receivables report.	Must Have	Compliant	
35	Ability to generate delinquency notices.	Must Have	Compliant	
36	Ability to generate monthly revenue reporting.	Must Have	Compliant	
37	Ability for an audit trail to be provided via screen inquiry or report identifying old value, new value, date and time changed, and user ID performing adjustment.	Must Have	Compliant	
38	Ability to print a Final Bill listing detail for each assessment with unit price, owner name & address and payment options.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Code Enforcement

Code Enforcement				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to automatically assign sequential code violation numbers, with the ability to assign manual numbers as required.	Must Have	Compliant	
2	Ability to differentiate between code violations issued by Code Enforcement Officers versus those issued by Building Inspectors, as well as originating Department (e.g., GMD, Engineering) for statistical and reporting purposes.	Must Have	Compliant	
3	Ability for the Code violation system to interface with the permit applications to determine additional fees.	Must Have	Compliant	
4	Ability for authorized, appropriate staff to override a specific inspection in the workflow process.	Must Have	Compliant	
5	Ability to alert staff if a workflow process is out of sequence, with the ability to override the sequence.	Must Have	Compliant	
6	Ability to track annual and ad hoc Fire and Public Works inspection.	Must Have	Compliant	
7	Ability to reassign given complaints and/or inspections based upon staff availability and operational requirements.	Must Have	Compliant	
8	Ability to identify violations by code, displaying or printing the associated code description when required.	Must Have	Compliant	
9	Ability to create a violation form (i.e., Notice of Violation) for a given complaint. The violation form would differ based upon the violation type.	Must Have	Compliant	
10	Ability to attach pictures and documents to code violation records from within the application.	Must Have	Compliant	
11	Ability to update property owner information on all open/expired permits and all open code violations.	Must Have	Compliant	
12	Ability to view existing attachments either on the field personnel lap top or a departmental desk top workstation.	Must Have	Compliant	
13	Ability for a supervisor to view an attached document while the inspector is in the field.	Must Have	Compliant	
14	Ability for recent code activity to be displayed on the property address primary display screen. This would alert officers to a possible duplicate violation.	Must Have	Compliant	
15	Ability to drill down past the violation summary line display and be taken to a specific detailed violation screen, with all entered fields pre-filled.	Must Have	Compliant	
16	Ability to document and track, but not be limited to, the following code violation parameters: Address; Date of Violation; Violation Number; Violation Type; Violators Name and Address; Complaint versus On-View; Officer Number; Complainants Name; Complainants Address; Complainants Telephone Number; Current Status.	Must Have	Compliant	
17	Ability to send appropriate correspondence as part of a pre-defined work flow process, or manually at the discretion of staff.	Must Have	Compliant	
18	Ability to keep track automatically of the number, type, and sequence of inspections for a given violation.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Code Enforcement

Code Enforcement				
#	Requirement	Criticality	Response	Comments
19	Ability to automatically calculate the date for each follow-up code inspection required if not closed, encompassing both pre-lien and post-lien inspections.	Must Have	Compliant	
20	Ability to document scheduled re-inspection date, actual re-inspection date and drop down list of findings.	Must Have	Compliant	
21	Ability to process multiple code enforcement hearing documenting each hearing individually, including related adjudication assessments.	Must Have	Compliant	
22	Ability to enter/track, but not limited to, the following lien related items: Lien Start Date; Lien Initial Amount; Lien Type (i.e., flat, incremental, interest); Lien Accrued Amount; Lien Total Amount; Lien Settlement Amount; Lien Settlement Date; Lien Current Status; Lien Activity Comment Field: Date Stamped: User ID Stamped	Must Have	Compliant	
23	Ability to track and document complaints by business, including: date of complaint, complaint number, complaint violation type, violator's name and address, complainer's name and address, violation, location, phone number, scheduled inspection date, actual inspection date, hearing date, report of findings, date cleared and action taken	Must Have	Compliant	
24	Ability to automatically calculate fee assessments based upon the type of activity and including: Flat daily rate; Tiered daily rate; Simple Interest.	Must Have	Compliant	
25	Ability to record fee history for revenue generation tracking and reporting purposes.	Must Have	Compliant	
26	Ability to view all fees and their status on a single window	Must Have	Compliant	
27	Ability to query a specific address for its permit history, listing it in summary format.	Must Have	Compliant	
28	Ability to select a specific entry from the above query, taking you to the permit detail screen.	Must Have	Compliant	
29	Ability to query a specific contractor for permit activity including: Date Range; Permits Applied For; Open Permits; Closed Permits; Expired Permits.	Must Have	Compliant	
30	Ability to modify the date of compliance, with a corresponding adjustment to any accumulated lien amount with appropriate security.	Must Have	Compliant	
31	Ability to print a code inspection "task list", for any given I date range, either for the department or by code officer.	Must Have	Compliant	
32	Ability to print a building permit "issuance list" for each code officer district (in order to expedite the identification of unauthorized activity).	Must Have	Compliant	
33	Ability to print a notice of violation hard copy from the system versus manual completion of pre-printed hard copy forms, merging all applicable database information into the notice.	Must Have	Compliant	
34	Ability to link permit violations to the permit number used to close the violation.	Must Have	Compliant	
35	Ability to print form letter and follow-up notice for each code violation type either automatically or on-demand.	Must Have	Compliant	
36	Ability to interface directly with word processing application (i.e., MS Word).	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Code Enforcement

Code Enforcement				
#	Requirement	Criticality	Response	Comments
37	Ability to print a list of all addresses or specific range of addresses with code violations, including: Officer Number; Commission District; Neighborhood; Dates; Violation Type; Open, Closed, or Both: Complaint versus On-View; Complainants Name.	Must Have	Compliant	
38	Ability to print code violation statistical information for user-defined timeframes and user-defined geographical parameters including: Number of code violations; Code violation types; Associated violation assessments; Property type.	Must Have	Compliant	
39	Ability to extract both database information and attached files to generate a hard copy "court package".	Must Have	Compliant	
40	Ability to utilize GIS graphic display to identify a geographical area, which would then serve as the address delimiters for existing reports.	Must Have	Compliant	
41	Provide a code enforcement module that is integrated with all other system modules.	Must Have	Compliant	
42	Ability to track case status including dates that the status changed.	Must Have	Compliant	
43	Ability to track the number of days that a case has been in process, from initiation to completion.	Must Have	Compliant	
44	Ability to record multiple date/time stamped comments related to the case.	Must Have	Compliant	
45	Ability to allow users to define (through table entry) a configurable number of code enforcement case and violation types and add, change and delete types as required.	Must Have	Compliant	
46	Ability to send automatic email notifications to internal/external review levels (e.g., Health Department, Fire Department, Animal Control) during processing.	Must Have	Compliant	
47	Ability to integrate with any parcel manager system to validate parcels, addresses, owners and zoning.	Must Have	Compliant	
48	Ability to define a workflow for each case type to route the case for review.	Must Have	Compliant	
49	Ability to define default actions including inspections that must be completed for each case type.	Must Have	Compliant	
50	Ability to record and track that a property lien or pending lien has been levied against a property.	Must Have	Compliant	
51	Ability to integrate with the Permit Module to allow Permitting to see any outstanding code violations.	Must Have	Compliant	
52	Ability to generate code enforcement notices (that can be modified on a case by case basis) including the following: Notice of Violation; Notice Letter; Notice of Abatement.	Must Have	Compliant	
53	Ability to maintain review and inspection history.	Must Have	Compliant	
54	Ability to override default actions on an individual case (with appropriate user security permissions).	Must Have	Compliant	
55	Ability to back date enforcement transactions with appropriate security permissions.	Must Have	Compliant	
56	Ability to accommodate user-defined and user-maintained lists in look-up tables ("pick lists") for fields including (but not limited to) violation and code references.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Code Enforcement

Code Enforcement				
#	Requirement	Criticality	Response	Comments
57	Ability to maintain data in tables, using "from & to effective dates," and allowing data in the table to be copied and altered, without impacting historical records associated with old table entries.	Must Have	Compliant	
	Violations			
58	Ability to place a hold on permits if code enforcement violations and/or fines are outstanding.	Must Have	Compliant	
59	Ability to track multiple violations and citations on one property.	Must Have	Compliant	
60	Ability to track fines through final collection process.	Must Have	Compliant	
61	Ability to flag a violation as a repeat violation	Must Have	Compliant	
62	Ability to associate multiple violations with a single case.	Must Have	Compliant	
63	Ability to define default fines associated with a case type.	Must Have	Compliant	
64	Ability to accommodate an updateable, user-defined fee/fine structure.	Must Have	Compliant	
65	Ability to filter by codes violations and process reports.	Must Have	Compliant	
66	Ability to allow the user to search for specific violation types.	Must Have	Compliant	
	Lien Tracking			
67	Ability to view a lien including attached documentation, initiated by Code Enforcement.	Must Have	Compliant	
68	Ability to add lien types to a table which are then selected from a drop-down list as future requirements may dictate.	Must Have	Compliant	
69	Ability to display the original lien amount, the current lien amount, and the method of lien accrual on the lien activity screen.	Must Have	Compliant	
70	Ability to display the accrued interest-to-date on the lien activity screen.	Must Have	Compliant	
71	Ability to enter liens that were in existence prior to the new system, including ability to enter the appropriate annual percentage charges on the lien, starting at its time of inception.	Must Have	Compliant	
72	Ability to track lien information, including: lien number; lien type code (which represents types of liens that can be placed on property such as code enforcement liens, bankruptcy, lien on property or con-struction lien); lien type status to be entered (e.g., open or closed); lien amount to be entered; lien open date; lien close date; identify of data entry by user ID; free form text for notes or comments related to the lien	Must Have	Compliant	
73	Ability to attachment a configurable number of liens to a location.	Must Have	Compliant	
74	Ability to generate a release of Lien letter.	Must Have	Compliant	
75	Ability to populate a "Lien Search Request" template for a specific: Property Control Number; Legal Description; Property Address; Code Enforcement Case Number; Property Owner; Business (Actual/Fictitious).	Must Have	Compliant	
76	Ability to track City's actions on liens, including: Letter History; Turn over to outside collection agency; Turn over to legal firm for foreclosure.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Code Enforcement

Code Enforcement				
#	Requirement	Criticality	Response	Comments
77	Ability to automatically generate an initial lien notification form letter to the lien holder, extracting specific database fields which are merged into the letter.	Must Have	Compliant	
78	Ability to optionally generate subsequent follow-up notice form letters to the lien holder based on user-defined time parameters, extracting specific database fields which are merged into the letter.	Must Have	Compliant	Letters can be generated to pull any information from EnerGov using Crystal Reports.
79	Ability to track collection activity on code violations including Special Magistrate and improvement liens.	Must Have	Compliant	
80	Ability to include property improvement bills on total improvement charges owed, but not include those charges in total liens owed if an improvement charge has not been in the system long enough to become a lien.	Must Have	Compliant	Fees can be setup to include "conditions" that prevent the fee from being added depending on the configurable condition
81	Ability to print list of open collection actions by user-defined parameters, including: Address; Violation Number; Letter Sent Flags (i.e., 1, 2, 3); Payment Plan Flag; Special Circumstances Flag; Lien Description; Property Owner; Business (Actual/Fictitious).	Must Have	Compliant	This information can be captured through a custom report. Depending on the configuration options this may also be achieved leveraging advanced searching functionality
82	Ability to view or generate a report for open liens, including: Property Control Number; Violation Code; Description; Starting Date; Daily Factor; Accumulated Lien To-Date; Street Address; Violation Number; Status Code; Status Description.	Must Have	Compliant	Accomplished using a customized Crystal Report
Reporting & Querying				
83	Ability to print a summary report of fees/fines assessed on cases based on user-defined selection criteria.	Must Have	Compliant	
84	Ability to print a listing of cases based on user-defined selection criteria.	Must Have	Compliant	
85	Ability to view a list of all cases and permits at a selected location.	Must Have	Compliant	
86	Ability to query cases by the following fields or combination of fields: Case ID; Type; Location; Status; History; Violation Type; Location/Address; Owner; Parcel; Tenant Name; Occupancy Type; Inspector.	Must Have	Compliant	
87	Ability to print a summary report of processing time for cases based on user-defined selection criteria.	Must Have	Compliant	
88	Ability to generate reports on resident complaints including the following: Day; Date; Time; Type; Street Address of Complaint; Property Owner; Complainant Contact Information/Address; Phone Number.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Field Mobility

Field Mobility				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Provide a web-based smartphone/tablet application suite that integrates with all system	Must Have	Compliant	iG Inspect and iG Enforce are designed for tablet devices
2	Application is able to perform the following capabilities:			
3	Ability for operator in the field to perform relevant functions of Planning & Development module.	Must Have	Compliant	
4	Ability for operator to respond to "request for service" in the field.	Must Have	Compliant	
5	Ability to open request for service and all related attachments via mobile application..	Must Have	Compliant	
6	Ability for operators to update task with attachments, comments and checklists.	Must Have	Compliant	
7	Ability for operator to follow City-defined workflow to complete task.	Must Have	Compliant	
8	Ability for operator to open task, follow protocol, and complete task, in the field, using the application	Must Have	Compliant	
9	Ability for application to collect digital signature from all necessary personnel within task workflow.	Must Have	Compliant	
10	Application functions on all mobile operating system platforms (e.g. IOS, Android, Windows).	Must Have	Compliant	EnerGov's iG Inspect Application is compatible with iOS, Windows, and Android devices. The iG Enforce Application is available through iOS devices.

City of Oxnard Municipal System Replacement: Applicant Tracking

Applicant Tracking				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability to support the function of recruiting and applicant tracking, including: Creation of job requisitions; Automated workflow routing and approval of requisitions when position becomes vacant; Tracking of requisition status.	Must Have	Compliant	
2	Ability to apply electronically with a user defined application(s).	Must Have	Compliant	
3	Ability to track applicants through the workflow.	Must Have	Compliant	
4	Ability to process eligibility and referral lists.	Must Have	Compliant	
5	Ability to manage and schedule testing and interviews.	Must Have	Compliant	
6	Ability to maintain minimum qualifications for each position.	Must Have	Compliant	
7	Provide automatic generation and routing of applications to hiring department.	Must Have	Compliant	
Job Requisition and Tracking				
8	Ability to support the following types of job openings: Promotional (intra-departmental); Inter-departmental (all employees); Open competition (internal and external applicants); Vacancy notice; Other user defined types of openings (e.g., volunteer).	Must Have	Compliant	
9	Ability to support notifying applicants by e-mail or US mail of the job opening.	Must Have	Compliant	
10	Ability to create a job opening within the system notifies appropriate personnel that a personnel requisition is required.	Must Have	Compliant	
11	Ability to allows applicants to apply for multiple job openings.	Must Have	Compliant	
12	Ability to supports various workflow approval routings for departments with openings to make them aware of qualified applicants.	Must Have	Compliant	
13	Ability to support authorization approvals for hiring, central authorization approval when appropriate with the ability to appoint approval power.	Must Have	Compliant	
14	Ability to record testing and hiring process requirements (process - not applicant specific), including: Steps required (e.g., written test, appraisal of promotability, rating from record); Order of testing steps; Dates of tests; Locations of tests.	Must Have	Compliant	Tracking
Applicant Entry				
15	Ability to track the following personnel requisition and applicant tracking information: Position number for every position; Position classification title; Positions that are vacant; Valid dates; Filing dates; Role; Task; Assignment; Sub-classification title; Hiring manager; Organizational unit requesting; Date requested.	Must Have	Compliant	
16	Ability to track information on each applicant, including: Name; Address; Phone (multiple); Social Security Number; Email; Person taking information (if different than applicant); Date of contact; Date of application; Position applied for (multiple); Interview schedule; Interview results; Test schedule; Test results; Effective dates for contact or application; Referral source (identify the recruitment method used to attract the person); Qualifications for specific job classification (multiple); Training for specific job classification (multiple); Special skills for specific job classification (multiple); Work eligibility (Y/N); References (multiple) with Contact, Address, Phone, Email, Date Contacted, Person having contact, Method of contact, Results; Interviewers (Name, Employee ID, Date Interviewed); Eligible to hire/rehire.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Applicant Tracking

Applicant Tracking				
#	Requirement	Criticality	Response	Comments
17	Ability to track optional EEOC statement questionnaire items, including: Race; Ethnicity; Gender; Date of Birth; Driver's License.	Must Have	Compliant	
	Applicant Tracking			
18	Provide requisition tracking of all vacant positions.	Must Have	Compliant	
19	Ability to evaluate application data against job prerequisites and indicated applicant preferences.	Must Have	Compliant	
20	Ability to stores the test scores of applicants.	Must Have	Compliant	
21	Ability to track interview history.	Must Have	Compliant	
22	Ability to track offers made to applicants.	Must Have	Compliant	
23	Ability to records results of offers.	Must Have	Compliant	
24	Ability to identify applicants in various stages (e.g., tested and untested) as separate groups.	Must Have	Compliant	
25	Provide for user-defined application forms (both paper and web based).	Must Have	Compliant	
26	Ability to support pre-employment criminal background screening for required positions and designated sensitive positions by establishing workflow processes to track an applicant's progress through the background screening, recording the information regarding the background, medical and psychological check.	Must Have	Compliant	
27	Ability to track post-offer pre-employment physicals and medical screenings for various job categories	Must Have	Compliant	
28	Ability to record, track, and report on the people in the screening process and sub-processes.	Nice to Have	Compliant	
29	Ability to automatically generate "no thank you" letters to non-hirees when a position is filled.	Nice to Have	Compliant	
30	Ability to facilitate the generation of follow-up letters according to status in the hiring process (e.g., schedule test, passed test, failed test).	Nice to Have	Compliant	
31	Ability to integrate employee information with all other components to eliminate duplicate data input.	Must Have	Compliant	
32	Ability to track all exams individual applicants complete.	Must Have	Compliant	
33	Ability to track whether degrees, licenses and certifications have been verified, the date verified and by whom.	Must Have	Compliant	
	Reporting & Querying			
34	Ability to allow applicants to query the database to find open vacancies.	Must Have	Compliant	
35	Ability to allow user to inquire on all positions applied for by an applicant.	Must Have	Compliant	
36	Provide flexible reporting that allows the analysis of personnel requisition information, including: Open personnel requisitions; Closed personnel requisitions; Application activity; Applicant's demographic information; Status of personnel requisitions.	Must Have	Compliant	
37	Ability to allow inquiry of vacant positions (with flexible criteria) for which active recruitment is occurring.	Must Have	Compliant	
38	Ability to query database for prior applications by applicant.	Must Have	Compliant	
39	Ability to produce reports, including: Individual applicant profile; Vacant position listing; List of all applicants by name; List all applicants by job code; Test/Interview schedule list; Unqualified applicants list; Qualified applicants list; Eligibility extended list; Eligibility expired list.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Applicant Tracking

Applicant Tracking				
#	Requirement	Criticality	Response	Comments
40	Provides listing of vacant/frozen/unfunded positions as required.	Must Have	Compliant	
41	Ability to allows inquiry against applicant list.	Must Have	Compliant	
42	Ability to produces statistical reports reflecting historical EEO data on applicants.	Must Have	Compliant	
43	Ability to produce an EEO4 report for submission to the EEOC every other year.	Must Have	Compliant	
44	Provide a report of non-qualified applicants by EEO breakdown.	Must Have	Compliant	
45	Provides a report of training session, lesson, class, course, program, and outside training attendance.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Personnel

Human Resources				
#	Requirement	Criticality	Response	Comments
	General Requirements			
1	Ability to accommodate workflow approvals of human resources related processes and documents.	Must Have	Compliant	
2	Ability to provide that security is definable at multiple levels to allow employees read access to their own data within the Self Service module with limited editing access at field level.	Must Have	Compliant	
3	Ability to provide that security is definable at multiple levels to allow supervisor read access to department data.	Must Have	Compliant	
4	Ability for department level administrator to set security and passwords by field and user or user group.	Must Have	Compliant	
5	Ability to attach in date order by subject matter any electronic data (such as scanned or imaged forms) to an employee's record (e.g., separation of service, change-to-payroll form, exit evaluation, COBRA letter).	Must Have	Compliant	
6	Ability to complete a Personnel Action electronically with workflow capability.	Must Have	Compliant	
7	Ability to perform HR-related transactions and updates both real-time and in batch.	Must Have	Compliant	
8	Ability to comply with all State and Federal laws related to government entities.	Must Have	Compliant	
9	Ability to correct history based on appropriate security, with an audit trail.	Must Have	Compliant	
10	Ability to make changes to pay record G/L distributions should automatically create proper G/L accounting transactions.	Must Have	Compliant	
11	Ability for employee's leave accruals to adjust as necessary with an employee type change (i.e., part time to full time).	Must Have	Compliant	
12	Ability to assign a numeric employee number using structure defined by the system administrator (e.g., ten digits composed of the six digit date of hire and last four digits of the employee's social security number).	Must Have	Non-Compliant	Employee number is 6 digits
13	Ability to define Ethnicity categories.	Must Have	Compliant	
14	Ability to track length of time an employee has filled a position.	Must Have	Compliant	
15	Ability to track and report on driver's license expirations and provide notice to employee and supervisor of need for updated information.	Must Have	Compliant	
16	Ability to provide inquiry to the personnel master file by employee number, by employee name, or by social security number and display in list format.	Must Have	Compliant	
17	Ability to allow limited access to personnel information using a password security system.	Must Have	Compliant	
18	Ability to track employee movement between positions within the organization and keep a permanent record of this information within the system.	Must Have	Compliant	
19	Ability to track post retirement benefit costs and who is eligible.	Must Have		
20	Ability to validate that the employee is eligible for the plan selected.	Must Have	Compliant	
21	Ability to support pre and post tax payroll deductions.	Must Have	Compliant	
22	Ability to have benefit premiums formula driven, established from salary, set amount, with or without coverage limits and based on client defined eligibility.	Must Have	Compliant	
23	Ability to track grievances.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Personnel

Human Resources				
#	Requirement	Criticality	Response	Comments
24	Ability to reinstate employees, restoring all previous employee records bridging previous employee history.	Must Have	Compliant	
25	Ability to rehire employees, transferring employee demographics only and not bridging previous employee history.	Must Have	Non-Compliant	Employee History is Attached to Employee Number
Employee Data				
26	Ability for the system to support a single Master Employee Record that is shared among all modules of the system and includes the following employee data: Name; Prefixes (e.g., Mr., Ms., Dr.); Suffixes (e.g., Jr., III); Hyphenated names; Multiple home addresses; Home address confidentiality flag; Marital status; Spouse and multiple dependent data; Dependent SSNs; Social Security Number; SSN confidentiality flag; Employee number (automatically assigned); Birth date; Gender; Ethnicity; Home phone; Phone number confidentiality flag; Cell phone; Pager; Multiple email addresses; Emergency contact names; Emergency contact phones; Labor group code (EEO4; defaults to Position Control); Veteran status; reserves status; Work authorization flag; Work visa information (e.g., type, number, expiration date); Original date of hire; FICA class; Benefit dates; Retirement date and plan; Date of death; Driver's license number, date and state; Education (type of degrees, colleges, number of years attended, years earned); Multiple certifications and licenses and their expiration dates; Multiple memberships in professional organizations or associations; Digitized photograph; Employment type (user defined).	Must Have	Compliant	
27	Ability to track the following additional employee information: FLSA designation, exempt/non-exempt designation and category (default - Position Control); ADA accommodation; Grade and step plans, open range plans with a minimum, middle and maximum); Current assigned Department/Division/Function or temporary assignment(s); Employee status (e.g., FMLA, active, suspended); Employee group; Base salary; Scheduled hours; Shift and shift differential; I-9 Information (user defined); Employee badge expiration date; other user defined fields.	Must Have	Compliant	
28	Ability to indefinitely view terminated employee information for reference check information.	Must Have	Compliant	
Position Control				
28	Ability to automatically assign a number upon position creation based upon job number and authorization number.	Must Have	Compliant	
29	Ability to maintain the following position data: Position created date; Position status (open or closed); Job title; Job specification code; Supervisor/Manager indicator; EEO code; Physical work location; Department/Program/Project; Percentage of full time; Salary grade and step; Full-time/part-time flag; Regular/temporary flag; Leave without pay flag; Department/Division/Program start date; Workers Compensation Code; Function code (denotes sub-organization within a department); Employee group (denotes benefit entitlement); Cost distribution code; Functional labor code (mandatory for EEO4); Skills test requirements; Other user defined fields.	Must Have	Compliant	
30	Ability to automatically calculate new annual salary for budgeting and pay calculations based upon changes to pay tables, etc.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Personnel

Human Resources				
#	Requirement	Criticality	Response	Comments
31	Ability to automatically figure salary calculations (step driven, flat dollar or percentage) and budget impact statements (i.e., "what if" scenarios including benefit information, trend analysis).	Must Have	Compliant	
32	Ability to maintain the following current salary information and display on line in a list format: Effective date (including future dates); Salary grade and step; Wage grade; Pay change reason code (table driven); Pay change reason notes/memo field; Previous salary; Other user-defined fields (i.e., appointed, rank, sworn).	Must Have	Compliant	
33	Ability to capture history on status changes, position changes, name changes, salary changes, location changes, payroll changes, benefit changes, supervisor changes and organizational changes.	Must Have	Compliant	
34	Ability to provide for multiple salary schedules.	Must Have	Compliant	
35	Ability to accommodate salary table linked to job/position class.	Must Have	Compliant	
36	Ability to maintain job descriptions on-line.	Must Have	Compliant	
37	Ability to support condition based position changes (i.e., positions marked for attrition or title change).	Must Have	Compliant	
38	Ability to provide that position can be budgeted for partial year (3, 6, 9 months).	Must Have	Compliant	
39	Ability to track the history of appointments by race and gender.	Must Have	Compliant	
40	Ability to identify the current number of positions in class.	Must Have	Compliant	
41	Ability to identify the number of positions to be filled.	Must Have	Compliant	
42	Ability to track internal promotions.	Must Have	Compliant	
43	Ability to track reclassification of positions.	Must Have	Compliant	
44	Ability to track deleted positions.	Must Have	Compliant	
45	Ability to provide position control tracking of filled and vacant positions.	Must Have	Compliant	
46	Ability to follow organization history of the position (list of employees who filled a position over a user-specified period of time).	Must Have	Compliant	
47	Ability to track funding source to the position.	Must Have	Compliant	
48	Ability to accommodate sets of benefit options linked to employee group.	Must Have	Compliant	
49	Ability to provide tracking of death for employees, retirees, or dependents.	Must Have	Compliant	
50	Ability to provide for mass updates of employee plan designation.	Must Have	Compliant	
51	Ability to update benefits individually and as a group.	Must Have	Compliant	
52	Ability to track current benefit elections for retirees and spouses.	Must Have	Compliant	
	Performance Management/Reviews/Terminations			
53	Provide Evaluation Module with automated workflow.	Nice to Have	Compliant	
54	Ability to schedule and record employee evaluations.	Nice to Have	Compliant	
55	Provide a Training Module to schedule and track all required training for an employee.	Nice to Have	Compliant	
56	Ability to track Professional Development.	Nice to Have	Compliant	
57	Provide for a separate file for terminated employees.	Nice to Have	Compliant	
58	Ability to record table-driven reasons for termination.	Nice to Have	Compliant	
59	Ability for an employee to view their personal performance review.	Nice to Have	Compliant	
60	Ability for an employee to view their previous performance reviews.	Nice to Have	Compliant	

City of Oxnard Municipal System Replacement: Personnel

Human Resources				
#	Requirement	Criticality	Response	Comments
	FMLA Tracking			
61	Ability to create worker's compensation information.	Must Have	Compliant	
62	Ability to flag an employee who is receiving workers compensation benefits.	Must Have	Compliant	
63	Ability to enter the start and end date for when an employee is receiving workers compensation benefits.	Must Have	Compliant	
64	Ability to alert the payroll clerk that an employee is receiving workers compensation benefits when they are processing payroll.	Must Have	Non-Compliant	
65	Ability to enter an employee's workers compensation benefits.	Must Have	Compliant	
66	Ability to adjust pay calculations based on workers compensation benefits.	Must Have	Compliant	
67	Ability to track different leave types which accumulate concurrently as defined by user for each employee (i.e., STD, worker's comp., FMLA, leave of absence).	Must Have	Compliant	
68	Ability to view FMLA time off using the last twelve month period.	Must Have	Compliant	
	Year End Accrual Processing			
69	Ability to carry forward based on system administrator defined criteria.	Must Have	Compliant	
70	Ability to transfer balances.	Must Have	Compliant	
71	Ability to transfer over limits.	Must Have	Compliant	
72	Ability to donate to pool.	Must Have	Compliant	
73	Ability to zero balance.	Must Have	Compliant	
	Reporting & Querying			
74	Ability to produce a Personnel Action Report for a user-defined period.	Must Have	Compliant	
75	Ability to produce a report/query showing vacation, sick pay and comp time reports by department, of each employee's vacation, sick and comp time including beginning balance, days taken, and remaining balance for a user-defined period.	Must Have	Compliant	
76	Ability to produce a report/query showing seniority information, including continuous service dates, review dates, birth dates, departments and job classifications for a user-defined period.	Must Have	Compliant	
77	Ability to produce a Salary Analysis Report for a user-defined period.	Must Have	Compliant	
78	Ability to produce a Pension Report for a user-defined period.	Must Have	Compliant	
79	Ability to produce a Vacancy report for a user-defined period.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
1	Ability to accommodate employee self-service.	Must Have	Compliant	
2	Ability to generate a check to all deduction organizations (e.g., Federal government).	Must Have	Compliant	
3	Ability to process more than one type of payroll (e.g., pension [critical need], weekly time card, bi-weekly salaried, monthly salaried, multi-divisional payroll, multi-agency payroll).	Must Have	Compliant	
4	Provide a "checklist" of process to complete a payroll, and indicate what process have been completed.	Must Have	Compliant	
5	Ability to generate special pays, such as merit, longevity and performance, which are void of any deductions other than taxes and possibly pension.	Must Have	Compliant	
6	Ability to track code time increments up to two decimals.	Must Have	Compliant	
7	Ability to update the GL accounts at the time of each payroll run or special pay.	Must Have	Compliant	
8	Ability to designate report status of payroll checks voided, canceled, or outstanding as an aid to bank statement reconciliation.	Must Have	Compliant	
9	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction.	Must Have	Compliant	
10	Provide for standard governmental reporting features, such as 941, 945, 1099, EEO reports, and W-2s.	Must Have	Compliant	945 may require SSRS
11	Ability to maintain the salary and wage structure by position including grade and step range.	Must Have	Compliant	
12	Ability to maintain a flexible vacation time accrual system that: allows different groups to accrue and use vacation time at different rates; and, allows employees to use vacation accrued during the current pay period.	Must Have	Compliant	
13	Ability to print pertinent information about an employee's current pay on the payroll check and check stub, including all pay types and deductions.	Must Have	Compliant	
14	Ability to separate FICA as opposed to Medicare.	Must Have	Compliant	
15	Provide current and year-to-date information on payroll check stubs, including: Personal leave (accrued, balance, used); Vacation (accrued, balance, used); Comp time (accrued, balance, used); Sick time (accrued, balance, used); Pension earnings; VH Bank (vacation and holiday accruals from previous year, balance, used); Special messages.	Must Have	Compliant	
Payroll Processing				
16	Provide planning capability within the payroll system, allowing the creation of pending tables that will hold the configuration for changes to occur at a later time; this would allow the tables to be updated prior to the effective date and enable the use of two table rates when the change occurs within a single pay period.	Must Have	Compliant	
17	Ability to automatically process payroll at user-defined frequency by employee (e.g., every 2 weeks, weekly, monthly).	Must Have	Compliant	
18	Ability to automatically start or stop deductions, within established limits, based upon a specified date, alerting employees when limits have been reached.	Must Have	Compliant	Deductions stopped based on limit but employee is not alerted besides the visibility into the deduction via Employee Self Service or their pay advice/stub
19	Ability to carry deduction limit into next year.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
20	Ability to track benefit costs by employee that need to be reimbursed and establish addition deduction to be withheld from payroll over a user defined number of pay periods for a limited time and/or amount.	Must Have	Compliant	
21	Provide Payroll check reconciliation capabilities.	Must Have	Compliant	
22	Ability to automatically calculate retroactive pay for a configurable number of pay period.	Must Have	Compliant	
23	Provide for all final payroll adjustments to automatically feed to the G/L.	Must Have	Compliant	
24	Provide simple restart procedure for the reprinting of a single check or group of checks.	Must Have	Compliant	
25	Provide ongoing attendance analysis per employee to include the following for each pay period and year-to-date: Paid absences - hours; Unpaid absences - hours.	Must Have	Compliant	
26	Ability to track and report employee personnel data, including emergency contacts, military status, employee telephone number, citizenship, birth date, sex and marital status.	Must Have	Compliant	
27	Ability to accommodate multiple pay schedules/tables.	Must Have	Compliant	
28	Ability to setup new payroll codes and deduction types as needed, with the appropriate security.	Must Have	Compliant	
29	Ability to compute complex overtime calculations that may differ by department (e.g., FLSA, Police, Fire).	Must Have	Compliant	
30	Ability to accommodate payroll for the following types of employees: Full-time; Regular; Temporary; Part-time; Exempt; Non-exempt; Any combination of the above designations; Various user-defined designations.	Must Have	Compliant	
31	Ability to accommodate automatic movement between steps/increments and/or merit steps.	Must Have	Compliant	
32	Ability to define and enforce user-defined rules for holiday, vacation, personal, and sick time usage.	Must Have	Compliant	
33	Ability to impose a fee for garnishments.	Must Have	Compliant	
34	Ability to adjust pay calculations based on mid-pay period hire or termination date.	Must Have	Compliant	
35	Ability to adjust benefits deductions based on mid-pay period hire or termination date.	Must Have	Compliant	
36	Ability to automatically clear out remaining balances from last accrual at termination.	Must Have	Compliant	Via Accrual Buyout process
37	Ability to accommodate any and all deductions (e.g., Medical (multiple); Life insurance (multiple); Garnishments (multiple); Retirement plans (multiple); Benefits deductions (employee portion, multiple).	Must Have	Compliant	
38	Ability to accumulate earnings and deductions on a fiscal period, weekly, bi-weekly, monthly, quarterly, annual, period, or multi-fiscal year basis.	Must Have	Compliant	
39	Ability to set maximum deductions per year or pay period based upon dollar amount or percentage of salary (i.e., minimum net pay requirements).	Must Have	Compliant	
40	Ability to "shut off" benefits accumulation for an employee or group of employees, but maintain a record of the accumulations.	Must Have	Compliant	
41	Ability to setup a garnishment table (i.e., similar to the IRS tax table setup).	Must Have	Compliant	
42	Ability to print third-party checks for garnishments and miscellaneous deductions.	Must Have	Compliant	
43	Ability to maintain garnishment information including date of order, case/court number, collection agency, name, total collection amount; ability to attach related documentation.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
44	Ability to compute, on a before or after tax basis, employer and employee portions of deductions for items including: Life insurance; Medical insurance; Deferred compensation plan; Long-term disability; Social Security and Medicare; Retirement; Other user-defined deductions.	Must Have	Compliant	
45	Ability to print special deduction checks (e.g., cashing out vacation time).	Must Have	Compliant	
46	Ability to cap compensation time at a user-defined level, which can be different by department.	Must Have	Compliant	
47	If Leave without Pay flag has been turned on by an authorized user, ability to prevent system from issuing compensation until the flag is removed.	Must Have	Compliant	
48	Ability to track all days that any accruals were used by dates.	Must Have	Compliant	
49	Ability to send alert or notification to employee and supervisor when vacation or compensation time accrual maximum is approaching.	Must Have		Maximum balances can be determined based on reporting and employees can see remaining accrual balance in ESS, however notification to employees regarding approaching limits would be a manual process
50	Ability to track pay types and generate reports on any of the pay types.	Must Have	Compliant	
51	Ability for all fields in the database to be printed on the pay stub as desired (detailed pay, deductions, leave balance accumulators) with the associated "through" date.	Must Have	Compliant	
52	Ability to print multiple messages on the pay stubs based upon: Site-wide; Department; Job classification; Benefit status; Health plan; By any deduction category.	Must Have	Compliant	
53	Ability to accommodate entry of manual checks including automatic update of all employee and employer accumulators.	Must Have	Compliant	
54	Provide ACH through electronic means with ability to output payroll file in ACH format and follow all ACH requirements for processing interfaces (e.g. for garnishments, ICMA, federal taxes, any payments to external agencies).	Must Have	Compliant	
55	Ability to accommodate automatic direct deposit of paychecks through electronic funds transfer to: Multiple accounts within a bank; Multiple banks; No limit to number of automatic direct deposit accounts; Deposits remaining net amount of check (avoids generation of another check for a couple of pennies).	Must Have	Compliant	
56	Ability to provide totals for reconciliation of: Benefit information for cost to organization; Changes to employer deductions and taxes; Government reporting for each employee; Annual wages in taxes from payroll to 941s, 945s, 1099Rs, and W-2s.	Must Have	Compliant	
57	Ability to provide historical records for every financial transaction as a complete audit trail.	Must Have	Compliant	
58	Ability to generate and index audit trails based on user-defined criteria.	Must Have	Compliant	
59	Ability to notify specified users when comp time accruals exceed limits.	Must Have	Compliant	
60	Ability to print manual checks on laser printers with digital signatures.	Must Have	Compliant	
61	Ability to calculate pay during a mid-period change	Must Have	Compliant	
62	Ability to process future pay data while current pay period is still open (i.e., need last check).	Nice to Have	Compliant	
63	Ability to select type of taxation on manual checks (weekly, bi-weekly).	Must Have	Compliant	
64	Ability to generate off-cycle payroll runs.	Must Have	Compliant	
65	Ability to handle off-cycle direct deposit (longevity pay, merit pay).	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
66	Ability to run payroll calculation multiple times for checks and balances before actually printing checks.	Must Have	Compliant	
67	Ability for users to utilize the system when payroll is running.	Must Have	Compliant	
68	Ability to reflect SSN changes in both current and historical records, for year end reporting purposes (move data).	Must Have	Compliant	
69	Ability to replace a check all in one step (void original, assign new number, etc.) even in prior year.	Must Have	Compliant	
70	Ability to allow payroll adjustments to final paychecks for refund of vacation, sick, etc.	Must Have	Compliant	
71	Ability for comp time entry to vary by department and/or classification (i.e., exempt/non-exempt).	Must Have	Compliant	
72	Ability to assign project numbers to employee hours.	Must Have	Compliant	
73	Ability to automatically attach the payroll accounts to a project when a project number is used.	Must Have	Compliant	
74	Ability to charge time to a department other than an employee's "home" department.	Must Have	Compliant	
75	Ability to verify hours worked based on work schedule and pay codes and present exceptions to a specified user.	Must Have	Compliant	
76	Ability to deliver client specified timesheets to various groups and/or types of employees, based on workflow.	Must Have	Compliant	
77	Ability to display current leave accrual rates, codes and maximum balances for each employee while time is being entered or reviewed.	Must Have	Compliant	
78	Ability to handle mid-period work schedule/shift changes.	Must Have	Compliant	
79	Ability to view employee's schedule with shift and off day information at any time.	Must Have	Compliant	
80	Ability to prevent the use of accruals over earned amount, with the ability to override with the appropriate security.	Must Have	Compliant	
81	Ability to receive notification when an employee has not been paid for pay period and is not on established leave.	Must Have	Compliant	
82	Ability to provide edit reports after time input that will capture user defined deviations such as excessive overtime or zero hours for active employees.	Must Have	Compliant	
83	Ability to accommodate multi-level approvals and movement of electronic timesheets between remote locations.	Must Have	Compliant	
84	Ability to automatically post pre-approved leave during effective pay period.	Must Have	Compliant	
85	Ability to prorate accruals based on time worked.	Must Have	Compliant	
86	Ability to do fiscal year-end accruals of salaries and benefits.	Must Have	Compliant	
87	Ability to generate fiscal year-end compensated absences report and journal entry per the City's policies.	Must Have	Compliant	
State & Federal Reports				
88	Ability to produce all W-2 information for employees and reporting agencies (i.e., IRS and State, etc.) on laser and standard printer.	Must Have	Compliant	
89	Ability to sort W-2 information in a user-defined format.	Must Have	Compliant	
90	Ability to automatically produce direct deposit tapes/files for banks.	Must Have	Compliant	
91	Ability to transmit W-2 and payroll taxes electronically.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
92	Ability to generate standard reports that reconcile earnings to 941s.	Must Have	Compliant	
93	Ability to gather all data necessary to prepare the federal EEO-4 report and Workers Comp reports for workers comp audit.	Must Have	Compliant	
94	Ability to generate federal and state reporting requirements, such as W-9, Tax IDs, IRS Form 941, IRS Form 940, IRS Form 945, IRS Form 1099R, W-2, IRS Form 1099, backup withholding, Notice B.	Must Have	Compliant	
Payroll Reports & Queries				
95	Ability to produce Employee Detail Report for a user-defined period.	Must Have	Compliant	
96	Ability to produce Detail Check History Report for a user-defined period.	Must Have	Compliant	
97	Ability to produce Payroll Register both Summary and Detail for a user-defined period.	Must Have	Compliant	
98	Ability to produce a detail G/L Distribution Report for a user-defined period.	Must Have	Compliant	
99	Ability to produce a Gross Pay/Gross Hours Report for a user defined period (e.g., 13 Week Window of Previous Pay for worker's Comp).	Must Have	Compliant	
Timekeeping				
100	Ability to define work and leave hours by user defined criteria.	Must Have	Compliant	
101	Ability to establish a default configuration that limits the menus available to the employee for inputting time to only those items relevant to that employee.	Must Have	Compliant	
102	Ability to enter time on a daily, weekly, biweekly, and/or monthly basis.	Must Have	Compliant	
103	Ability to perform daily time entry for Officers	Must Have	Compliant	
104	Ability to enter time against multiple types of fund, job, department, project, etc. codes as defined in the chart of accounts (including for workers that travel to various sites).	Must Have	Compliant	
105	Ability to enter and process non-hourly/wage reimbursements, including but not limited to mileage and other non-taxable reimbursements, etc. through Accounts Payable, with payments to the employee through Payroll.	Must Have	Compliant	
106	Ability to create default timesheet activities for individuals or groups of users to facilitate time entry based on user-defined needs and criteria matching all City work schedules (e.g. fire, law enforcement personnel).	Must Have	Compliant	
107	Ability to organize a group of employees within divisions into work areas and/or work teams and select (via pop-up display etc.) groups or individuals to facilitate time keeper data entry and/or approval of multiple time entry.	Must Have	Compliant	
108	Ability to accumulate, process, and track all associated time-related data for employees working in multiple positions, multiple shifts, multiple locations, multiple work schedules, multiple calendars etc., including: Overtime; Compensatory Time-off; Accruals; Benefits; Fair Labor Standards Act (FLSA) compliance; Leave hours.	Must Have	Compliant	
109	Ability to keep track of work hours when an employee works several different shifts.	Must Have	Compliant	
110	Ability to allow time entry by shift.	Must Have	Compliant	
111	Ability to track compensatory time with user defined rules for different groups of employees.	Must Have	Compliant	
112	Provide work history accessible to departments for on-line viewing of hours worked.	Must Have	Compliant	
113	Ability for employees to take leave hours in the period they accrue the hours (e.g., an employee can take four hours during the period in which he accrues the four hours).	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
114	Ability to automatically check that an employee is authorized to work on a project and that the number of hours charged is authorized for that employee on the project.	Nice to Have	Compliant	
115	Ability for users to view administrative time balances and history at time-entry (e.g., pop-up display of leave history and time bank balances).	Must Have	Compliant	
116	Ability to validate employee sick time, leave, and other time bank balances at time entry and generate warnings and/or prohibitions for time usage exceeding balances.	Must Have	Compliant	
117	Ability to automatically update accruals for, including but not limited to, vacation, sick leave, comp time, paid non-working days, etc.	Must Have	Compliant	
118	Provide Family Medical Leave Act (FMLA) tracking, including Intermittent Family Care tracking.	Must Have	Compliant	
119	Ability to vary the number of regular hours by work schedule and by position.	Must Have	Compliant	
120	Ability to perform exceptions reporting on all personnel.	Must Have	Compliant	
121	Ability to validate the entry of hours (e.g., vacation, sick, regular hours) associated with an employee or a position.	Must Have	Compliant	
122	Ability to enter time adjustments for prior pay periods.	Must Have	Compliant	
123	Ability to validate, upon entry, leave usage against balances, hours charged against projects, the employee's work schedule, etc.	Must Have	Compliant	
124	Ability to support a schedule that can be specified in advance preconfiguring the holiday schedule each calendar year and assigning eligibility by employee and/or by employee group.	Must Have	Compliant	
125	Ability to assign multiple work schedules to an individual.	Must Have	Compliant	
126	Provide validation of all time entered with rules, pay policies, schedules, etc. and generate warnings and/or restrictions/prohibitions when time entry data is in violation of policies, including but not limited to the following: Overtime; Leave usage; Shift differential; Special shift and benefit rules.	Must Have	Compliant	
127	Provide workflow for user-defined exception-based review and approval, changes to history and schedules, etc. and provide review status and workflow audit trail information.	Must Have	Compliant	
128	Ability to create user defined electronic time sheet approval.	Must Have	Compliant	
129	Electronic workflow approvals should provide electronic documentation of approver name/userid.	Must Have	Compliant	
130	Ability to assign various approval rights to specific users/management including but not limited to approval of overtime, working out of shift, etc.	Must Have	Compliant	
131	Ability to support multi-level, real-time updates and approvals for: Employee absences; Start and stop work times; Total time expended per assignment/appointment.	Must Have	Compliant	
132	Ability to automatically calculate and track overtime payments.	Must Have	Compliant	
133	Ability to enter timesheet approvals at decentralized locations.	Must Have	Compliant	
134	Ability to flag time entered falling outside of normal work schedules for management review/approval.	Must Have	Compliant	Via ExecuTime
135	Ability to workflow the approval of time entry to supervisors.	Must Have	Compliant	
136	Ability to assign various approval rights to specific users/management including but not limited to approval of overtime, working out of shift, etc.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
137	Ability to adjust exceptions based on user defined criteria.	Must Have	Compliant	
138	Ability for authorized personnel to edit all timesheet entries based on security rules.	Must Have	Compliant	
139	Ability to make prior-period adjustments, changes and corrections to hours worked and update corrections through the payroll cycle and leave bank accrual with a historical audit trail for each change including data changed, employee making the updated, date changed, etc.	Must Have	Compliant	
140	Ability to edit all timesheet entries based on user-defined eligibility criteria.	Must Have	Compliant	
141	Provide a user-friendly audit trail of all edits and approvals.	Must Have	Compliant	
142	Ability to track and maintain work schedules by position, classification of employee (exempt/non-exempt) and work location.	Must Have	Compliant	
143	Ability to define multiple shifts based on days and hours per day.	Must Have	Compliant	
144	Ability to assign employees to hours, shifts, positions, departments, etc. outside of their normal schedule and accumulate and track all associated time and related data without affecting the employees normal schedule.	Must Have	Compliant	Via Executime
145	Provide comments fields to provide reason for changes in schedules.	Must Have	Compliant	Via ExecuTime
146	Provide work history reports for analysis or response to legal proceedings (subpoena responses) including dates worked, breaks, assignments, etc.	Must Have	Compliant	
147	Provide time collection data reporting at any user defined level.	Must Have	Compliant	
148	Provide reports of active employees with no hours entered.	Must Have	Compliant	
149	Ability to track and report absence history from time and attendance records.	Must Have	Compliant	
150	Ability to print adjustments, including but not limited to, by program code, single employee, multiple employees by pay period and cumulative.	Must Have	Compliant	
151	Ability to print the daily detail of time reported for the current pay period both by employee number and employee name sequences.	Must Have	Compliant	
152	Provide reporting capability for both daily detail and summary by type of time code, e.g., overtime reported both in current pay period and cumulative.	Must Have	Compliant	
153	Ability to support time reporting of employees under cost accounting.	Must Have	Compliant	
154	Ability to change an employee's shift during a pay period.	Must Have	Compliant	
155	Ability to add a free-form comments during approval/rejection process.	Must Have	Compliant	
156	Ability for multiple defined users to receive notification alerts or summaries of timesheets and/or leave slips that are pending for approval.	Must Have	Compliant	
Payroll Budgeting				
157	Provide for flexible payroll budgeting capabilities, including abilities to: capture all existing employees; perform what-if analyses; control start and stop dates; and, identify classes of employees and pay grade steps.	Must Have	Compliant	
158	Ability to modify positions, specifically: Add or delete positions; Reclassify positions; Modify positions; Transfer positions; Freeze or unfreeze positions; split positions.	Must Have	Compliant	
159	Ability to perform edit checking and validation to prevent more than one employee from being assigned to the same position number, if so desired, with override capabilities based on user-defined authorization.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Payroll

Payroll				
#	Requirement	Criticality	Response	Comments
160	Ability to route position change requests to various staff members for approval.	Must Have	Compliant	
161	Ability to notify requestor when position has been approved and initiate other related events, such as recruitment file, etc.	Must Have	Compliant	
162	Ability to tie back payroll, salary and benefits to the appropriated budget.	Must Have	Compliant	
163	Provide the flexibility to calculate payroll budgets by position, pay types, classification and to provide %, anniversary or across the board pay and benefit increases.	Must Have	Compliant	
164	Ability to load Payroll data into the General Ledger accounts, both revised and new year budget levels.	Must Have	Compliant	
165	Ability to run payroll budget reports showing salary savings and creating a budget adjustment for posting to the G/L.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Expense Reimbursement

Expense Reimbursement				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Ability to enter, process and track non-hourly/wage reimbursements, including but not limited to mileage and other non-taxable reimbursements, etc.	Must Have	Compliant	
2	Ability to integrate fully with General Ledger and Accounts Payable.	Must Have	Compliant	
3	Ability for the administrator to set required fields on the forms.	Must Have	Compliant	
4	Ability to support reconciliation of estimated expenses with actuals.	Must Have	Compliant	
5	Provide reimbursements through Accounts Payable.	Must Have	Compliant	
6	Ability to establish workflow rules to route expense reports to different approvers based on user-defined account codes, amount, and department codes.	Must Have	Compliant	
7	Ability for approver to modify/edit expense reports prior to approval.	Must Have	Compliant	
8	Ability to support standard attachments for electronic receipts.	Must Have	Compliant	
9	Ability to support for role-based security: different rights for administrators vs. clerks; each employee restricted to his or her own expense reports.	Must Have	Compliant	
10	Provide detailed and summary expense reports by expense type, category, employee, department, pending approval.	Must Have	Compliant	
11	Ability to create a configurable number of expense categories.	Must Have	Compliant	
12	Ability to allocate a claim to multiple GL accounts.	Must Have	Compliant	
13	Ability to establish default object codes for travel expense categories.	Must Have	Compliant	
14	Ability to have a multi-layer work flow process for approving claims.	Must Have	Compliant	
15	Ability to optionally allow for cash advances.	Must Have	Compliant	
16	Ability to enter related expenses for items that may have been purchased by central purchasing and should not be reimbursed.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Benefits

Benefits				
#	Requirement	Criticality	Response	Comments
General Requirements				
1	Provide benefits integration with Human Resources, Payroll, General Ledger, Accounts Payable, Accounts Receivable and Budgets.	Must Have	Compliant	
2	Ability to manage open enrollment through the integrated Human Resources module.	Must Have	Compliant	
Benefits Planning				
3	Ability to define multiple versions of Benefit plans (e.g., "cafeteria" plan, Flexible Spending Plan, deferred compensation).	Must Have	Compliant	
4	Ability to place system locks on record changes and to secure fields that require presentation of documentation to Human Resources personnel.	Must Have	Compliant	
5	Ability to update premiums/costs collectively by a single change to a table, with effective dates and an audit trail.	Must Have	Compliant	
6	Ability to process multiple plan years for open enrollment periods (next year and current year simultaneously) with effective dates.	Must Have	Compliant	
7	Ability to support multiple grandfathered benefit program structures.	Must Have	Compliant	
8	Provide automatic interface to City's deferred compensation providers.	Must Have	Compliant	Via 834 Report export
Flexible Benefits Tracking				
9	Ability to track dependent care and medical care, account participation, and election amount.	Must Have	Compliant	
Plan Definition and Administration				
10	Ability to capture plan data including: Plan type; Contribution rate; Eligibility data; Plan name/number; Deduction code and maximum contribution; Level of coverage; History of changes (dates); Termination date of coverage; Options.	Must Have	Compliant	
11	Ability for captured plan data to be established once in the system and to be utilized across the system.	Must Have	Compliant	
12	Ability to capture deduction data for employee selected benefits including: Positive and Negative override capability; Start/End date; Varying frequencies; Deduction amount (or percent of gross); Annual limit dollars; Annual limit percent of gross; Actual deduction last pay period; YTD deductions; Current direct pay; Balance owed/outstanding.	Must Have	Compliant	
13	Ability to capture different beneficiary data for each employee selected benefit including: Name; Relationship; Date assigned; Allocation date; Retirement; Life insurance; Deferred compensation; Address of beneficiary.	Must Have	Compliant	
14	Ability to set up new employee benefits with assignment of waiting period for benefits.	Must Have	Compliant	
15	Ability to capture spouse data for employee selected benefits including: Name; Employee status; Social Security Number.	Must Have	Compliant	
Enrollment				
16	Provide automated enrollment process to accommodate open enrollment using kiosks, and the Internet.	Must Have	Compliant	
17	Ability to allow for periodic increase/decrease in Benefit premiums by Administrator without the need for re-enrollment by employees.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Benefits

Benefits				
#	Requirement	Criticality	Response	Comments
18	Ability to allow for changes to an employee's election other than at open enrollment (e.g., changes in family status).	Must Have	Compliant	
19	Ability to recognize employee's profile data and enforce enrollment rules accordingly.	Must Have	Compliant	
20	Ability to continue prior year coverage for those employees not re-enrolling in plans during open enrollment period, except for Flexible Benefits Plan.	Must Have	Compliant	
Dependents				
21	Ability to capture dependent data for employee selected benefits including: Number of dependents; Name; Address; Multiple last names (e.g., step children, foster children); Gender; Date of Birth; Social security number; Relationship to employee; Start/end dates of coverage; Coverage waiver indicator; Association of enrolled benefit to dependent.	Must Have	Compliant	
22	Ability to input and store Dependent/ Beneficiary data for a configurable number of Benefit plans by effective date.	Must Have	Compliant	
23	Provide system validation (force) for correct relationships of Dependents based on the type of Plan in which the employee/retiree is enrolled.	Must Have	Compliant	
24	Ability to calculate ages of each retiree and spouse to determine when retiree and/or spouse become eligible for Medicare.	Must Have	Compliant	
25	Provide benefits summary for each individual.	Must Have	Compliant	
COBRA Tracking				
26	Ability to store COBRA dependent history data.	Must Have	Compliant	
27	Ability to notify third party administrator regarding COBRA eligible participants.	Must Have	Compliant	
Leave				
28	Ability to maintain a configurable number of user-defined leave types (e.g., Sick; Vacation; Holidays; Absent without Pay; Comp time).	Must Have	Compliant	
29	Provide for a configurable number of user-specified leave eligibility and accrual rules (e.g., based on employment status, work schedule, position, years of service), with the ability to automatically accrue and/or prorate leave accruals based on those rules (e.g., a 30 hour per week employee accrues leave at 75% of a full-time employee).	Must Have	Compliant	
30	Ability to support dual-reporting system for FMLA compliance (tracking continuous and/or intermittent FMLA leave hours used from a variety of leave accounts such as vacation, sick leave, unpaid, etc.) for the specified period of time.	Must Have	Compliant	
31	Provide attendance and absence analysis, either in summary or detail, by user-specified selection criteria, including: Category; Date or Date range; Day of week; Leave type; Position or class; Bargaining unit and/or department.	Must Have	Compliant	
32	Ability to adjust service date, vacation/sick leave accrual, pension eligibility, and seniority based upon types of Leave of Absence without pay.	Must Have	Compliant	
33	Ability to halt leave accruals, either automatically or manually, for certain unpaid leave types.	Must Have	Compliant	
34	Ability to track different leave types which accumulate concurrently as defined by user for each employee (e.g., FMLA, Job Injury leave, Leave of Absence).	Must Have	Compliant	
Benefits Reporting & Querying				

City of Oxnard Municipal System Replacement: Benefits

Benefits				
#	Requirement	Criticality	Response	Comments
35	Ability to produce standard insurance-related reports including: Company; Plan; Employee; Benefits statements; Census; Election forms.	Must Have	Compliant	
36	Ability to export open enrollment data to be sent electronically to benefits providers.	Must Have	Compliant	
37	Ability to export COBRA data to be sent electronically to COBRA administrator.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Training

Training				
#	Requirement	Criticality	Response	Comments
	Data Entry			
1	Ability to download information into individual members training screens.	Must Have	Non-Compliant	
2	Ability to input a complete class at one time.	Must Have	Compliant	
3	Ability to search by member name, number, course name, course type, due year, and instructor name.	Must Have	Compliant	
	Training Tracking			
4	Ability to setup and maintain a schedule for different types of training activities.	Must Have	Compliant	
5	Ability to track training hours, budgets, and mandatory training by individuals, position , or rank.	Must Have	Compliant	
6	Ability to track training course information, including: Name/Title of course, Course Number, Date, Location, Hours, Mandatory/Optional, Reimbursable/Non-Reimbursable, Grade/Score.	Must Have	Compliant	
7	Ability to capture and maintain the following training information for each employee: Date(s), Name, Employee ID, Rank/Position, Assignment, Employee Data, Education Level, Certificates of Training, Courses and Seminars Attended (Course Name/Title, Course Number, Hours Completed, Instructor/School, Certificate Number), State-Mandated Training Completed and Dates (First Aid, CPR, Firearms/Weapons).	Must Have	Compliant	
8	Ability to display and/or print training shortfall list by employee.	Must Have	Compliant	
9	Ability to display and/or print summarized monthly training hours by employee.	Must Have	Compliant	
10	Ability to print summary of training by employee or by training type.	Must Have	Compliant	
11	Ability to display and/or print a breakdown of monthly training, by Date, Subject, Sessions, Trainees (Name or Group), Hours, Total Hours.	Must Have	Compliant	
12	Ability to display and/or print an individuals training history in reverse chronologic order (most recent first).	Must Have	Compliant	Via secure login to ESS
13	Ability for authorized users to enter training records into the system.	Must Have	Compliant	
	Reporting & Querying			
14	Ability to produce a report of upcoming delinquent training needs for a user-specified period.	Must Have	Compliant	
15	Ability to produce a report of an employee training record upon termination for inclusion in their personnel record.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Employee Self-Service

Employee Self-Service				
#	Requirement	Criticality	Response	Comments
1	Ability for employees, with authorized and configurable controls, to monitor and maintain personal and employment information, including: General information; Address; Personal email; Phone numbers; Emergency contacts; Dependents; Demographic information; Certifications and the status of each one. Changes made are subject to workflow approval.	Nice to Have	Compliant	
2	Ability for employees to monitor personal information, including: Training Records, Past Progress Reviews, Job Descriptions, Pay Status Changes, Pay Stubs.	Must Have	compliant	
3	Ability to upload documentation (e.g., policy manuals, employee forms).	Must Have	Compliant	
4	Ability to scan and attach relevant documents (e.g., W2s, 1009Rs, Pay Advices).	Must Have	Compliant	
5	Ability to view HR announcements and department information.	Must Have	Compliant	
6	Ability to support online Leave Accrual Processing: Employee submits leave requests online; Employee cancels requests that have not been taken yet; Employee views past accrual history in list and calendar views; Employee views accrual balances and custom projections of earned time; Employee chooses reason for leave request and leaves comments; Administrator can defined leave rules (e.g., earn before use).	Must Have	Compliant	
7	Ability to request time off through self service and have approved time automatically update the appropriate payroll processing run.	Must Have	Compliant	
8	Ability for the employee to view pay and tax information.	Must Have	Compliant	
9	Ability for the employee to enter timesheet information via the Employee Self Service Module.	Must Have	Compliant	
Online Timesheet Processing				
10	Ability for Payroll to send messages to employees that they must acknowledge viewing in order to enter their timesheets.	Must Have	Compliant	An optional message can be customized and configured that employees will be required to acknowledge when submitting their time sheets.
11	Ability to support online time entry, including employee charging to: projects, accounts, work orders, and reasons.	Must Have	Compliant	
Online Training Enrollment				
12	Ability to support online Training Enrollment, including: View upcoming training calendar; View course history and results; Sign up for courses; View wait list status and information; Export training to preferred calendar program (e.g., Microsoft Outlook); Pay for training online.	Nice to Have	Compliant	
Online Pay Information				
13	Ability to support online pay information, including: Listing of all employee advices including detailed pay and deduction information; Employees running "What If" simulations to determine net effect of W4 or other changes; Submit W-4 changes online; View W2 and 1099-R information; Link to archived image of paycheck; View summary information including current W4 selections and YTD pay and deduction information.	Must Have	Compliant	
Online Job Postings & Tracking				
14	Ability for applicants to attach résumé, copy of transcripts, cover letters, references.	Must Have	Compliant	
15	Provide for configuration of database fields by HR (e.g., State certifications, retirement system participation, language).	Must Have	Compliant	
16	Provide fully customizable forms with configurable sections and fields.	Must Have	Compliant	

City of Oxnard Municipal System Replacement: Employee Self-Service

Employee Self-Service				
#	Requirement	Criticality	Response	Comments
17	Provide support for publishing job postings via RSS feeds.	Must Have	Compliant	
	Online Benefits Tracking			
18	Ability to view current benefits.	Must Have	Compliant	
19	Ability to support for online open enrollment including customizable sections, opt-outs, dependent/beneficiaries, and pre/post tax.	Must Have	Compliant	
20	Ability to apply for a benefits change by entering a qualifying event.	Must Have	Compliant	
21	Ability to have a custom individual enrollment for qualifying events.	Must Have	Compliant	
22	Ability to view per-pay periods employee cost of benefits.	Must Have	Compliant	
	Online Expense Reimbursement			
23	Ability to support online Employee Expense reports, including: Employee views and potentially cancels/updates pending requests; Employee enters expense requests online including detailed expense accounting; Employee submits "informational-only" expense reports that do not require reimbursement; Forms that can be customized by system administrator and allow for custom rules and requirements.	Nice to Have	Compliant	
24	Ability to support self-service access via the Internet where employees can submit expense reports and view the status of all pending or past requests.	Nice to Have	Compliant	
	Supervisor Functions			
25	Ability to customize the number of levels of reports a supervisor can view.	Must Have	Compliant	
26	Ability to view subordinate personal information.	Must Have	Compliant	
27	Ability to view subordinate pay information.	Must Have	Compliant	
28	Ability to view subordinate accrual information.	Must Have	Compliant	
29	Ability to review and approve/decline subordinate leave requests.	Must Have	Compliant	
30	Ability to view subordinate trainings.	Must Have	Compliant	
31	Ability to sign up subordinates for trainings.	Must Have	Compliant	

Section Two – Data Migration

Data Migration Requirements

- 1) Migration of present data files is required. It is expected that the conversion programs will be thoroughly tested, and that full data sets will be totally converted and loaded into the system during an evening or weekend.

Response: **Yes** **No** **EXPLANATION REQUIRED**

- 2) Available programs/scripts for scrubbing data (e.g., addresses) prior to data migration.

Response: **Yes** **No** **EXPLANATION REQUIRED**

Section Two - Contractor Supplemental Information

Please add any additional supplemental information or explanations in this section.

Question 1: Data Conversion will take place throughout the project and will be tested and proofed by City and Tyler project team resources. Tyler's approach to data conversion is outlined in the Tyler Data Conversion document. The Tyler Investment Summary outlines the proposed data conversion items for the City's project. The cost associated with this service is based upon a set number of years of history which varies by data type. If the City wishes to convert all historical information into Munis, there may be additional costs associated.

Question 2: Tyler's Data Conversion approach does not include the clean up of data in the City's legacy software environments. Tyler Conversion Programmers will write a custom data conversion program to move the City's data from the existing software into Munis, and through the program will be able to minimize migration of inaccurate data. This approach allows for the clean-up of data that will be used in Munis for processing without making any changes in the old system, allowing for more accuracy in reporting, historical reference, and audit__

Please reference the Data Conversion full outline in our accompanying documentation. _____

Section 3 **HARDWARE/NETWORK REQUIREMENTS RESPONSE**

Respond to RFP Section 3. Use the attached MS Word file titled “Proposal Response Forms” to respond to this section. Where the RFP asks for lists or detailed supplemental information, place that information in the Vendor Supplemental Information at the end of the section. Include a schematic of the system.

Please reference the Hardware/Network Requirements Form on the following pages.

Section Three - Hardware and Network Requirements

Please complete the forms below.

GENERAL QUESTIONS	YES/NO or RESPONSE
3.1.1 Are all delivery and installation charges for Contractor supplied hardware included in this Response?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
3.1.2 If Agency provides hardware according to Contractor specifications, will the Contractor warrant the system?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
3.1.3 Which proposed items are priced at State or Federal Contract pricing?	No Hardware proposed, on premises or SaaS options
3.1.4 Does the Workstation use MS Windows as the primary OS for the proposed application?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. If no, what OS is being proposed	_____
b. How long has the workstation model been on the market?	Entirety of solution
3.1.5 Proposed primary servers Make/Model	Tyler supports several server environment deployment types including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments.
a. How long have they been on the market?	N/A
3.1.6 Do the primary applications (e.g., Finance, Human Resources, Planning & Development) servers operate on MS Windows?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. What version of MS Windows?	Client: Windows 7, 8.1, 10 Server: Windows Server 2012 R2, 2016

City of Oxnard
RFP for Enterprise Resource Planning (ERP)
RFP Response Forms

GENERAL QUESTIONS	YES/NO or RESPONSE
b. If not what OS?	N/A
c. Do any of the servers operate on an OS other than MS Windows?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
1. If yes, what OS?	N/A
3.1.7 What is the Mean Time between Failure (MTBF) for Server(s)?	On-premises: N/A. Hardware not proposed. Tyler SaaS: Standard services guarantees 24 RTO/RPO. SLA guarantees 99% application availability.
a. Mean Time To Repair (MTTR) for Server(s)?	See above
3.1.8 Proposed Firewall/Router Model:	On-premises: N/A. Hardware not proposed. Tyler SaaS: Cisco ASA-5506-x
3.1.9 Proposed Core Network Switch Model:	N/A
3.1.10 Please provide the following Network Switch layer three routing capabilities parameters:	
a. Backplane Capacity (Gb/s)	N/A. Hardware not proposed.
b. Maximum number of ports per stackable (if proposed)	N/A. Hardware not proposed.
c. Maximum number of ports per board in Chassis (if proposed)	N/A. Hardware not proposed.
d. Total number of spare ports on the switch which can be used to the entire network without adding additional ports.	N/A. Hardware not proposed.
3.1.11 Have you included requested network integration services?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
3.1.12 Have you included any required building cabling changes?	<input type="checkbox"/> / <input checked="" type="checkbox"/>

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GENERAL QUESTIONS	YES/NO or RESPONSE
3.1.13 Please identify any new remote switching equipment.	N/A. Hardware not proposed.
3.1.14 Please indicate the minimal and optimal workstation configurations below:	
WORKSTATIONS specifications	MINIMAL / OPTIMAL
What is the Operating System?	Windows 7 / Windows 10_____
Processor Type	Intel Core i3 1.8 Ghz / Intel Core i3 2.5 Ghz+_____
Monitor Size	General: 1280 x 800 minimum EnerGov: 1680 x 1050 minimum / ____1600
Hard Disk Storage	500GB__ / ____500GB_____
Hard Disk Technology (i.e., SCSI, IDE, etc.)	____N/A_____ / N/A
Disk Access Time	N/A / N/A
RAM Memory	____4 GB+__ / 4Gb
Cache memory size:	N/A / N/A
Additional: Required Software	Microsoft .NET Framework 4.5: Tyler Cashiering Only Microsoft Silverlight 5.1: required for CAFR Statement Builder, Tyler Incident Management, Tyler Meeting Manager, and select EnerGov applications only Java Runtime Environment: required for advanced Tyler Content Manager functionality only / _____
3.1.15 Please indicate the recommended workstation configuration below:	
MOBILE DEVICE Specifications	MINIMAL / OPTIMAL
What is the Operating System?	iOS/Android__ / _____
Processor Type	Mobile_____ / _____
Screen Size / Specifications	_____ / _____
Hard Disk Storage	_____ / _____
Hard Disk Technology (i.e., SCSI, IDE, etc.)	_____ / _____
Disk Access Time	_____ / _____
RAM Memory	_____ / _____

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GENERAL QUESTIONS	YES/NO or RESPONSE
Cache memory size:	_____ / _____
Additional Features: Refer to System Specifications for detailed requirements	_____ / _____
Vendor-Hosted SaaS Questions	
3.1.16 Primary hosting service provider	_____
a) Data Center locations	Dallas, TX and Yarmouth, ME
b) Description of infrastructure (hardware, software, OS, technology platform) used	Our goal for building hosting infrastructure is no single point of failure. Tyler SaaS hosting server/storage infrastructure is built around enterprise compute systems running virtualized Windows Server and SQL Server. Three Tier's of storage are utilized providing varying levels of performance resiliency. Firewalls, VPN management, routers, and storage are all setup in a highly available configuration. Multiple ISPs are present with diverse paths to the Internet.
c) Primary storage location of the City's data	Dallas, TX and Yarmouth, ME
d) Does the hosting provider utilize virtualization?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
i. If yes, what software? (VM Ware or Hyper-V)	VMWare _____
e) Network bandwidth that can be provided, and identify options for dedicated bandwidth.	30 kbps per concurrent user
3.1.17 Hosting Service Data Security	
a) Dedicated, single-tenant environment?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
i. If no, how will City's data be kept separated and secured from other systems?	_____
b) Data ownership policy provided with proposal?	<input checked="" type="checkbox"/> / <input type="checkbox"/>

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GENERAL QUESTIONS	YES/NO or RESPONSE
c) Dashboard web-portal provided for viewing load performance, user statistics, and problem records?	Yes. Problems. load performance not provided.

RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
3.2	Architecture Requirements	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler applications are multi-tiered, typically consisting of a 3-tier architecture; web, application, and database tiers. Tyler applications are deployed exclusively on industry leading Microsoft stack of technologies, utilizing Windows Server, SQL Server, Active Directory, Internet Information Services, Office, SQL Server Reporting Services, and SQL Server Analysis Services. Most industry standard server deployments are supported including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments. All Tyler applications can also be hosted in the cloud by leveraging Tyler's SaaS hosting service.
3.3	Server Hardware Requirements		
3.3.1	Operating System and Related Software	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Windows Server. Refer to Tyler System Specifications for detailed requirements.
3.3.2	Backup-Failover Solution	<input checked="" type="checkbox"/> / <input type="checkbox"/>	On-premises: Backup procedures are customized to the clients' expectations of recovery and down time in the event of a disaster. Tyler applications support all major backup solutions such as Veritas Backup Exec, Microsoft Data

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RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			<p>Protection Manager, and Veeam Backup and Replication.</p> <p>Tyler SaaS: Full backups are performed daily of each client’s application and database server after normal business hours (21:00-02:00). Tyler’s retention policy is to keep daily backups for 30 days, weekly backups for 1 year, and archive monthly backups for prior years. Clients are able to restore from any of these backups as needed.</p> <p>Tyler maintains two primary datacenters for hosted customers. One is owned by Tyler, located in Yarmouth, ME. The other, a colocation facility, DataBank, is located in Dallas, TX in the old Federal Reserve Building, which was built to withstand a nuclear disaster. Backup data is replicated between each data center nightly using an enterprise backup solution which takes full snapshots of virtual infrastructure. In the event of a catastrophic disaster that destroys a datacenter, guaranteed recovery point objective (RPO) and recovery time objective (RTO) are each 24 hours. Business continuity options with lower RTO and RPO are available for an additional fee.</p>
3.3.3	Capacity	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler provides fully scalable solutions to meet the

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RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			<p>requirements of all organizations, regardless of size, and can grow to meet increasing demands. Tyler’s applications perform well on modest networks with a handful of users—or on large, distributed networks with hundreds of users. Tyler applications have features to ensure large organizations run effectively. And smaller clients don’t outgrow Tyler solutions—they easily expand to meet clients changing needs.</p> <p>Tyler applications are based on an n tier architecture and can scale both vertically or horizontally eliminating limitations for user growth. Based on client feedback and experience, internal testing and running our own SaaS hosting service, we have learned to tailor Tyler applications specific to a client based on their size and needs.</p>
3.3.4	Upgrades and Expansion	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. Application upgrades for on-premises clients are installed by Tyler Systems Management support services. Tyler SaaS hosted clients request and schedule a time convenient for them to have application upgrades installed by SaaS</p>

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RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			<p>support engineers during off hours.</p> <p>End-users must be out of the entire application during the upgrade process. The time it takes to apply these upgrades can vary significantly depending on number variables such as modules owned, and database size and can range anywhere between 1 hour to an entire business day. All releases are cumulative allowing clients to can upgrade to the latest application version directly.</p> <p>Some Tyler applications also include incremental software updates that can clients can install themselves. These tools can be used to manually install individual updates or scheduled to install all available updated automatically. The typical install time for this update type can vary depending on the number updates applied, but typically ranges from a couple minutes to an hour.</p> <p>Tyler provides a dedicated Test application environment with most deployments to install new updates. Tyler highly recommends clients use this environment to familiarize themselves with new features and enhancements prior to installing to the Production environment.</p>
3.3.5	Concurrent Operation	<input checked="" type="checkbox"/> / <input type="checkbox"/>	There are no llimitations to the number of concurrent users or

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RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			applications that can be open at a time.
3.3.6	Server Functionality	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler supports several server environment deployment types including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments
3.3.7	System Backup	<input checked="" type="checkbox"/> / <input type="checkbox"/>	On-premises hosting: Tyler will work with clients to design a backup plan, however it is the responsibility of the client to implement and maintain it. Tyler SaaS hosting includes backups as part of standard services.
3.3.8	Power and A/C Requirements	<input type="checkbox"/> / <input checked="" type="checkbox"/>	N/A. On-premises clients should work with their hardware vendor to determine these requirements.
3.3.9	Power and Grounding	<input type="checkbox"/> / <input checked="" type="checkbox"/>	N/A. On-premises clients should work with their hardware vendor to determine these requirements.
3.3.10	Environmental	<input type="checkbox"/> / <input checked="" type="checkbox"/>	N/A. On-premises clients should work with their hardware vendor to determine these requirements.
3.3.11	Network Operating System and Protocol	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler applications communicate over TCP/IP. On-premises clients must obtain a 1024-bit (minimum) SSL certificate for all servers to encrypt application

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RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			communication over HTTPS. Microsoft Active Directory is required.
3.4	Integration		
3.4.1	System Integration and Network Equipment	<input type="checkbox"/> / <input checked="" type="checkbox"/>	N/A. Munis offers a variety of methods of interfacing with external third party systems, including file-based import and exports and real-time integration using web services. This includes pre-defined integration points out of the box, requiring little or no setup to many popular third-party system. Special hardware is not used with any integration option
3.5	End User Equipment		
3.5.1	Desktop Workstation	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler applications are supported on a variety of end-user devices, however it is the responsibility of the client to procure and maintain these devices.
3.5.2	Bar Coding	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Bar coding is supported in select Tyler applications, however it is the responsibility of the client to procure and maintain these devices.
3.5.3	Scanners	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Scanning is supported throughout Tyler applications, however it is the responsibility of the client to procure and maintain these devices.
3.5.4	Field Automation Equipment	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler offers several apps designed for field work,

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RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			however all equipment is the responsibility of the client.
3.5.5	Digital Signature Pads	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Digital signatures supported via mobile device with select apps.
3.5.6	Field Printers	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Supported with select mobile apps, however they are the responsibility of the client to procure and maintain.

Section Three - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Refer to Tyler System Specifications for detailed system requirements.

TYLER SYSTEM SPECIFICATIONS

Rev. 20170920

Tyler Technologies applications are designed to operate on systems that meet specific requirements. Systems that do not meet the required specifications may not provide reliable or adequate performance, and Tyler cannot guarantee acceptable results.

Tyler SaaS clients should disregard any references of “on-premises” specific requirements.

ON-PREMISES SERVER REQUIREMENTS

Overview

Tyler supports several server environment deployment types including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments. Production and non-production application environments (e.g. train, test) are deployed to the same servers unless otherwise noted or desired by the client.

Operating system, database, and application software is included for reference only. It is the client’s responsibility to properly license all third-party software, including OS and RDBMS, and procure required infrastructure.

The following server specifications are provided as general guidance only. Clients should contact their sales representative or Tyler’s Deployment Department for approval of desired configuration prior to procurement or configuration of production infrastructure.

General Server Requirements

COMPONENT	REQUIREMENT
General Requirements	Servers / VM’s dedicated to Tyler products Microsoft Windows Certified Server (nationally recognized brand) External backup solution Gigabit Ethernet RAID storage Dedicated partitions for OS, Tyler applications, and databases
Operating System	Microsoft Windows Server 2012 R2 or 2016 Standard
Database Software	Microsoft SQL Server 2012, 2014, or 2016 Standard or Enterprise [1]
Additional System Software	Microsoft components including Microsoft VCSASP, Visual C++ Runtime Libraries Java Runtime Environment (JRE), Java Development Kit (JDK) [2]
Network Environment	Microsoft Active Directory Domain and DNS services
GIS Environment [3]	Esri ArcGIS for Server 10+ or ArcGIS Online

[1] All Tyler applications except iasWorld. SQL Server Enterprise Edition is only required for clients who wish to use advanced RDBMS functionality including SQL AlwaysOn Availability Groups for high-availability, and SQL Server TDE for at-rest data encryption.

[2] JRE required on TCM and ExecuTime application servers only. JDK required on TCM application servers only.

[3] Dedicated GIS environment is required for use with Munis MapLink or EnerGov only. Installation and maintenance of GIS environment is the responsibility of the client.

Hardware Requirements

Munis – Up to 25 Users, EnerGov – Up to 25 users

The following outlines server infrastructure required for a Tyler implementation sized up to 25 concurrent Munis users and 25 EnerGov users.

	# of Servers	CPU Cores	Memory (GB)	Storage (GB) [1]
Database, Munis Application & Presentation Server	1	4	32	750
EnerGov Application Server	1	6	16	200
EnerGov Search Services Server	1	6	16	200
Content Management Server	1	4	24	200
External Web Server	1	1	12	150
TOTAL RESOURCES	5	21	100	1500

[1] EnerGov eReview requires an additional 500GB-1TB of storage.

Munis – Up to 100 Users, EnerGov – Up to 25 Users

The following outlines server infrastructure required for a Tyler implementation sized up to 100 concurrent Munis users and 25 EnerGov users.

	# of Servers	CPU Cores	Memory (GB)	Storage (GB) [1]
Database, Munis Application Server	1	6	48	1250
Munis Presentation Server	1	4	24	200
EnerGov Application Server	1	6	16	200
EnerGov Search Services Server	1	6	16	200
Content Management Server	1	4	32	200
External Web Server	1	1	12	150
TOTAL RESOURCES	6	27	148	2200

[1] EnerGov eReview requires an additional 500GB-1TB of storage.

Munis – Up to 250 Users, EnerGov – Up to 50 Users

The following outlines server infrastructure required for a Munis and EnerGov software implementation sized up to 250 concurrent Munis users and 50 EnerGov users.

	# of Servers	CPU Cores	Memory (GB)	Storage (GB) [1]
Database, Munis Application Server	1	8	64	2000
Munis Presentation Server	1	4	32	200

EnerGov Application Server	1	6	16	200
EnerGov Search Services Server	1	6	16	200
Content Management Server	1	4	32	200
External Web Server	1	1	12	150
TOTAL RESOURCES	6	29	172	2950

[1] EnerGov eReview requires an additional 500GB-1TB of storage.

Munis – Up to 500 Users, EnerGov – Up to 100 Users

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

Due to the added configuration complexity at this size and larger, clients should contact their Tyler Sales Representative or Tyler’s Deployment Department for further consultation.

Production Environment

	# of Servers	CPU Cores	Memory (GB)	Storage (GB) [1]
Database Server	1	6	64	2000
Munis Application & Presentation Server [2]	2	6	64	300
EnerGov Application Server	1	8	32	200
EnerGov Search Services Server	1	6	24	200
Content Management Server	1	4	32	400
External Web Server	1	2	18	150
TOTAL RESOURCES	7	32	234	3250

[1] EnerGov eReview requires an additional 500GB-1TB of storage.

[2] Multiple application servers for the production environment require a Network Load Balancer. Requirements for each server.

Non-Production Environment

	# of Servers	CPU Cores	Memory (GB)	Storage (GB) [1]
Database Server	1	4	48	2000
Munis Application & Presentation Server [2]	1	4	48	300
EnerGov Application Server	1	4	8	200
EnerGov Search Services Server	1	6	16	200
Content Management Server	1	4	24	200
External Web Server	1	2	12	150
TOTAL RESOURCES	6	24	156	3050

Server Definitions

Database Server (DB)

Hosts Microsoft SQL Server for all Tyler application databases. SQL Server Reporting Services, SQL Server Analysis Services, and SQL Server Integration Services may also be installed for use with select Tyler applications.

Munis Application Server (MAS)

Hosts Munis application server and IIS; accessed via HTTPS. The Munis application framework should be installed on the same server as the SQL Server instance used with Munis, except when multiple Munis application servers are used.

Munis Presentation Server (MPS)

Hosts Munis presentation server components, and IIS. Additional Tyler applications such as Tyler Hub, Tyler Parks and Rec, and Tyler Incident Management may also be hosted on this server. All applications are accessed via HTTPS.

EnerGov Application Server (EAS)

Hosts EnerGov application server and IIS; accessed via HTTPS.

EnerGov Service Server (EGSS)

Hosts services used for connectivity between EnerGov application and database. This includes the EnerGov Windows Service (required) and the Tyler Search Service (for Citizen Self-Service). It is responsible for managing background processes and search services. Because of its need for resources, it is required to have this service reside on its own server so that it doesn't impact the use of EnerGov applications and web products.

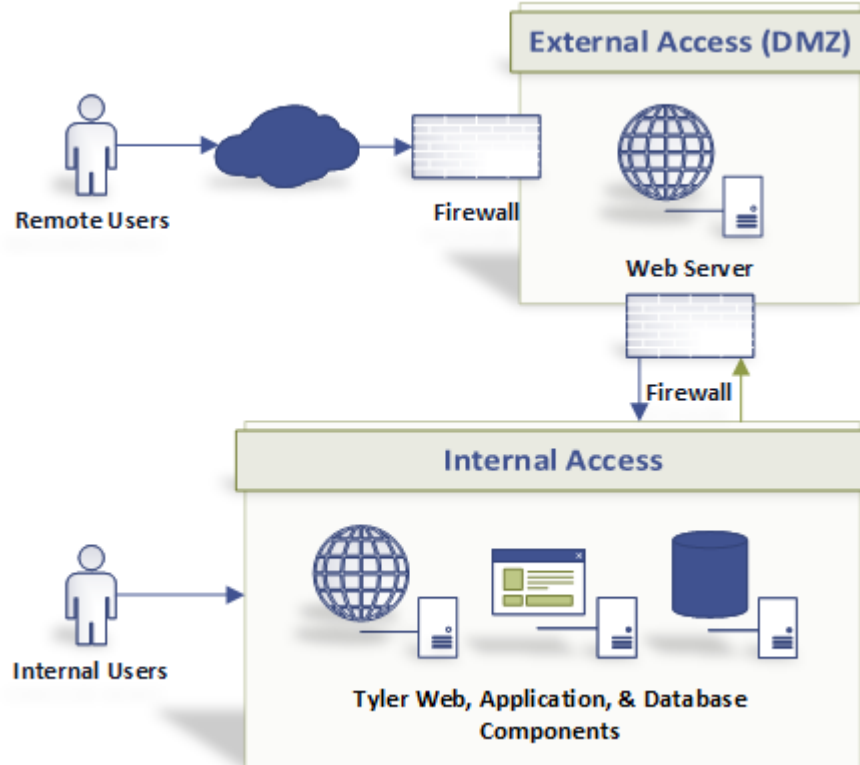
Content Management Server (CMS)

Hosts web and application framework for Tyler Content Manager, and TylerForms. Additional Tyler applications such as ExecuTime may also be hosted on this server. All applications are accessed via HTTPS.

External Web Server (EWS)

Hosts Tyler self-service applications, mobile services, and IIS; accessed via HTTPS. IIS ARR may also be configured on this server to provide external access to some internal hosted applications (e.g. ExecuTime mobile). If EnerGov IVR is purchased, a direct connection to SQL and to the outside is required. It should be placed on a web server that can allow direct access to SQL.

Configuration Diagram



Storage

Enterprise-level, redundant storage arrays using high-bandwidth iSCSI or fiber channel backend connection/s should be used for all Tyler servers. Disk input/output (I/O) performance is also important for successful deployment of Tyler applications. Tyler recommends Microsoft's SQLIO Disk Subsystem Benchmark Tool to measure disk performance and provide minimum IO to run Tyler applications.

Recommended I/O

The following average I/O measurements from a large sampling of ERP clients with good storage performance and should be used as a guideline when configuring storage subsystems.

	Random Writing	Random Reading
8K - IOPS	18000	27000
8K - MBs/sec	140	210
8K - Avg. Latency (ms)	1.3	1
128K - IOPS	6000	8000
128K - MBs/sec	450	800
128K - Avg. Latency (ms)	7	6.5

High Availability

Tyler supports a variety of high availability (HA) server configurations. Tyler's recommended configuration is a virtualized environment used in conjunction with replication products such as VMware Site Recovery Manager or Veeam Backup and Replication. For environments requiring multiple SQL Server servers, SQL Server AlwaysOn Availability Groups is recommended (note, AlwaysOn requires SQL Server Enterprise Edition). A hardware-based network load balance appliance is required when using multiple application servers. Clients should contact Tyler Installation Services when considering these advanced configurations.

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

Virtualization Support

VMware vSphere and Microsoft Hyper-V are supported for virtualizing servers. It is a requirement that virtualized guests are given dedicated memory and host virtual CPUs are not over committed. VM provisioning is the responsibility of the client; Tyler Technologies does not offer any training or installation services for VMware or Microsoft Hyper-V.

NETWORK AND SECURITY REQUIREMENTS

Tyler applications communicate over TCP/IP. On-premises clients must obtain a 1024-bit (minimum) SSL certificate for all servers to encrypt application communication over HTTPS.

External / Internet Application Access

Tyler applications such as mobile apps and self-service web portals are commonly accessed from outside a client's network. Tyler supports most industry standard methods of providing external access to on-premises applications. These options include, but are not limited to; hosting web/application framework in a client's DMZ, or behind a client's firewall using NAT port mapping, Application Request Routing (ARR) with IIS, and VPN. Deployment and network configuration of on-premises Tyler applications is dependent on the client's preferred method of providing this access.

Bandwidth Requirements

Bandwidth usage can vary depending on application user type and their daily functions. Based on benchmarks through Tyler's SaaS data center and Test Lab, Tyler recommends the following bandwidth requirements:

Client to Server:

- Minimum: Mobile broadband connection
- Recommended: 10/100 Mbps network connection
- 30 Kbps per concurrent user session

Server to Server (on-premises only):

- 1GBps network connection

Tyler highly recommends sites with many anticipated remote users request a bandwidth utilization report for at least 1 month of recent usage from their ISP to ensure they have sufficient bandwidth available to meet these requirements, especially those considering Tyler SaaS Hosting.

Application Authentication

Microsoft Active Directory (AD) is required for authentication with most Tyler applications. Once a user is authenticated, integrated application role-based security determines what applications, processes, records, and fields the user has access to.

On-premises deployments use the clients existing AD environment and end users use their own AD credentials for application authentication. Tyler servers and back-office ERP workstations must be a member of, or trusted with the domain used for authentication. Active Directory setup and maintenance is the responsibility of the client.

Tyler SaaS deployments use a dedicated Microsoft AD environment hosted by Tyler and end users are assigned Tyler specific credentials for application authentication. End users can set their own password; site administrators can create, disable, and unlock user accounts, and reset passwords. Tyler also employs a password policy for all SaaS credentials.

Dedicated self-service applications provide external access to employees, vendors, and citizens. All self-service applications use application-based authentication. Administrators can create and maintain user accounts and for many applications, end users can register to create their own. Many of these applications include password controls to set password complexity, password expiration, invalid login attempt lockout, and allow users to reset their own password. On-premises deployments can also use Active Directory authentication for Munis Employee Self Service.

Email Server Integration

An SMTP / IMAP email server is required for sending application notifications.

Microsoft Exchange is only required for the following advanced Outlook calendar integration. Sites without Exchange can perform these tasks using an integrated application calendar.

- Munis Scheduler Central used with Munis Permitting, Munis Work Orders and Munis Utility Service Orders.
- Munis Work Order Facilities room reservations.
- Appointment creation on records directly from select Munis applications.
- EnerGov inspection, meeting, hearing, and task scheduling.

END-USER REQUIREMENTS

Microsoft Windows Workstation Requirements

COMPONENT	REQUIREMENT [1]
Workstation	Microsoft Windows Certified PC (Nationally recognized brand)
Processor	Intel Core i3 1.8 Ghz minimum; Intel Core i3 2.5 Ghz+ recommended
Operating System	Windows 7 and later
Memory	4GB RAM
Disk Space	500 MB
Network	Back office workstations: Member of same domain as Tyler application servers
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended EnerGov: 1680 x 1050 minimum, 1920 x 1080 recommended; ePlans Review: 2560 x 1600
Required Software	Microsoft .NET Framework 4.5 [2] Microsoft Silverlight 5.1 [3] Java Runtime Environment 8 [4]
Productivity Software	Microsoft Office 2010, 2013, 2016 Microsoft Office 365 (requires desktop client) Microsoft Office 2007 is supported for Excel and Word exports only; Munis add-ins are not supported

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the recommended hardware configuration.

[2] Microsoft .NET required for Tyler Cashiering and select SIS functionality only.

[3] Microsoft Silverlight required for CAFR Statement Builder, Tyler Incident Management, Tyler Meeting Manager, and select EnerGov applications only.

[4] Java is required for advanced Tyler Content Manager functionality only.

Browser Compatibility

BROWSER	APPLICATION SUPPORT
Microsoft Internet Explorer 11	Supported with all Tyler applications.
Google Chrome (latest version)	Supported with Munis, ExecuTime, select EnerGov applications, SIS (excluding Click-Once apps), and self-service applications.
Microsoft Edge (latest version)	Supported with Munis, ExecuTime, select EnerGov applications, SIS, and self-service applications.
Mozilla Firefox (latest version)	Supported with EnerGov, SIS, and all self-service applications.

Apple macOS Workstation Requirements

For optimal user experience, Tyler recommends all Mac workstations used for back office application access (those excluding self-service applications) leverage macOS Keychain Access to store credentials or an authentication solution such as Microsoft Web Application Proxy. Refer to *macOS Limitations* for additional information regarding using Tyler applications with macOS.

COMPONENT	REQUIREMENT [1]
Operating System	macOS 10.10 or later
Processor	Intel Core i3 1.8 Ghz minimum; Intel Core i3 2.5 Ghz+ recommended
Memory	4GB RAM
Disk Space	500 MB
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended EnerGov: 1680 x 1050 minimum, 1920 x 1080 recommended, 2560 x 1600 for ePlans Review
Required Software	Microsoft Silverlight 5.1 [2]
Productivity Software	Microsoft Office for Mac 2011, 2016 Microsoft Office 365 (requires desktop client)

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate, but will not guarantee performance. All performance and benchmark testing is done with PC's that meet (or exceed) the recommended hardware configuration.

[2] Microsoft Silverlight required for CAFR Statement Builder, Tyler Incident Management, Tyler Meeting Manager, and select EnerGov applications only.

Browser Compatibility

BROWSER	APPLICATION SUPPORT
Apple Safari 10	Supported with Munis, select EnerGov applications, SIS (excluding Click-Once apps), and self-service applications.
Mozilla Firefox (latest version)	Supported with EnerGov and all self-service applications.

Limitations with macOS

Some Tyler applications or select application functionality are not supported on macOS. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or "Windows on Mac" virtualization solutions such as Parallels Desktop for Mac and VMware Fusion.

EnerGov

EnerGov is fully supported on macOS except for eReviews.

Munis

Munis is fully supported on macOS with the following exceptions:

- Microsoft Office for Mac does not support connections to SQL OLAP cubes. Due to this Microsoft limitation, Mac users cannot access Munis Cubes.
- Munis Next Year Budget Entry (NYBE) for Excel is a Microsoft Excel add-on providing one of several ways users can input and maintain next year budget data. This add-on is only available for Microsoft Excel on Windows platforms.
- Microsoft SQL Server Reporting Services reports cannot be created or modified.

Tyler Content Manager

Advanced Tyler Content Manager functionality such as batch document scanning is not supported on macOS.

Mobile Device Support

Tyler offers many mobile options to access select Tyler applications and functions from a mobile and/or touch-enabled device.

APPLICATION	ANY MOBILE DEVICE	ANDROID	iOS	WINDOWS
EnerGov Inspections	--	--	App	App
EnerGov Enforcement Management	--	--	App	--
Munis Application Suite	Web App	Web App	Web App	Web App
Munis Citizen & Vendor Self Service	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Munis Employee Self Service	Mobile Web	App	App	Mobile Web
Munis Field Inspector	--	--	App	App
Munis Workflow	Email	App	App	App
Munis Work Orders	--	App	App	App
Tyler Incident Management Click2Report	--	App	App	--

App: Native mobile app available for download from respective app store.

Mobile Web: Mobile optimized web site. Not all devices validated.

Web App: HTML applications only. Not all devices validated. Not all web applications optimized for mobile devices / smaller screens. Some applications may require remote access configuration by client.

Email: Munis Workflow can send emails with actionable links to process workflow from any device.

PERIPHERALS

Printers

Most application output can be printed to any printer accessible from an end-user's device. Tyler recommends laser printers for universal compatibility for all applications. Workgroup class laser printers are required for select print jobs.

PRINTER TYPE	Reports	Forms	Additional Criteria/Notes
HP or HP Compatible Laser Printer	Yes	Yes	PCL 5 or above

TylerForms Output Management Printer Requirements

TylerForms merges your application data with electronic form design templates. The results can be printed to your existing network printers, regardless where the hardware is physically located in addition

to automatically emailing, faxing and archiving this output to Tyler Content Manager. TylerForms offers several libraries of form templates that are tailored to work specifically with your Tyler applications.

The following technical specifications must be met for all printers used with TylerForms Output Management.

- HP PCL 5e personality or language installed
- Automatic duplexing included and enabled
- Minimum memory - 64MB
- Minimum of 80 internal TrueType scalable fonts (80 HP font set)
- Minimum of 2 full input trays (manual feed tray not usable)
- Accommodates letter and legal-size paper stock
- Printers must have the latest firmware updates installed

Check Printers

The following technical specifications must also be met for check printing with TylerForms Output Management.

- HP brand black/white laser jet networked printer with static IP address
- High speed USB 2.0 port

Note: Tyler does not support HP printers that have been modified with TROY brand or any other 3rd party MICR security features for check printing.

Recommended TylerForms Check Printers

Please note that some of the following printers may not be available from HP directly as they change printer models often. They are generally available from HP resellers and other retailers even if HP no longer offers them directly.

HPLJ 3015x	HPLJ M606dn*	HPLJ M609x*
HPLJ M501dn*	HPLJ M607dn*	HPLJ M712dn
HPLJ M506dn*	HPLJ M608dn*	HPLJ M712xh
HPLJ M506x	HPLJ M608x	HPLJ M806dn
HPLJ M605dn*	HPLJ M609dn*	

* An additional input tray is required to meet the requirement of two full input trays.

Other (Non-Check) TylerForms Printers

Some non-check form designs required duplexing capabilities.

Munis is designed for and guaranteed to work with approved HP black and white laser jet printers meeting the minimum requirements. For non-check forms Tyler will make every effort to print to other networked printers if they meet the technical requirements. While Tyler routinely and successfully print other forms to many brands of laser printers, if we are unable to print to a printer on your site, clients may be required to provide an alternate printer.

Scanners

Tyler Content Manager (TCM) supports two methods of batch scanning documents. Documents can be scanned to a file system (e.g. network share), then batch imported into TCM. Documents can also be scanned directly into TCM using a scanner attached to a workstation.

The first method only requires a scanner capable of scanning to a file system. The second method requires a TWAIN compliant scanner, though Tyler highly recommends using an approved scanner referenced in the Scanner Compatibility Chart below for full functionality. Tyler also recommends verifying driver compatibility with your operating system for any scanner considered.

SCANNER BRAND	SCANNER MODEL	
Canon	CR-190i	DR-7550C
	DR-2510C	DR-7580
	DR-3010C	DR-9050C
	DR-4010C	DR-9080C
	DR-5010C	DR-M160
	DR-6050C	DR-X10C
	DR-M140	DRC-125
	DR-M160	DR-C125
	DR-6030C	
Fujitsu	Fi-5750C	Fi-6240Z
	Fi-5900C	Fi-6670
	Fi-5990C	Fi-6770
	Fi-6040Z	Fi-7160
	Fi-6110	Fi-7260
	Fi-7180	Fi-7280
	Fi-6110	
Graphlex	CS500 Pro*	
Hewlett Packard (HP)	ScanJet 8250*	ScanJet 8390*
	ScanJet 8350*	
Panasonic	KV-S7075C	KV-S1057C
	KV-S5046H	KV-S1027C
	KV-S2087	KV-S1015C
Xerox	Documate 152*	

* Not fully supported. These scanners have not been tested in our lab. They are in use by one or more customers and may have issues that have not been reported.

Barcode Label Printer for Invoice Batch Scanning

Batch Invoicing using TCM requires a desktop bar code label printer for each workstation that enters invoices. At the time of invoice entry, a placeholder document is created in TCM and the printer prints a barcode label that's affixed to each invoice. When batch scanning / importing to TCM, the barcode is used to automatically link the invoice to the respective application record.

While any label printer capable of printing PDF images will work, Tyler recommends one of the following certified models.

MODEL	RECOMMENDED LABELS
-------	--------------------

Zebra GX420d

Zebra Z-Select 4000D 3" x 1" labels. Mfg. Part: 10010043

Mfg. Part: GX42-202411-000

Brother QL-700

Brother DK-1201 standard address labels

Section 4 SERVICE AND MAINTENANCE REQUIREMENTS RESPONSE

Respond to RFP Section 4. Use the attached MS Word file titled “Proposal Response Forms” to respond to this section. Where the RFP asks for lists or detailed supplemental information, place that information in the Vendor Supplemental Information at the end of the section.

Please reference the Service and Maintenance Form on the following pages.

Section Four - Service and Maintenance Requirements Response Form

Please complete the forms below.

4.1 GENERAL QUESTIONS	YES/NO or RESPONSE
4.1.1 What is your cost-free application warranty period?	One Year
a. Does warranty start at time of acceptance?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
4.1.2 Is the application system license perpetual without any added fees? (This means that the City can use the system without ever paying again. Thus, there will be NO time limit on the application license contract.)	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. If no, how long is the license agreement valid?	N/A
b. Will you sign a 5 year software maintenance agreement with built in escalator?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.3 Will you guarantee to make available 5 years of support for the proposed application systems?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.4 Are annual application upgrades and enhancements included when maintenance is purchased?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.5 Do you offer a "Help Line" for application system problems?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.6 What is your guaranteed response time for an application "Help Line" Call?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.7 What is your average response time for a software maintenance call?	For Munis, in 2017 we responded to 77% of new requests for service within one hour. Fo EnerGov, our average response time for

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	December 2017 was 31 minutes.
a. What hours of support are you offering?	<p>_Munis Support Team Munis Financials; Monday - Friday; 8:00 AM - 9:00 PM EST Munis Payroll/HR; Monday - Friday; 8:00 AM - 9:00 PM EST Payroll State Reporting; Monday - Friday; 8:00 AM - 6:00 PM EST Munis Other Revenue & Collection; Monday - Friday; 8:00 AM - 6:00 PM EST Munis Tax Billing & Collections; Monday - Friday; 8:00 AM - 6:00 PM EST Munis Utility Billing & Collections; Monday - Friday; 8:00 AM - 8:00 PM EST Tyler Forms & Reporting Services; Monday - Friday; 8:00 AM - 9:00 PM EST Tyler Systems Management; Monday - Friday; 8:00 AM - 9:00 PM EST _EnerGov Support Hours_ Unlimited Phone Support is available during our normal support hours (7 a.m. to 8 p.m. EST, Monday through Friday except certain holidays) with our toll-free phone number._____</p>
4.1.8 Will all equipment be warranted as factory new?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
4.1.9 What is your cost-free hardware warranty period?	Tyler will provide SAAS clients with a VPN device which has a life time warranty. The warranty claims will be shipped to Tyler with overnight shipping. Hardware peripherals for Tyler Cashiering

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	and ExecuTime come with a year warranty. On Premise server hardware and warranty's will be maintained by the client through the 3rd party hardware vendor. _____
4.1.10 Is equipment maintenance to include preferred response time?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
a. Hours to respond?	__ See 4.1.7a for support hours __
b. Is on-site warranty coverage provided?	No
c. Where is the hardware support office?	_ Tyler Provided VPN, ExecuTime and Cashiering hardware will be shipped to/from Yarmouth, ME or Lubbock Texas. _____
d. Where is the nearest hardware parts office?	_ Refer to hardware vendor(s) website _____
4.1.11 Does the proposed equipment maintenance provide:	
a. A loaner unit if unit is not repaired in 24 hours of first call?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
b. On-site support 24 hours and 365 days a year?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
c. Same 24 x 7 support during warranty period?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
On-Premise Questions	
14.1.12 Do you provide a cost-free application maintenance period?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. If yes, how long, and when does it begin?	_ Tyler waives the first annual maintenance fees on through the earlier of (a) use of the Tyler software in live product; or (b) one (1) year from the effective date of the contract __
Vendor-Hosted SaaS Questions	
14.1.13 Sample Service Level Agreement provided?	<input checked="" type="checkbox"/> / <input type="checkbox"/>

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RFP Reference	Description	Conform With Specs Yes/No	Comments
4.2	General Maintenance Provisions	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>4.2.1 - please refer to the Investment Summary and your Account Representative.</p> <p>4.2.4 We support various high availability solutions, but maintenance would require a service disruption. Our support hours are listed previously in this response document.</p> <p>4.2.5: Tyler does not provide hardware. Please refer to 4.1.7a for support hours.</p> <p>4.2.6: Tyler does not provide server hardware</p> <p>4.2.12: Tyler does not provide server hardware</p>
4.3	System Warranty	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Please review our Support offering in the supplemental information
4.4	Service and Maintenance Facilities	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler supports our own products. Munis Technical Support is located in Maine and EnerGov Technical Support is located in Georgia. Munis and EnerGov experts are available to you during the listed hours of operation.
4.5	Moves, Changes, and Additions	<input checked="" type="checkbox"/> / <input type="checkbox"/>	

Section Four - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Please refer to the attached Munis and EnerGov Support document for information on Tyler's technical support approach.

Support Call Process

Tyler Technologies
Support Channels

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

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

Support Resources

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

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

Support Availability

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

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

ISSUE HANDLING

INCIDENT TRACKING

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

INCIDENT PRIORITY

Each incident is assigned a priority number, which corresponds to your needs and deadlines. Your team is responsible for reasonably setting the priority of the incident per the chart below. The goal of this structure is to help the client clearly understand and communicate the importance of the issue and to describe expected responses and resolutions.

Priority Level Characteristics of Support Incident Resolution Targets

1

Critical Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client's remote location; or (c) systemic loss of multiple essential system functions. Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.

2

High Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data. Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. Tyler's responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.

3

Medium Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure. Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. Tyler's responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.

4

Non-critical Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level. Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

INCIDENT ESCALATION

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

Level 1: front-line representatives

Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues

Level 3: assist in incident escalations and specialized client issues

Level 4: responsible for the management of support teams for either a single product or a product group

You may contact the appropriate Software Support Manager to ensure you are receiving the service needed if an issue arises. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet your needs.

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

Telephone – for immediate response, call toll-free to either escalate an incident’s priority or to escalate an issue through management channels as described above.

Email – clients can send an email to software support in order to escalate the priority of an issue

On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

Tyler knows that satisfied clients—more than any other single factor—determine a company’s ongoing success. We also recognize that superior technical and operational support is critical to our client’s satisfaction. That’s why we provide a variety of resources and tools to support all aspects of your use of all Tyler modules. We want you to receive the best return on your investment in Tyler possible and our approach to technical support is designed to ensure that you have everything you need to maximize your use of Tyler investment.

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

As partners with us in the business, our customers have a direct impact on the evolution of the software itself, as well as the policies and procedures for implementing and supporting it. Support services have been expanded to incorporate a variety of options.



4.1 SUPPORT CHANNELS

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

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

4.2 SUPPORT RESOURCES

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

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

4.3 SUPPORT AVAILABILITY

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

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

4.4 ISSUE HANDLING

4.4.1 INCIDENT TRACKING

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

4.4.2 INCIDENT PRIORITY

Each incident is assigned a priority number, which corresponds to your needs and deadlines. Your team is responsible for reasonably setting the priority of the incident per the chart below. The goal of this structure is to help the client clearly understand and communicate the importance of the issue and to describe expected responses and resolutions.

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

4.4.3 INCIDENT ESCALATION

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

Level 1: front-line representatives

Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues

Level 3: assist in incident escalations and specialized client issues

Level 4: responsible for the management of support teams for either a single product or a product group

You may contact the appropriate Software Support Manager to ensure you are receiving the service needed if an issue arises. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet your needs.

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

Telephone – for immediate response, call toll-free to either escalate an incident’s priority or to escalate an issue through management channels as described above.

Email – clients can send an email to software support in order to escalate the priority of an issue

On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

4.5 REMOTE SUPPORT TOOL

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

4.6 ADDITIONAL SUPPORT AND IMPLEMENTATION OPTIONS

4.6.1 TYLER SYSTEMS MANAGEMENT

Many public sector clients are looking for an additional layer of technical support to assist in managing their technical infrastructure, database, and maintenance needs. Tyler offers an optional level service through our Tyler Systems Management support team. Tyler Systems Management provides expert assistance for all your Munis database and system maintenance needs as well as provide select hardware peripherals via Tyler’s Hardware Loaner Maintenance program. The services offered through Tyler Systems Management include assistance with: installations, routine maintenance, system administrator software training, database tuning, server support, remote

system monitoring, data recovery and upgrade services. In addition to specializing in Microsoft operating systems (server and workstation), SQL database engines and network configuration, our team holds industry specific certifications such as Microsoft Certified Solutions Expert (MCSE) and Microsoft Certified IT Professional (MCITP).

Tyler Systems Management is a contract service, much like the Tyler Maintenance Agreement, which is billed on an annual basis and renewed each year. Many of the services provided by Tyler Systems Management are available on a fee-per-incident basis to whom are not currently under an existing contract.

4.6.2 TYLER COMMUNITY

Tyler Community provides a secure, online setting where clients can go to find answers to common problems, connect with other Tyler users to share ideas, answer posted questions, and access information that is available 24/7. Based on a social networking platform, Tyler Community includes blogs, forums, files, and wikis where both clients and Tyler employees can contribute. Clients and employees use Tyler Community as a dynamic way to troubleshoot problems and share best practices with Tyler's vast community.



Additional benefits include:

- State user groups create an environment for you to easily communicate legislative changes and state-specific subject matter
- Easy access to current information on critical issues
- Helpful technical tips from subject matter experts
- Powerful search capabilities across forums, wikis, files and people

4.6.3 TYLER UNIVERSITY*

Tyler University is an e-learning solution to enhance support and training of your employees. Through this learning management system developed by Tyler Technologies, new and existing employees are provided an on-demand solution to acquire and refresh the skills needed to successfully implement and use your system day-to-day.



Tyler University's core modules include: financials, human resources, payroll and technology. Employees in the finance department can train on a wide range of topics from req-to-check, including requisition entry, creating a change order for a purchase order and purchase order receiving. For the

human resources and payroll staff, Tyler University offers courses on the complete payroll process, the power of employee building and applicant tracking. For system administrators, courses include topics on role based security design, administering the dashboard and role synchronization into Tyler Content Manager. Courses are being added continuously into Tyler University, making it a vital resource for new employees and cross training your team.

*Not available for all Tyler solutions and products.

4.6.4 KNOWLEDGEBASE

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

4.6.5 STATE USER GROUPS

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

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

4.6.6 ANNUAL USER CONFERENCE

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

Our clients' input from past conferences continues to impact significantly the direction of software enhancements and changes. Client attendance each year ensures that appropriate needs are

reflected in product development strategies. Connect is held in different locations every year to accommodate our geographically diverse client base and to provide fresh and exciting activities for our clients outside of the classes and labs.

4.7 SOFTWARE UPDATES & MAINTENANCE

Tyler has proven history of providing upgrades and enhancement releases on a continual basis, which are available to all clients. Our evergreen philosophy ensures that those upgrades and enhancements are provided at no cost to those current with their annual software maintenance contract.



Enhancement releases take place every year and are scheduled with the client to provide the best possible timeframe for both the client and Tyler. Upgrades, however, occur periodically and are initiated by the client at any time via the Internet through a process called Live Update, making the process as convenient as possible for our clients. Patches and fixes are provided to the client through Live Update as well.

Our professional team has successfully migrated many of our customers through three generations of software. Tyler views this software development and migration as a stewardship of your annual maintenance dollars. Those dollars are invested on behalf of our customers into new products and features, continually taking advantage of current technology.

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

The gap exists when new features are released and, over time, users don't learn and apply these features to their work environments. In these instances, this consumption gap increases, causing the user to fall further and further behind on optimally using the product. Clients facing this situation are no longer benefiting from the full functionality of the product, or from the latest technology enhancements.

EverGuide® is a Tyler-wide continuous improvement initiative to address these issues. EverGuide is an extension of our evergreen philosophy, and will offer services and consulting to help clients maximize, protect and get the most from their software investment.



everGuide®

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

As every Tyler product is different, EverGuide will be customized by product group and client type to ensure we are delivering the right level of services and support to meet the unique needs of our clients.

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

Section 5 PERFORMANCE REQUIREMENTS RESPONSE

Respond to RFP Section 5. Use the attached MS Word file titled “Proposal Response Forms” to respond to this section. Where the RFP asks for lists or detailed supplemental information, place that information in the Vendor Supplemental Information at the end of the section.

Please reference the Performance Requirements Response Form provided on the following pages.

Section Five – Performance Requirements Response Form

Please complete the forms below.

RFP Reference	Description	Conform With Specs Yes/No	Comments
5.2	Testing	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please review the attached Tyler Testing Plan. A custom Testing Plan will be part of the overall project plan development performed during the planning stage of the project. The City and Tyler Project Teams will co-develop this plan
5.3	System Acceptance	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Tyler will begin the project 60 days following contract signing. The project will begin with installation and then proceed on to Project Planning and Analysis System Acceptance testing is performed prior to Go Live, and is part of the parallel processing recommended as part of each project phase
5.4	Functional Acceptance Test	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler refers to this testing as the System Design Validation task, which is built into the Project Plan and is a demonstration of configured functionality. We have included a bucket of days designed around this requirement.
5.5	Performance Test	<input checked="" type="checkbox"/> / <input type="checkbox"/>	To meet the City's requirements for this test all Live Processing for all modules would have to be performed for 30 days. This would require the City to conduct business twice for all transactions for 30 days, and would mean that all project phases are proceeding

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RFP Reference	Description	Conform With Specs Yes/No	Comments
			at the same time. Tyler is open to discussing a similar test of the system and have included days in our pricing for this on the initial phase of the project. Please review the attached Tyler Testing Plan
5.6	Reliability Test	<input checked="" type="checkbox"/> / <input type="checkbox"/>	This test as stated will be conducted after all work has been completed. If this is the case, COA would be Live on Munis Software. Tyler is open to discussing a similar test of the system and have included days in our pricing to ensure reliability testing is complete. Please review the attached Tyler Testing Plan
5.7	Ongoing System Performance	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>5.7.1 Tyler guarantees 99.9% uptime with the SAAS solution. For On Premise solution, no guarantees can be provided due to a number of factors (3rd Party Hardware Vendor, ISP, etc)</p> <p>5.7.2 Tyler generates specs for on premise server configurations based on clients number of concurrent users and products owned. These specs are created for 3 to 5 years worth of growth.</p> <p>Tyler has a dedicated Performance Testing department and lab. Automated testing is completed across all major modules of the ERP system across three primary testing areas;</p>

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RFP Reference	Description	Conform With Specs Yes/No	Comments
			<p>performance, load and stress testing.</p> <ul style="list-style-type: none"> • Performance Testing validates speed, scalability, and/or stability of the system. This allows Tyler to determine current capacity of the software and ensure most performance issues are resolved prior to software releases and updates. Performance testing also aids in determining precise hardware requirements and configurations. • Load Testing validates the system's performance under normal or peak workload (e.g. number of transactions, concurrent user sessions). Testing modules are created to include common tasks that may be run daily by clients to simulate a typical workload. All of these workloads are run simultaneously to simulate client usage. • Stress Testing validates the system's performance/behavior when pushed beyond normal/peak workloads. In addition, hardware failures simulations are also included in these tests to evaluate bottlenecks and identify potential causes of the failure. <p>Tyler utilizes several client footprints to represent the various configurations that make up our client base. These configurations range from consolidated environments running 1-2 modules to</p>

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RFP Reference	Description	Conform With Specs Yes/No	Comments
			distributed systems running the entire application suite. Dedicated/bare metal and virtualized configurations using real client data are used in these testing scenarios.
5.8	System Performance Profile	<input type="checkbox"/> / <input checked="" type="checkbox"/>	
5.9	System Response Time	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>There are a variety of factors that can affect the response time of the system. Properly sizing the servers with the correct amount of CPU cores, appropriate amount of memory, and enough disk space is critical to ensure the system performs as expected. Tyler has found that in virtualized environments, the disk sub-system is critical to ensure the performance of the system. Having less than 25ms to 50ms of latency on the disks is important to ensure performance. Additionally, since the Tyler Applications are web based, it is important to have a solid network with no dropped packets. Rendering speed of the application is also dependent on the PC resources, so having a relatively new machine (within the last 4 years) is also helpful with performance. Finally, executing smart queries inside the applications helps with performance. For example, utilizing no search term filters and pulling back 25 years of history, will be slower than executing a more limited search.</p>

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RFP Reference	Description	Conform With Specs Yes/No	Comments
			With the proper server environment configuration, there are no performance limitations of Tyler applications. However due to the number of variables that may affect system response times, Tyler does not make guarantees on application performance or response times.
5.10	Computer System Availability	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Refer to 5.7

Section Five - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Tyler has more than 35 years of experience implementing software for the Public Sector and more than 14,000 clients using our solutions. This experience has led to the current Methodology and Approach to Implementation which is proven to be successful. Tyler's Testing Plan is attached to this response to give the City of Oxnard an overview of the approach and structure of different tests that are built into our Project Plan and Customized to meet the City's needs.

As noted in the above chart, Tyler has taken exception to many of the required tests as outlined in the City's RFP but we are willing to work with the City to develop a mutually agreeable alternative. Tyler believes that the outline of what the City is requesting is covered in our Testing Plan. Please review that attached documents for a more complete picture of Tyler Services and Methodology.

Attached Documents:

Tyler RFP Response Document includes: Tyler Testing Plan and Tyler Implementation Methodology_

Tyler Sample Implementation Plan

City of Oxnard, CA - Gantt Chart _____

A Quality Management / Testing Plan establishes processes and activities to ensure that project objectives outlined within the Implementation Management Plan are successfully implemented. The Quality Management / Testing Plan addresses both the project and the product, meaning that tests are conducted at appropriate times throughout the project and that they test different facets of the product as the future-state system evolves. The tests examine all of the implemented functions and processes to ensure that the goals and requirements for the project are fully satisfied.

5.1 PURPOSE

The Quality Management / Testing Plan defines and monitors critical milestones. Failure to meet critical milestones may negatively impact project timing, which could affect go-live.

It also provides a controlled environment for high-level product testing, taking into account full module integration, import and export interface integrity, functional flow and reliability.

5.2 METHODOLOGY

Although potential problems can be exposed using standard quality assurance testing methods, the project teams also conduct testing throughout the life of the project to expose issues that would normally only be revealed in a production environment. A comprehensive testing plan is set in place and may include the following: system infrastructure audit, conversions, third-party data exchange, customization, form/reporting, configuration validation testing, and user acceptance testing. The Quality Management / Testing Plan will be mutually agreed upon prior to executing any of the tests.

5.2.1 OVERVIEW

5.2.1.1 SYSTEM INFRASTRUCTURE AUDIT

The foundation of the system is fully vetted to ensure that the system hardware meets specifications and vital system infrastructure information is available.

5.2.1.2 CONVERSION VALIDATION AND TESTING

Conversion proofing is performed after each pass of converted data is loaded. Control reports, filtering techniques, comparison reports and visual inspection are all part of this process. The purpose is to identify all issues with data, whether due to mapping inconsistencies, source data issues, data submission content or conversion programming errors. The goal is to have acceptance of conversion programming completed prior to the pre-live period so that final conversions have little or no risk of data or conversion programming issues. Final acceptance is necessary prior to live processing as the last step before data is loaded in the live database for live processing to begin.

5.2.1.3 DATA EXCHANGE TESTING

Exchange testing involves the observation of inter-module and third-party data flow and effect. Throughout the implementation, special attention is paid to the exchange integrity of the system which is validated via standard training, parallel testing and customization testing. Whether between Tyler applications or third-party exchanges, all aspects of functional integrity are tested thoroughly. Customization testing is performed to verify that contracted custom modifications delivered from Tyler work as specified in the approved product specifications.

5.2.1.4 SYSTEM DESIGN VALIDATION

Testing ensures that the system has been built to conform to the design determined during the Assess and Design stage, and that it complies with the business process decisions you have made. The purpose of the test is to provide an opportunity for validation of business process decisions in the actual application. A key part of the test is to conduct a transaction test, during which typical business transactions, specific to a given area of configuration, are duplicated and validated.

5.2.1.5 FORMS AND REPORT TESTING

Testing of your constituent-facing output — checks, invoices, bills, permits, report cards, etc. — is an essential component of the testing plan. Each constituent-facing form and report is validated using the data output created during the system design validation. This continues as a repeated and iterative process whereby testing occurs as your users validate processes, print these outputs as part of training sessions and perform User Acceptance Testing (UAT).

5.2.1.6 USER ACCEPTANCE TESTING (UAT)

The objective of UAT is to confirm that the system is ready for daily deployment and operational use. During UAT, your functional leads and power users are required to participate by testing the system's functionality, features and performance. Tyler guides you through this process by assisting in the establishment of a test plan and implementing routine communication protocols to ensure reported issues are prioritized and addressed based on established standards. Thorough end-to-end testing completed by your functional leads and power users sets the tone for the success of the production cutover process, both in system readiness for live transactions and in user proficiency in the software tools prior to go-live.

5.3 THE BENEFITS OF TESTING

Through this process, end-users gain extensive product experience, develop a high level of confidence in Tyler's products and understand their specific functions within the system. Expected benefits from the completion of these tests also include:

- The infrastructure of hardware and network design is thoroughly tested
- Customizations and exchanges are fully integrated into the product

- A managed issues list is fully quantified

5.4 SOFTWARE ENVIRONMENTS

Customizations, exchanges, conversions and other data and programmatic elements are tested in a non-production environment. This environment also serves as the UAT environment.

This environment provides the structure and supporting programs for user testing performed throughout the duration of the project. The desired result of the user testing process is functional goal acceptance achieved through managed issue identification, resolution and testing.

5.5 MEASUREMENT AND TRACKING

Once corrections have been delivered, your Project Manager and the Tyler Project Managers determine if repeat testing can continue from a stopped point or if it must be restarted.

Tyler requires a final sign-off prior to going live on any module. This sign-off document will outline the status of any remaining open issues related to the module, confirming the issue status and the associated priority code. Your project team and the Tyler project team will review all items and make a decision as to the ability to begin live processing. The sign-off will signify the end of the system test stage for the module.

5.6 TESTING CONCLUSION

Clear communication, recordkeeping and analysis by your project team, Tyler Project Manager(s) and Tyler implementation teams are critical in order to move through the testing phase both successfully and in a timely manner. A member of these teams will need to identify the issues and then determine what type of issue resolution is necessary. Most issues can be categorized as they relate to the following:

- Module design or setup
- Best practice re-engineering
- Change in scope
- Software modification requests

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

Section 6 IMPLEMENTATION REQUIREMENTS RESPONSE

Respond to RFP Section 6. Use the attached MS Word file titled “Proposal Response Forms” to respond to this section.

Please reference the following pages.

Section Six - Implementation Requirements Response Form

Please complete the forms below.

6.1 GENERAL QUESTIONS	YES/NO or RESPONSE
6.1.1 What agency data processing staffing do you recommend to support your system?	Tyler does not recommend specific staffing for support of the Munis and EnerGov System. During the Implementation, certain project roles are required on the part of the City. These roles are explained in the Project Resource Roles section in the sample SOW included with this response. _____
6.1.2 How many copies will you provide of the following documentation?	
a. Hardware Manuals	__ Documentation is available via our KnowledgeBase _____
b. Application Systems Documentation	__ Documentation is available via our KnowledgeBase _____
c. User Operations Manual	__ Documentation is available via our KnowledgeBase _____
6.1.3 How many hours of project management will you provide to Agency?	_ Tyler's Project Management time is included in the overall cost of the implementation services as outlined in the included Investment Summary. Tyler has proposed our 50% Part Time Dedicated Project Management service, which will have a Project Manager of an FTE 0.50 for the City's project and will onsite one trip per month for the duration of your project. _____
6.1.4 Specify and explain any environmental modifications (e.g., electrical, air	_ Tyler does not have any specific requirements for On Premise

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conditioning) that may be needed in order to install your system?	server room configurations or on site infrastructure. Specifications of the servers will be provided which will include server specific items: disk space, memory, CPU requirements, etc. _____
6.1.5 Have you attached your proposed implementation plan and Gantt Chart?	<input checked="" type="checkbox"/> / <input type="checkbox"/>

RFP Reference	Description	Conform With Specs Yes/No	Comments
6.2	General Implementation Requirements		
6.2.1	Conduct of Work	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.2.2	Use of Facilities	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.2.3	Restoration of Premises	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.2.4	Qualifications of Implementation Staff	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Tyler performs background checks as staff do not provide SSNs and addresses to anyone outside of Tyler for security and fraud reasons. Requests to perform additional requests will be billable. Tyler will provide resumes that are representative of the caliber of resources that will be assigned to the City's project. Tyler can not name specific project resources until contract signing in an effort to best use available resources. Please see the attached document for our sample Resumes.
6.2.5	Documentation	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Please reference the below explanation of documentation to be provided and developed during the implementation of

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RFP Reference	Description	Conform With Specs Yes/No	Comments
			Munis and EnerGov. Tyler does not supply hardware and as such, there is no documentation provided.
6.3	Project Management		
6.3.1	Coordination	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>Tyler will conduct weekly conference calls throughout the project to ensure that both project teams are up to date. Our 50% part time dedicated PM will be onsite one trip per month for tasks such as kickoff, steering committee meetings, go live and go live planning.</p> <p>All project milestones are included in the Custom Project Plan which is developed jointly by the Tyler and City Project Teams. Access to this document and all project documentation is available 365 days 24 hours a day on the dedicated Project SharePoint site.</p>
6.3.2	Scheduling	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.4	Site Planning		
6.4.1	Facility Requirements	<input type="checkbox"/> / <input checked="" type="checkbox"/>	See 6.1.4
6.5	Coordination Meetings	<input type="checkbox"/> / <input checked="" type="checkbox"/>	
6.6	Phase-in Requirements	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.7	Business Process Engineering	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.8	Acceptance Testing	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please refer to the Testing Plan section in the supplemental document
6.9	Training		

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RFP Reference	Description	Conform With Specs Yes/No	Comments
6.9.1	Training Guidelines	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please see the attached document, Tyler Training Methodology for an overview of Tyler's approach to training.
6.9.2	System Training and Documentation Requirements	<input checked="" type="checkbox"/> / <input type="checkbox"/>	See comments about documentation below.
6.9.3	Training Schedule	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.9.4	Training Database	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>A Training Environment will be created during the initial installation. This environment will be available during Implementation as well as once in production. The train environment shares the same code-base as the production environment, but uses a separate database to store information. This mirrored environment of production provides new users learning processes and existing users needing a refresher on existing processes a virtual "sandbox" to play in prior to performing tasks in the production system.</p> <p>Training on maintenance and processes surrounding this environment will be covered with your IT staff during the install, and supported throughout the project by the Tyler project team.</p>
6.9.5	Training Volumes	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Classes sizes are typically limited to 12 attendees. Tyler employs a Train-the-Trainer approach to training, and as such the class sizes will not pose a problem.

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RFP Reference	Description	Conform With Specs Yes/No	Comments
6.9.6	Ongoing Training	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.10	Implementation Plan	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please refer to the attached Implementation Methodology and Tyler Sample Implementation Plan.

Section Six - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Munis Documentation

On-Line Help

Munis programs include online help that provides field and procedural information designed to assist you in completing program tasks. When you are in a program and you click the Help, the program displays online help for that program. The help content for each program is formatted to provide you with a general overview of the program or the selected program screen, descriptions of the fields on the screen, and procedures for completing the tasks within the program. The online help content also includes a table of contents, from which you can select help for other programs within a product, as well as information for accessing the Munis KnowledgeBase and the Munis Technical Support group.

EnerGov Documentation

Tyler's application documentation is online and includes end-user functions for all applications in the EnerGov suites. The documentation includes a table of contents, index, key word search, and bookmark capabilities. Users have the ability to print topics on their own, e-mail specific topics an associated topics, and ability to contact support directly from within the application or via Online Help. And, they have linked access to Tyler Community where clients ask support questions, query the knowledge base for frequently asked questions, and participate in user group discussions. Tyler Community also includes release notes for the most current version, and archived release notes for previous versions, in addition to Database Diagrams and Data Dictionaries. Video, audio, and online presentations are coming soon on our customer website for EnerGov applications.

Release Notes

Release notes provide a brief description of each product change, along with a list of programs affected by the changes. Release notes are organized by product so that clients can easily find the changes that affect their organization.

Tyler KnowledgeBase

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

available are in MS Word format so that they can be easily customized for use in training materials, custom documentation or process checklists.

Documentation Development

Tyler Knowledge Base documents will be used or referred to during training sessions. The City may customize these documents, as necessary. As part of the proposed project, Tyler will create custom process documentation for all identified processes within the software as part of our Business Process Consulting service. This documentation will include the City's codes, settings, and screenshots directly from the software environment. Tyler Process Documentation will be provided in MS Word format, and once complete this documentation will become the sole property of the City. City resources will then be responsible for keeping this documentation up to date as new versions of the software and new functionality are introduced.

During the initial installation of the Munis and EnerGov software, a minimal of four environments will be prepared for use during the City's implementation and in production. These environments will be available at no charge to the City for the life of your Tyler contract. During Implementation, all training activities will be conducted in the Train and Test environments. As each individual phase goes into Production, these activities will shift into the Live environment, while subsequent phases continue to use the non-production environments. Planning for the use and coordination of work in all environments will be conducted during the planning stage of the project. It will be reviewed during status calls throughout the project to ensure that all tasks can be conducted without impacting other implementation activities.

Attached Documents:

Tyler RFP Response Document includes: Resumes, Tyler Training Methodology, Tyler Implementation Methodology, Testing Plan and Data Conversions Approach
Tyler Sample Implementation Plan
City of Oxnard, CA - Gantt Chart
Draft SOW _____

Place the following information in the Vendor Supplemental Information:

- Detailed, preliminary Statement of Work.

Tyler has created a draft Statement of Work (SOW) as part of the proposed Munis and EnerGov implementation project for the City of Oxnard. Please refer to this attached document, the Oxnard – SOW as well as Tyler’s responses to the City’s RFP for a complete picture of the proposed services and resources associated with the ERP projects. In this response document and attached forms, we outline our Implementation Methodology, plans for testing, training and data conversions. For information regarding the project planning, we have included detailed information in this section 6.1 in this document and with the attached sample documentation and forms.

Tyler is proposing a higher service level with our Part Time 50% Dedicated Project Manager deliverable in addition to Business Process Consulting for advanced services and deliverables to your project.

6.1 PROJECT PLANNING

Tyler takes a custom approach to every implementation project we lead as every client and business case is unique. During project planning, the project teams will discuss all aspects of the project. The discussion and the decisions made will be documented and included in the custom project plan. This document will govern all project activities, including the deliverable for each stage of the project. This document contains typical project deliverables for each stage of the project, and is tied to our custom Tyler Work Breakdown Structure.

During the Planning Stage of the project, a project plan will be created by the project teams that will serve as a working document throughout the entire project. These teams will meet regularly throughout the project to foster communication and ensure that all tasks are on schedule. In addition, periodic reviews and project meetings will be scheduled where changes in scope, project length, or cost will be discussed. Any change to the overall plan, and specifically the project plan, will be agreed to by the two project teams. The original project plan, as well as any subsequent versions of the document will be posted on the Project SharePoint Site and available to all project participants. This open access to project documents helps to ensure good communication among all project stakeholders.

Attached, please find the Sample Implementation Plan which will give an example of the documents that will be created during the planning stage of the project and the Gantt Chart which outlines the tasks and milestones involved in implementation project. An important part of the custom project plan is the project timeline and schedule which is developed using MS Project and will be displayed through the Project SharePoint site in several different formats. A custom version will be created during the planning stage of the project by the project teams.

6.1.1 PROJECT SCHEDULE DEVELOPMENT

The project schedule is developed by your and the Tyler Project Managers in coordination with the project teams in order to meet your needs while keeping in mind Tyler’s guidelines for implementation. Tyler recommends a phased implementation approach, staggering start and live dates for each phase of the project. Tyler also recommends starting the implementation with the Financials phase as the Chart of Accounts is the core to the entire system and usually requires less intense conversions than other modules.

Live dates will be targets, but should not place unnecessary constraints on the project. The timeline provided assumes that the product will be used as-is, without any required go-live customizations. It is recommended that no more than two phases are significantly in process at a time when your resources will be involved in more than one project phase.

6.1.2 PROPOSED PROJECT SCHEDULE

Taking into account Tyler’s preferred project phasing, our current understanding of your needs, and the included investment summary project guidelines are given below. Further discussion between the Project Managers is necessary to determine resource availability, limits and constraints prior to developing the actual project schedule. Tyler is open to discussing the project schedule in more detail, and working out a mutually agreed upon plan that considers all project risks and requests.

6.1.3 PROPOSED PROJECT PHASES

Proprietary and Confidential – Subject to Restrictions on Disclosure

Phase	Module	Duration (Months)	Project Plan in Months																																				
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37
1	Munis Financials	15	█																																				
2	Munis Human Capital Management	13													█																								
3	EnerGov Community Development	15																			█																		
4	Tyler Asset Maintenance	9																						█															
5	Munis Utility Billing	12																									█												

- Detailed, preliminary Implementation Plan.

6.2 IMPLEMENTATION METHODOLOGY

Tyler’s implementation process demonstrates our long-term commitment to our public sector clients. Our implementation process is a project roadmap that takes you from software installation up to the daily, normal use of the new software system. Tyler’s goal is to provide the best software, services and support to you, our clients. Your organization benefits from the fact that we perform our own implementations and know our software better than anyone. As a Tyler client, you receive guidance

throughout implementation from experienced Tyler professionals who have implemented Tyler products in more than 8,000 public sector implementation projects.

6.2.1 PROVEN APPROACH

Tyler utilizes a proven stage-driven implementation approach. An approach of this nature is preferable because it allows for ongoing validation of system decisions throughout the project as improved knowledge is learned and shared during each stage. The stages build on one another, allowing the project to progress with the goal of delivering a refined and mature solution which meets your policies and procedures, while taking into account best practices recognized in the industry. Moreover, this approach ensures that process-specific details are mastered prior to moving to each subsequent stage. A formalized sign off process, defined by major objectives, deliverables and outcomes, is the key to a successful implementation.

6.2.2 METHODOLOGY

Tyler’s methodology is straightforward and based on three vital foundations: industry experience, expert resources, and a globally-recognized project management approach. We combine our in-house expertise in successful implementations and integrate it with the principles of the Project Management Institute® (PMI), a globally recognized organization dedicated to the project management profession.

Utilizing the five process groups outlined in the PMI’s *PMBOK® (Project Management Body of Knowledge) Guide* — Initiating, Planning, Executing, Monitoring and Controlling, and Closing — we deliver a tested and proven approach to every project. We have integrated industry tools and technologies from PMI with Tyler’s implementation experience, to yield a proven approach that is tailored specifically to the public sector. Our project managers are trained to maintain the professional standards of PMI.

Tyler’s trained personnel perform and guide all aspects of an implementation. Our staff consists of seasoned professionals with years of experience, and unique and proprietary skills, specialized in managing and delivering projects focusing on your business processes.

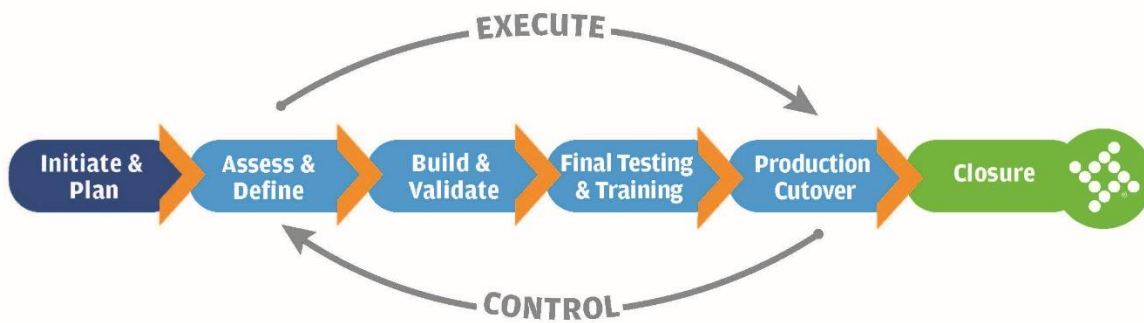
Our implementation process also emphasizes the importance of cultural change management. This is how we guide you through the changes that accompany implementation of a new software system and help to ensure a smooth transition. Our implementation staff is experienced in analyzing policies, procedures, and organizational needs. The proof of our approach is in the outcome — a successful implementation.

Throughout a project, we establish control points (critical review points) to ensure your organization fully understands and accepts the project progress. It is at these check points that your stakeholders monitoring the overall project must formally accept the project to date. Once there is formal acceptance, the project will proceed to the next stage.

Tyler takes pride in our implementation process and deliverables. We focus on you and setting you up for success. Our product experts strive to gain understanding of your needs and current business practices, while recommending best practices to best leverage your new technology. Our implementation process positions you to successfully utilize Tyler products at go-live and to consume the new technology developments delivered through our software releases and upgrades.

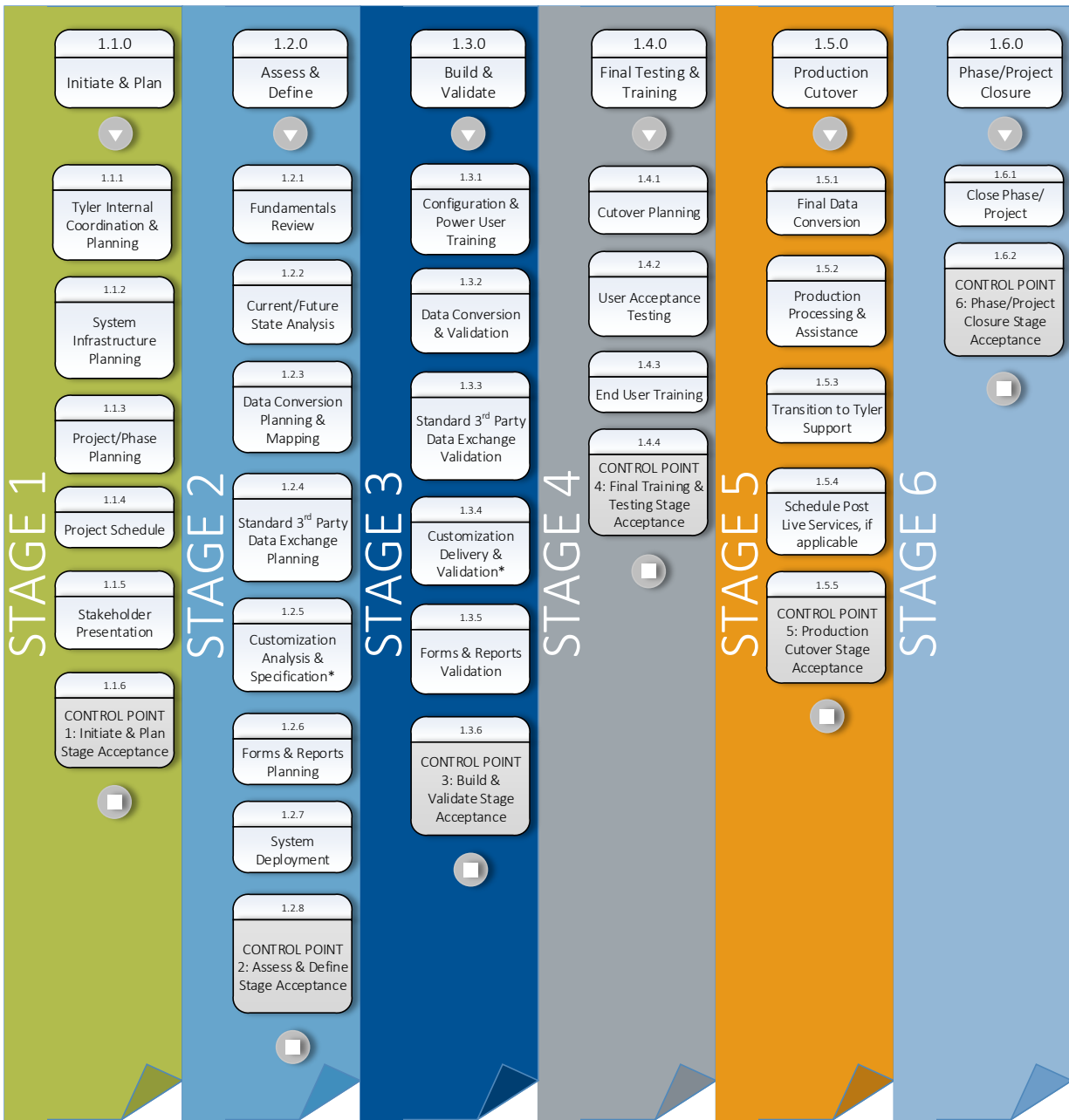
6.2.3 IMPLEMENTATION METHODOLOGY OVERVIEW

The Tyler approach, built upon PMI process groups and our industry expertise, is depicted on the following high-level illustration.



6.2.4 WORK BREAKDOWN STRUCTURE

PMI utilizes a Work Breakdown Structure, or WBS, to depict overall project work. Tyler uses this key PMI tool to show our implementation approach in greater detail.



* - If included in project scope

6.2.4.1 STAGE 1: INITIATE & PLAN

This stage of the implementation process commences once a contract has been signed. The project starts with the implementation team comprised of your executive sponsor, project leader and the

Tyler project manager, who work together to define project expectations and establish a baseline project plan and schedule. During the Initiation stage, the Tyler team leads discussions with you to begin system infrastructure planning, outline goals and timelines, and finalize processes for the implementation of all products in the scope of the project.

As part of the Planning step of this stage, project stakeholders within your organization are identified. These stakeholders monitor the overall project and are essential to a successful implementation. They ensure that the project is aligned with your larger goals. This group, in conjunction with Tyler's project manager, is responsible for monitoring the project and providing formal acceptance of each stage. Once stakeholders are determined, functional leaders are chosen for the project to provide expertise on your business processes. Implementation Management Plans are provided to all, which outline the management of scope, schedule, quality/testing, resources, communication, upgrades and risk. These plans may be updated in cooperation with the project team.

The Planning and Initiation stage concludes with a high-level project schedule Stakeholder Presentation to all of your key project stakeholders.

6.2.4.2 STAGE 2: ASSESS & DEFINE

The Assess and Define stage starts with a fundamental review to provide your project team with a preliminary knowledge transfer of how the system functions. The goal of this stage is to examine and analyze your unique business needs and to translate the findings into a system design plan as an output. Tyler's consultants and your subject matter experts perform a Current/Future State Analysis of your current and required future business processes. The system design plan addresses key business drivers, which ensures that all requirements for a successful implementation are presented and accepted. Additional outputs of this stage consist of a plan addressing and identifying data conversions, standard data exchanges to third party systems, and forms and reports.

The Assess and Define stage concludes with a formal acceptance of the defined deliverables and project outcomes.

6.2.4.3 STAGE 3: BUILD & VALIDATE

After the system is built, your internal team will work with the Tyler team to establish and validate the system configuration and complete due diligence for systems readiness during the Build & Validate stage. Your project staff validate the system design, converted data, standard third party data exchanges, forms and reports. A strategic component of this stage ensures the key individuals are trained and enabled for self-sufficient system operations.

Once trained, validation and testing procedures commence in an iterative fashion for data conversions, third party data exchanges, employee and citizen-facing forms, and key stakeholder reports.

This stage is considered completed when the primary/key users have reviewed the system configuration to ensure that they are in alignment with the business processes, goals and objectives of the project.

6.2.4.4 STAGE 4: FINAL TESTING & TRAINING

The Final Testing & Training stage is designed to facilitate maximum knowledge transfer. Together with the Tyler project manager and implementation consultants, we will develop a cutover plan which will detail the critical items that need to be completed in order to go live, such as: final trainings, interface testing and validation, conversion cutover schedule and timing, User Acceptance Testing (UAT) and the training schedule to roll-out the system

Prior to end-user training, your users will follow detailed test scripts through a UAT process to ensure proper validation of the system is performed. UAT ensures that all data and configuration needs have been met and that the software is ready for day-to-day business processing.

This stage concludes with final training for your end users and formal approval of the system's readiness to support your business processes prior to moving forward to go-live.

6.2.4.5 STAGE 5: PRODUCTION CUTOVER

The vital stage of Production Cutover is comprised of production and post production support. Final data conversion is completed as necessary. All the prior training and planning now culminates as your organization is self-sufficient within the new Tyler environment. Now you are operating in the production environment with the support of the Tyler project team. If required or planned upon during the initial stages, post-live education and training is implemented.

The phase closes with a transition to the product support team.

6.2.4.6 STAGE 6: PHASE/PROJECT CLOSURE

The final stage of implementation, Phase/Project Closure, is to bring a formal closure to the project phases, or to the whole Tyler implementation if no additional phases are required. Through a formal project close-out meeting and acceptance from stakeholders, both teams formalize the completion of a successful Tyler implementation. The deliverables completed through the project close-out meeting may include such topics as lessons learned, a review of accomplishments and final acceptance of the project work completed.

6.3 BUSINESS PROCESS CONSULTING OVERVIEW

This higher-level service will assist your personnel with the redesign of practices and policies to best leverage your investment in our Tyler software solution. Business Process Consulting (BPC) is a more in depth approach to business process analysis with a set of additional services and deliverables, which is conducted at the start of the project. BPC is made up of two distinct deliverables: Business Process Redesign and Custom Documentation.

Business Process Consulting follows a very similar methodology to our standard Implementation approach. Tyler Consultants will work with your team at the beginning of the project to conduct a thorough Current/Future State Analysis. Prior to making any process decisions, your project team members will be introduced on Munis. The timing of this session is meant to provide you with the information needed to make an informed decision on all of Tyler's proposed process changes. Once the analysis is completed, Tyler will present our recommended processes and design. A recommendation document will be provided with options for each process, including a ranking of the options and notes as to why each is recommended. Tyler will then conduct a formal review of these options with your Project Team who will make decisions in each area. Your team's acceptance of each item will be documented in the final version of the process and procedures spreadsheet. All items that are adopted, and those that are not adopted, will remain in the document for further reference throughout the project.

Munis will be configured to match the desired business practices and a system validation test is completed prior to moving forward with the remainder of the project. Tyler's consultant begins the creation of custom process documentation. This documentation is used for a number of project activities including training and testing.

6.4 BUSINESS PROCESS CONSULTING DETAILS

The Business Process Consulting service is comprised of four phases: Current State Analysis, Future State Design, System Design Test, and Future State Documentation. The output of these phases is a new Chart of Accounts, a System Design Document that serves as a 'roadmap' and guide for the implementation, and a set of customized Desktop Documents outlining new processes.

The purpose of this service is to focus on business activities that will take place directly in Tyler's applications and ensure that full consideration has been given to newly available operational efficiencies, application best practices, and effective information distribution and access.

Understanding data that is imported and exported out of Tyler applications is also important and will be part of the information covered, but Tyler Consultants will not expand discussions to include what activities happen outside of Munis to either generate or absorb the exchanged data.

6.4.1 CURRENT STATE ANALYSIS

Tyler's Implementation Consultants utilize an analysis questionnaire system containing an inventory of criteria and questions related to standard operating procedures for the public sector. Using this system, they conduct interviews of functional leads and/or subject matter experts to understand current practices, procedures and policies to understand the current business environment. This work may be performed either onsite or remotely depending on scheduling decisions made by the Client and Tyler Project Managers.

6.4.2 FUTURE STATE DESIGN

Using a System Design toolset crafted to drive future processes towards project goals and Tyler best practices, the following steps are followed to design new business processes:

6.4.2.1 FUNDAMENTALS REVIEW

Tyler Implementation Consultants conduct Fundamentals Review for Functional Leads and/or Subject Matter Experts in preparation for attending Future State Analysis design sessions. Fundamentals Review sessions are designed to provide attendees with a demonstration of process flow, while also introducing new concepts and terminology that may be unique to Tyler. Fundamentals Reviews are not analysis or training sessions and are designed to provide introductory information to attendees so that concepts and terminology introduced during analysis sessions are more rapidly identified and absorbed.

6.4.2.2 CHART OF ACCOUNTS (COA) DESIGN

Tyler Implementation Consultants conduct a review of the current Chart of Accounts and an in-depth discussion of reporting requirements, future needs, design options and requirements, as well as the process required for building and converting the new Chart. Knowledge transfer of the Munis Chart of Accounts structure is completed, design recommendations are finalized, and the Functional Leads are trained on how to complete the COA Excel Workbook. The COA Excel Workbook, once completed, is submitted to the Tyler Conversion team and returned for loading into a test environment for validation. Corrections are made, either through an additional conversion pass, or after loading the Chart in the Production database, using manual methods.

6.4.2.3 FUTURE STATE ANALYSIS

Implementation Consultants evaluate information and conduct future state design sessions focused on exploring the options available in each module, the detailed data that can be stored in each field, processing options, and organizational goals. As these sessions are completed, some initial process decisions may be made, while others may require further internal discussion. Implementation Consultants will document findings and preliminary decisions.

6.4.2.4 MUNIS BEST PRACTICE RECOMMENDATIONS

Working with the information gathered through Current and Future State Analysis, Implementation Consultants begin the process of carefully developing customized Tyler Best Practice Recommendations. The recommendations for the use of the Tyler applications will maximize inherent functional opportunities through consideration of:

- Identified local policies
- client-specific goals and objectives
- improved customer service

- opportunities for enhancing efficiencies
- simplified reporting and information distribution
- improved audit compliance

The analysis document used for driving Future State discussions and capturing responses will be used for documenting a process-by-process Tyler application best practice recommendation. This allows for linking from Current State to Future State to Best Practice Recommendation to Final Process Decision to be visible and understandable. The document will be delivered to the Client and each recommendation reviewed in detail to ensure that the intent is clear. Again, if decisions can be made at this point, Tyler Implementation Consultants will document them as the review is being conducted. The Client and Tyler Project Managers will have established a due date for all decisions to be finalized as part of the Project Plan, typically no later than two (2) weeks after the review sessions.

6.4.3 SYSTEM DESIGN TEST

Now that Future State decisions have been made, and prior to converting legacy system data, conducting process training, or producing Desktop Documents, a System Design Test will be conducted to confirm that the decisions will meet the Client's needs. Testing will be conducted following a Tyler-developed script, will allow review and discussion of the processes and decisions being tested. Once the testing and decision discussions are complete, Tyler will use the Client's sample data to build a small, representative data set in a non-production database. Tyler's consultants will take the Client through the scripts and provide a visual demonstration of processes in Tyler's applications based on their decisions. Process decisions are then finalized, or altered and retested, and documented.

6.4.4 FUTURE STATE DOCUMENTATION

6.4.4.1 SYSTEM DESIGN DOCUMENT

Tyler will accumulate final decisions for the processes as validated during the System Design Test. These decisions will provide the input for the System Design Document, which will contain specific application set up requirements, set up table guidelines, and screen shots to document the set-up requirements. This document must be completed and accepted prior to beginning Power User training, Customized Desktop Documents, or full system configuration/data conversion.

6.4.4.2 CUSTOMIZED DESKTOP DOCUMENTS

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

Tyler's Implementation Consultants author and deliver the customized documents in MS Word for each module purchased. Changes to delivered Desktop Documents reflecting in scope program customizations will be made by Tyler Implementation Consultants once the customizations are accepted by the Client. These documents must be accepted prior to beginning Power User training.

6.5 DATA CONVERSION

The data conversion process can be the most time-critical element of your project plan. And as such, Tyler develops crucial steps in our implementation process to support a successful data conversions plan. Our resources conduct hundreds of data conversions for our implementation projects every year using a process involving data mapping from our clients' legacy system and programs/scripts written by our conversion programmers.

While Tyler's data conversions team has extensive experience with data mining, conversion and migration, it your responsibility to provide Tyler with readable conversion data and to review the converted data for accuracy and completeness. Your Tyler implementation team guides you through the process, starting with conversion analysis and mapping, followed by interactive data conversions and validations, and ending with final testing and loading into your production environment. Within three implementation stages, critical data conversion work packages outline the steps needed.

6.5.1 ASSESS AND DEFINE: DATA MAPPING AND DESIGN

At the beginning of the project, data from your legacy application is mapped to the Tyler system. You will be expected to ensure that the data extracted is well defined and conforms to the same format with each extract. The Assess and Define stage sets a path which, when followed precisely, leads to success with subsequent conversion activities in the remaining project stages. This critical step includes, but is not limited to:

- Comprehensive mapping and migration of legacy data
- Creation of a road map defining conversion approach, data extract strategy, conversion and reconciliation strategy
- Outline of migration mandates and best practices governing the layout of the destination storage environment

Such communication will include:

- Comprehensive review and evaluation of legacy system data with specific attention to general data quality, viability and identification of overt "scrubbing" necessities

6.5.2 BUILD AND VALIDATE: CONVERSIONS AND VALIDATION

Tyler's conversion programmer examines your data files and layouts, and uses the supporting materials to interpret, crosswalk and generally re-arrange the data from the legacy system into the

new database. Working collaboratively, the teams address conversion errors and report discrepancies. This iterative data conversion and validation stage includes:

- Data loaded, tested, reviewed, and validated
- Stakeholder acceptance of data quality, viability and operability

Much attention is given to data integrity during the testing phase by the conversion developers. The conversion developer spends time testing to ensure the data conforms to the database definition and standards. Your team and the Tyler implementation team work on testing the balances and output of processes after the conversion to allow you to be confident that the available data was captured accurately.

6.5.3 PRODUCTION CUTOVER: FINAL DATA CONVERSIONS

The final step in the process is the final data conversion into the production environment. Tyler extracts a final data packet, thus transferring ownership and maintenance of the data to you for all data in the Tyler system. Depending on the scenario and timeframe, you may need to manually create a new record to replace an element that Tyler was unable to convert or was created in the legacy system after the final data extraction.

6.5.4 DATA CONVERSION STANDARDS

Data Scrubbing and Reports

Tyler recommends that you conduct due diligence to ensure that your team delivers clean data, as this will make data validation efforts more seamless and result in a higher quality migration. We recommend creating control reports and screenshots for use in proofing the conversion later in the process. Your team and the Tyler Project Managers decide which reports are required. For verification purposes, it is imperative that reports for proofing be run at the same time that data is created for transfer to Tyler. There should be no intervening transactions posted between the data transfer and the reporting. We emphasize this point as it is difficult to match the data to the output on the report if these standards are not met.

6.6 TYLER TRAINING PLAN

A key part of any implementation is training users at all levels. Fully trained users understand how to use your new software system to record and report information that helps them to do their jobs better. This is critical to user acceptance of the system and crucial to a successful implementation.

Tyler offers several training formats to accommodate our diverse clients' needs. On-site training by Tyler staff provides hands-on learning in your own labs. Tyler also provides flexible alternatives including remote collaborative training technology, and may offer video and software tutorial media. Regardless of the scope or logistics, your resources receive consultative knowledge transfer sessions

that are a combination of lecture and hands-on education, using your data. Tyler requests that managers attend training with their employees. This ensures that the managers can confirm the proper transfer of knowledge has occurred. This also allows employees to ask the manager policy-related questions about how the system will work within their department.

Tyler has developed a dynamic set of training and education resources and services that are tailored to your needs, the Tyler products you are implementing and the scope of your project budget.

6.6.1 TRAINING METHODOLOGY

A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. We refer to our plan as an “education plan” as opposed to a “training plan” for several reasons. First, the process of transferring knowledge is vital to the analysis phase of our project. During analysis we review the current environment, provide Tyler demonstrations, review questionnaires and flow charts, and ultimately arrive at a future state model. The future state model becomes the foundation for user training. Second, training denotes a classroom setting with teacher and pupil. While training will occur, it is only a piece of the overall education needed to be a proficient Tyler user.

6.6.1.1 PURPOSE

The purpose of the education plan is to:

- Communicate the process to stakeholders and functional leaders
- Answer specific questions (where will classrooms be established, what database environment will be utilized, etc.)
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the plan has been successfully followed

6.6.2 FUNDAMENTALS REVIEW

In this step, your functional leads and power users become familiar with the new Tyler system and its capabilities, language and processes before the start of the current/future state analysis. This allows users on your team to better engage with the Tyler implementation consultants during regular training hours, empowers your staff with experience and a more complete understanding of the system, and provides a strong foundation for ongoing conversations regarding the future state processing. Fundamentals review eases the transition into implementation and training, garnering better results and a greater understanding of new processes.

6.6.2.1 GOALS

- Learn general Tyler Technologies terminology
- Experience the basic functionality of your new software solution

- Explore the configuration options including data flow, connectivity, etc.
- Encourage discussions within your organization of desired configuration for design and future processing
- Discover some of the software capabilities available for consideration
- Improve communication between you and Tyler through software knowledge

6.6.3 CONFIGURATION AND POWER USER TRAINING

This stage enables your power users to validate the new software based upon the output from the future state analysis. A high-level exploration of the system results in greater comprehension and retention of system features and functionality. Configuration training may include data conversions validation, configuration validation testing, third-party data exchange validation, forms/reports validation and customization validation.

6.6.4 TRAIN THE TRAINER

Tyler provides training to functional leads and power users throughout the implementation, as the set-up knowledge is key to a self-sufficient user. Tyler provides training to your internal trainers, who in turn train the end user community. End user training is scheduled during the project and is usually done just prior to, or just after, going live. Training materials will be provided and may be customized prior to this training.

6.6.4.1 BENEFITS

- Powers users become immediate stakeholders
- Training between the power users and peers creates a comfortable environment
- Reduced learning times and more flexible training scheduling

6.6.5 TECHNICAL AND SYSTEM ADMINISTRATION TRAINING

Technical training begins at the time of software installation. Tyler's installation team teaches the technical staff how the software is configured within the operating system, as well as basic system maintenance routines such as backups, loading releases, and refreshing training and test databases.

System administration training is conducted after software installation to show users how to update users, permissions, menu security, workflow administration, etc. from within Tyler's software. Your System Administrator necessarily attends these sessions; functional leaders should also attend to have a thorough understanding of the permissions and options available.

6.6.6 END USER TRAINING

After the functional leaders and power users are trained, the system parameters and tables are set up and/or converted, and processes are defined and tested. End users attend applicable scheduled training. Many agencies conduct this training prior to go-live so that these users may assist in system testing and verification, and become familiar with their new processes.

6.6.7 SCHEDULING AND ATTENDANCE

Tyler prefers a classroom and curriculum approach for on-site training to ensure knowledge transfer, comprehension, and retention. A successful user training session is in a classroom environment with a computer for each user (minimum of one computer for every two users, but ideally one per user), a whiteboard, a printer in the room or nearby, and one computer connected to a projector. The size of the class depends on the classroom size and the available computers for training. Ideally, a class size should be limited to twelve (12) users in order to keep the session controlled and ensure that all users are receiving an appropriate level of personalized attention. The specific course topics are discussed and scheduled after analysis, depending on your agency's specific training needs.

Attendance to the training is critical during implementation. By participating in training courses, your employees gain critical hands-on experience with the system, and learn the Tyler approach. Tyler's training staff will take attendance during classes, and relay that information back to your Project Manager for review. This ensures that users get the complete benefit of training and reduces support incidents after go-live.

6.6.8 RESPONSIBILITIES

Both teams collaborate on all aspects of training which will be discussed and documented during the planning stage of the project. The expectation is for Tyler to provide one occurrence of each scheduled training. You will be responsible for the logistics of the training by completing such tasks as scheduling resources and ensuring facilities are available. These sessions are to be attended by your key staff members so that they can then disseminate the information they learn to others in your organization if or when necessary. Tyler knows the value of being prepared for the use of our software in production, so we contribute to an ongoing education effort by recommending functional processes to be presented to specific departments, and share training materials used during our sessions. Our goal is to partner with you and lend our expertise and best approaches based on our experiences, in order to allow your resources to be successful at go-live. Changes to these expectations are discussed during project planning, and are based upon your specific business environment and resources.

- Names and resumes for the Project Manager and staff.

6.7 TYLER RESOURCES

Tyler actively seeks the best talent to help us develop, implement and support our solutions for our clients. Our staff consists of seasoned professionals with unique and proprietary skills, and years of industry experience, who are focused into dedicated departments. Our product expertise is strengthened by the fact that many of our employees have years of experience working at public sector agencies prior to joining Tyler. These professionals bring a unique perspective to Tyler’s mission because they truly understand what our clients need to operate at their best. We recognize that our ability to hire the best candidates ultimately impacts our clients. We hire exceptional people who become part of the project team for the duration of the project.

Upon award of contract, Tyler Technologies assigns a Project Manager and quality project team to ensure your implementation success. In reviewing and understanding your goals and requirements, we provide an implementation team best suited to deliver services to achieve your needs. We believe this is an important step in the implementation process and appreciate your patience as we make arrangements for resources to be allocated to your project. Tyler staff perform services in a professional, workman-like manner, consistent with industry standards.

6.7.1 MUNIS PROJECT TEAM SAMPLES

Name	Maxwell	
Title	Project Manager	
Education	Salem State University	
Home Office	Phoenix, AZ	
Tenure	12+ Years	
Previous Experience	Consultant – ERP Software – 5 years	
Qualifications & Technical Skills	Project Manager for more than 50 Munis Projects. Implementer for more than 35 Munis Projects. Certified Change Management Facilitator. Project Management Professional (PMP) [®] Proficient in MS Office, MS Project, MS SharePoint, SQL, Crystal Reporting.	
Reference Projects	<i>Boulder, CO</i> <i>Longmont, CO</i> <i>McLennan County, TX</i>	<i>Victorville, CA</i> <i>Tualatin Valley Fire and Rescue, OR</i> <i>South Correctional Entity, WA</i>

Name	Eric	
Title	Project Manager	
Education	University of Arizona	
Home Office	Tempe, AZ	
Tenure	9+ Years	
Previous Experience	Staff Assistant – Office of U.S. Senator – 6 years.	
Qualifications & Technical Skills	Project Manager for more than 15 Munis Projects. Implementer for more than 35 Munis Projects. Certified Change Management Facilitator. Project Management Professional (PMP) [®] Business Process Consulting Experience. Proficient in MS Office, MS Project, MS SharePoint.	
Reference Projects	<i>Hayward, CA</i> <i>Sioux Falls, SD</i> <i>Sierra Vista, AZ</i>	<i>Mason County, WA</i> <i>Lewiston, ID</i> <i>Butte-Silver Bow, MT</i>

Name	Ian	
Title	Implementation Consultant	
Education	University of California	
Home Office	Phoenix, AZ	
Tenure	2+ Years	
Previous Experience	Assistant Finance Director – City of Ukiah, CA – 3 year	
Qualifications & Technical Skills	Implementer for more than 10 Munis Projects. Proficient in MS Office, MS Project, MS SharePoint.	
Reference Projects	<i>Allen, TX</i> <i>Bend, OR</i> <i>Brenton County, CA</i>	<i>Boulder, CO</i> <i>Missouri City, TX</i> <i>Lodi, CA</i>

Education	Central Washington University	
Home Office	Phoenix, AZ	
Tenure	11+ Years	
Previous Experience	Business Development Analyst – City of Seattle, WA – 2 years	
Qualifications & Technical Skills	Implementer for more than 50 Munis Projects. Business Process Consulting Experience. Organizational Consulting Experience. Proficient in MS Office, MS Project, MS SharePoint, SQL, XML.	
Reference Projects	<i>Midland, TX</i> <i>El Paso County, TX</i> <i>Round Rock ISD, TX</i>	<i>Watsonville, CA</i> <i>Mason County, WA</i> <i>Rowlett, TX</i>

6.7.2 ENERGOV PROJECT TEAM SAMPLES

Name	Hope	
Title	Project Manager	
Education	University of Maine	
Home Office	Homosassa, FL	
Tenure	12+ Years	
Previous Experience	Finance Operations Manager – City of Inverness, FL – 4 years	
Qualifications & Technical Skills	Project Manager for more than 50 Munis/EnerGov Projects. Implementer for more than 25 Munis/EnerGov Projects. Project Management Professional (PMP) [®] Business Process Consulting Experience. Organizational Consulting Experience. Proficient in MS Office, MS Project, MS SharePoint, SQL.	
Reference Projects	<i>Rowlett, TX</i> <i>Florence, SC</i> <i>Grants Pass, OR</i>	<i>Bradenton, FL</i> <i>Midland, TX</i> <i>Hammond, LA</i>

Name	Nathan
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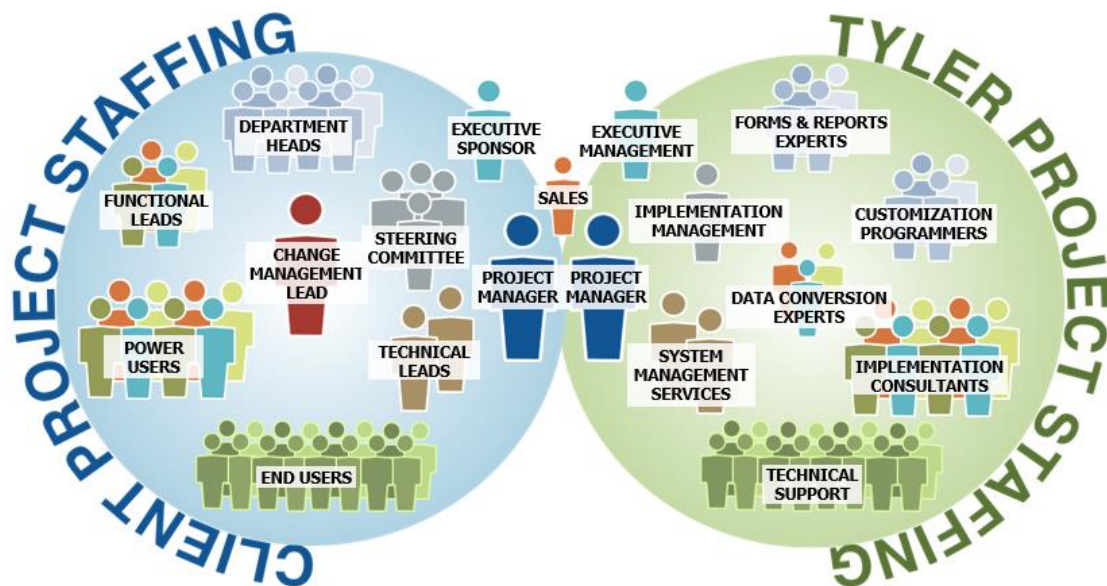
Title	Implementation Consultant	
Education	Husson University	
Home Office	Yarmouth, ME	
Tenure	2+ Years	
Previous Experience	Tier 3 Support Technician – Time Warner Cable – 3 years	
Qualifications & Technical Skills	Implementer for more than 10 EnerGov Projects. Proficient in MS Office, MS Project, MS SharePoint, SQL, XML.	
Reference Projects	<i>Naples, FL</i>	<i>Oro Valley, AZ</i>
	<i>Cape Girardeau, MO</i>	<i>Wicomico County, MD</i>
	<i>Gillette, WY</i>	<i>Missouri City, TX</i>

Name	Evan	
Title	Implementation Consultant	
Education	Bentley University	
Home Office	Yarmouth, ME	
Tenure	2+ Years	
Previous Experience	Intern Insurance & Benefits – Norton Insurance – 1 year	
Qualifications & Technical Skills	Implementer for more than 8 EnerGov Projects. Proficient in MS Office, MS Project, MS SharePoint, SQL.	
Reference Projects	<i>Dartmouth, MA</i>	<i>Grants Pass, OR</i>
	<i>Rocky Mount, NC</i>	<i>Opelika, AL</i>
	<i>Hammond, LA</i>	

- Project organization chart, and resumes for the specific persons, and only the specific persons, who will work on this project.

6.8 PROJECT ORGANIZATIONAL CHART AND PROJECT GOVERNANCE

Please refer to the attached Project Resource Roles document which detail the typical role of both Tyler and your project team members. Below is the overall project team structure suggested for the proposed Munis implementation.



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

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

The path illustrates an overall team perspective where Tyler and your resource collaborate to resolve project challenges according to defined escalation paths. In the event Project Managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler Implementation Management and your Steering Committee become the escalation points to triage responses prior to escalation to your 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. All Executive Sponsors serve as the final escalation point.

6.8.1 PROJECT TEAM

Tyler will provide information on Tyler personnel likely to be assigned to the City's project. The resumes presented in Tyler's proposal reflect the caliber and experience that Tyler will assign to this project. Resources are assigned at the point of contract signing, and Tyler warrants that our staff will perform services in a professional, workman-like manner, consistent with industry standards. We are unable to assign personnel to a project until Tyler is selected and a contract is signed, in an effort to most effectively use resources. Tyler will make every effort to ensure that the project resources assigned to the City's Project will meet the expectations of the City. In the event Tyler personnel provide services deemed unsatisfactory by the City, Tyler will be given an opportunity to correct the deficiency.

Section 7 CONTRACTUAL REQUIREMENTS AND CITY FORMS RESPONSE

Review the contract terms in this section. Note any exceptions to the terms in the “RFP Response Forms,” Section 7.

Please reference the Contractual Requirements and City Forms Response provided on the following pages.

Section Seven – City of Oxnard Contractual Requirements & City Forms

Please complete the form below as necessary.

Spec #	Contractual Requirement/Terms and Conditions Exceptions
<p>RFP in its entirety.</p> <p>1.6.4 Proposal Submittal</p> <p>7.2 General Terms & Conditions</p>	<p>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.</p> <p>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. Because it is impossible to negotiate in a vacuum, Tyler reserves the right to review and discuss in good faith at the time of contract negotiations any customer specific sample contract and/or contract terms included in the Request for Proposal. 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.</p> <p>Tyler will comply with the RFP as set forth in its Proposal, including its exceptions thereto.</p>
<p>1.12 Execution of Contract</p>	<p>Tyler will execute a contract with the City within a commercially reasonable time following contract award. As noted, Tyler reserves the right to negotiate all terms to the mutual satisfaction of the parties.</p> <p>For an on premise solution, the agreement between the City and Tyler shall not have a defined term. Tyler does provide maintenance and support services on an annual basis, as set forth in its Maintenance and Support Agreement (Exhibit C to the standard Tyler contract). For a SaaS contract, the term of the contract shall be the agreed upon SaaS term which may renew automatically thereafter on a year-to-year basis, or such other renewal term as the parties may agree.</p>
<p>1.13 Public Records</p>	<p>We reserve the right to protest the public disclosure of our confidential business information/trade secrets but will comply with applicable public records laws.</p>
<p>4.2 General Maintenance Provisions;</p>	<p>Tyler will provide maintenance and support services in accordance with the Maintenance and Support Agreement (Exhibit C to the standard Tyler contract). The initial maintenance term commences on the contract effective date. Maintenance fees are payable according to the schedule set forth in the Invoicing and Payment Policy (Exhibit B) of the standard Tyler contract. Provided the City</p>

Spec #	Contractual Requirement/Terms and Conditions Exceptions
4.3 System Warranty; 5.7 Ongoing System Performance; 5.8 System Performance Profile ; 5.9 System Response Times; 5.10 Computer System Availability	<p>pays annual maintenance fees on the Tyler Software, Tyler will provide maintenance services on the Tyler Software for at least five years from contract signing. If the City elects a Software as a Service contract, maintenance and support, including system availability, will be provide as part of the SaaS Services in accordance with Tyler's Service Level Agreement, an exhibit to the standard Tyler contract.</p> <p>For as long as the City has a current Maintenance Agreement in place, 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</p>
5.3 System Acceptance	<p>Tyler will provide services under a contract with the City as mutually agreed by the parties. The initial project meeting will occur within a commercially reasonable timeframe following contract execution.</p> <p>Tyler is willing to negotiate a mutually agreeable acceptance process. Any such process must provide that final acceptance will be issued when the Tyler software operates in live production without Priority Level 1 Defect, as defined in the support call process attached to Tyler's standard contract as an exhibit, for a mutually agreeable period of time.</p>
6.2.4 Qualifications of Implementation Staff	<p>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 City. Tyler cannot permit clients to approve project personnel as Tyler must retain the right to assign personnel based on project needs, experience and availability. 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.</p>
6.3.2 Scheduling	<p>Tyler's proposal includes a sample project plan. Tyler will deliver the actual project plan following contract execution upon obtaining further information from the City.</p>
8.0 Price Requirements	<p>Unless expressly indicated otherwise, our Proposal contains estimates of the amount of services and associated expenses needed, based on our understanding of the size and scope of your project. The actual amount of services and expenses depends on such factors as your level of involvement in the project and the speed of knowledge transfer. If required, we will provide a not-to-exceed quote once the</p>

City of Oxnard
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Spec #	Contractual Requirement/Terms and Conditions Exceptions
	<p>scope of services has been finalized. Unless noted otherwise, our services rates do not include taxes or travel expenses, which are separately estimated.</p> <p>Tyler's standard payment terms are set forth in the Invoicing and Payment Policy (Exhibit B) to the standard Tyler contract. Payment is due within forty-five days of invoicing.</p>
Attachment A - Sample Professional Services Agreement	<p>As noted, Tyler prefers to use the standard Tyler contract as the basis for beginning contract negotiations. If the City insists on using the Sample Agreement in the RFP as the starting point, Tyler reserves the right to negotiate those terms with the City. For evaluation purposes only, Tyler sets forth the following representative exceptions to the sample Agreement. This list is not exhaustive, and instead represents Tyler's basic position on the subject provisions. Tyler reserves the right to negotiate any and all contract terms to the mutual satisfaction of the parties.</p>
Attachment A/ 3. Standard of Performance; 7. Correction of Errors	<p>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 City.</p>
Attachment A / 12. Term of Agreement	<p>For an on premise solution, the agreement between the City and Tyler shall not have a defined term. Tyler does provide maintenance and support services on an annual basis, as set forth in its Maintenance and Support Agreement (Exhibit C to the standard Tyler contract). For a SaaS contract, the term of the contract shall be the agreed upon SaaS term which may renew automatically thereafter on a year-to-year basis, or such other renewal term as the parties may agree.</p>
Attachment A/ 13. Termination	<p>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. The customer may terminate its contract with Tyler for cause in the event Tyler fails to cure a material breach within thirty days of the customer's invocation of dispute resolution. In the event of such termination the customer 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 customer's remedies, will be determined through the mutually agreed dispute resolution process.</p>
Attachment A / 16. Responsibility for Expenses	<p>The City shall be liable for and Tyler will incur travel expenses in accordance with Tyler's then-current business policy. Tyler's current business travel policy is attached to the contract as an exhibit.</p>

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Spec #	Contractual Requirement/Terms and Conditions Exceptions
Attachment A/17 Non-Appropriation of Funds	If a customer should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in the contract, or other means of performing the same functions of such products, the customer may unilaterally terminate its contract with Tyler upon thirty days' prior written notice to Tyler. Upon termination for non-appropriation, the customer shall remit payment for all products and services delivered to the customer and all expenses incurred by Tyler prior to Tyler's receipt of the termination notice. The customer will not be entitled to a refund or offset of previously paid license and other fees.
Attachment A/18. Records	Tyler does not agree to work for hire provisions. We retain all intellectual property and confidentiality rights in and to our proprietary and/or confidential information and deliverables.
Attachment A/19 Maintenance and Inspection of Records	The City may audit Tyler's books and records relating directly to the contract once per year on one week advance written notice, and at the City's expense.
Attachment A/21. Indemnity	Tyler shall indemnify, defend and hold harmless its customers from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to our performance under its agreement with such customer. The customer must notify Tyler promptly in writing of the claim and give us sole control over its defense or settlement. The customer also agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at our expense.
Attachment A /22 Insurance Attachment B	Tyler's insurance program is established at a corporate level and is no subject to change on an individual customer basis; a copy of Tyler's current Evidence of Insurance certificate is included in Tyler's proposal. 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

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Spec #	Contractual Requirement/Terms and Conditions Exceptions
	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. Tyler's insurance program does not cover a Tyler subcontractor. Any subcontractor used by Tyler and approved by the City will be required to carry its own insurance. Tyler will require that any such insurance meet the minimum requirements agreed to by Tyler and the City.
Attachment A/26. Assignability of Contract	Tyler reserves the right to, without the prior written consent of the customer, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets.
Attachment A/30. Time of Essence	Tyler does not agree to "time being made of the essence." Tyler will begin and perform services in accordance with the mutually agreed upon implementation plan schedule.
Attachment A/33. Compliance with Laws	We agree to comply with applicable laws and mutually agreed to customer protocols. The quoted fees are based, in part, on the cost of compliance with applicable laws existing as of the time of the quote. Should laws applicable to Tyler's performance under the agreement change post-signature, Tyler reserves the right to seek a change order for the additional work, time and/or cost that may be required to comply with the new law, ordinance or regulation. We reserve the right to discuss in good faith which laws you consider applicable, and to identify those in the contract.

Section Seven – City of Oxnard Contractual Requirements & City Forms

You are required to complete the forms in this section. Please submit original signatures on the original proposal submission and a .pdf version electronically. This section includes:

- Contractor Insurance Requirements & Agreement

INSTRUCTION FOR SUBMITTING INSURANCE CERTIFICATES AND ENDORSEMENT FORMS

Certificates of Insurance

The sample accord form on the following page is provided to facilitate your preparation and submission of certificates of insurance. You may use this or any industry form that shows coverage as broad as that shown on the attached sample. **Please note the certificate holder address must be as shown on the attached sample accord form with the contract number and insurance exhibit identification information completed.** Improperly addressed certificates may delay the contract start-up date because the City's practice is to return unidentifiable insurance certificates to the insured for clarification as to the contract number. **Cancellation provisions must be endorsed to the policy. Modifying the certificate does not change coverage or obligate the carrier to provide notice of cancellation.**

Endorsement Forms

Original endorsements are required for commercial general liability and business automobile liability insurance policies and must be attached to the applicable certificate of insurance. City preference is that the Consultant/insurer use the endorsement forms which are attached. Substitute forms will be accepted, however, as long as they include provisions comparable to the sample accord form.

INS-A.doc



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/23/2017

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 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 Hays Companies 133 Federal Street, 2nd Floor Boston MA 02110		CONTACT NAME: Moira Crosby PHONE (A/C, No. Ext): FAX (A/C, No): E-MAIL ADDRESS: mcrosby@hayscompanies.com	
		INSURER(S) AFFORDING COVERAGE	
		NAIC #	
		INSURER A: Hartford Fire Insurance Company 19682	
		INSURER B: Hartford Casualty Insurance Company 29424	
		INSURER C: Lloyds of London Syndicates 37090	
		INSURER D:	
		INSURER E:	
		INSURER F:	
INSURED Tyler Technologies, Inc. 5101 Tennyson Parkway Plano TX 75024			

COVERAGES

CERTIFICATE NUMBER: 4.1.17-11.17.17 GL, Auto,


REVISION NUMBER:

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	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			08 UUN AY8572	4/1/2017	4/1/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			08 UUN AY8572	4/1/2017	4/1/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			08 XHU AY8122	4/1/2017	4/1/2018	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	08 WE EL5271	4/1/2017	4/1/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Cyber/Privacy Prof Liab			B0621PTYLE000216	11/17/2016	11/17/2017	Occurrence Limit \$20,000,000
C	Cyber/Privacy Prof Liab			B0621PTYLE000216	11/17/2016	11/17/2017	Aggregate Limit \$20,000,000

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

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Insurance	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 James Hays/MCROSB 

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Section 8 PRICE PROPOSAL

Follow the instructions in RFP Section 8 for preparing cost summary, explanatory notes, and back-up details. Use the attached MS Word file titled “Proposal Response Forms” to respond to this section.

Please reference the Price Proposal Form provided on the following pages.

Section Eight - Price Proposal

Please complete the forms below.

Summary Sheet: Project Charges

	Description		Charges	
1.	Hardware <i>(Detail on Section 8.1)</i>		\$28,347	Complete
2.	Operating Software <i>(Detail on Section 8.2)</i>		\$	Complete
3.	Application Software <i>(Detail on Section 8.3)</i>		\$1,665,848	Complete
4.	Training <i>(Detail on Section 8.4)</i>			
		Project Hours		
5.	Services <i>(Provide a brief description of the services that will be provided in Section 8.5)</i>			
	1. Requirements Planning and Design	1432 Hours	\$250600	Complete
	2. Business Process Engineering	Fee by module for BPC	\$458500	Complete
	3. Systems Engineering	3723	\$651525	Complete
	4. Project Management	50% dedicated for 38 months + Proj. Planning	\$469000	Complete
	5. Testing	2093 Hours	\$366275	Complete
	6. Travel Expenses		\$312000	Complete
	7. Delivery/Handling		\$ _____	Complete
	8. Data Conversion	flat fee	\$179550	Complete
	9. Performance Bond		\$ _____	Complete
	10. Payment Bond		\$ _____	Complete
	11. Maintenance Bond		\$ _____	Complete
	12. Other Tyler & EnerGov Forms	flat fee	\$43525	Complete
	13. Other Installation, Imports/Exports	flat fee	\$26775	Complete
	14. Other Not To Exceed Contingency	760 Hours	\$133000	Complete
	15. Other Custom Report Assistance	256 Hours	\$44800	Complete
	Total Services:	_____	\$2,935,550	
	Total Project:		\$4,847,120	
		Discount:	\$85,054	
	TOTAL PROJECT:		\$4,762,066	
6.	Maintenance – Annual Cost <i>(Detail in Section 8.6)</i>			

Summary Sheet: Project Charges

	Hardware & Software <i>(Provide 5-year breakdown)</i>		\$ _____	5-year
	Application Software <i>(Provide 5-year breakdown)</i>		\$2,204,860	5-year
7.	Vendor-Hosted SaaS – Annual Cost <i>(Detail in Section 8.7)</i>			
	Annual Subscription <i>(Provide 5-year breakdown)</i>		\$961,237	Year 1
	Annual Escalation		Annual SaaS fee. Does not include Services. 5yr SaaS subscription%	Per year

Section 8.1 Hardware - Initial - Purchase

List all equipment items (e.g., Servers, Signature Pads, Printers, Network Upgrades as needed, and all related components) included in your proposal. Use additional sheets as required and number all pages. Include any network and mobile hardware. Transfer the total to Summary Sheet, Line 1. Hardware.

Item Number	Description	QTY	Unit Cost \$	Extended Cost \$
Hardware				
_____	BMI AssetTrak Additional Barcode/RFID Data Terminal	1	\$3895	\$3895
_____	BMI AssetTrak FA Bar Code/RFID Scanning System	1	\$8030	\$8030
_____	BMI CollectIT Additional Barcode Data Terminal	1	\$2975	\$2975
_____	BMI CollectIT Barcode Printer Kit	1	\$795	\$795
_____	BMI CollectIT Inventory Bar Code Scanning System	1	\$6490	\$6490
_____	Cash Drawer	1	\$230	\$230
_____	Hand Held Scanner	1	\$385	\$385
_____	Hand Held Scanner Stand	1	\$25	\$25
_____	ID Tech MiniMag USB Reader	1	\$62	\$62
_____	Printer (TM-S9000)	1	\$1600	\$1600
_____	Touchscreen: No Reader	1	\$2210	\$2210
_____	Tyler Secure Signature System w/ 2 keys	1	\$1650	\$1650
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____

Section 8.1 Hardware - Initial - Purchase

List all equipment items (e.g., Servers, Signature Pads, Printers, Network Upgrades as needed, and all related components) included in your proposal. Use additional sheets as required and number all pages. Include any network and mobile hardware. Transfer the total to Summary Sheet, Line 1. Hardware.

			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
TOTAL HARDWARE COST				\$ <u>28,347</u>

Section 8.2 Operating Software - Initial – Purchase

List all operating software items (e.g., Operating Systems, Database Management Systems, and System Utilities) included in your proposal. Use additional sheets as required and number all pages. Include any network and mobile software. Transfer the total to Summary Sheet, Line 2. Operating Software.

Item Number	Description	QTY	Unit Cost \$	Extended Cost \$
Operating Software Database and Utilities				
_____	Tyler does not provide pricing on operating systems. It is typical that the City can receive more aggressive pricing off a state contract.	_____	\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____
			\$ _____	\$ _____

Section 8.2 Operating Software - Initial – Purchase

List all operating software items (e.g., Operating Systems, Database Management Systems, and System Utilities) included in your proposal. Use additional sheets as required and number all pages. Include any network and mobile software. Transfer the total to Summary Sheet, Line 2. Operating Software.

_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
Total Operating Software, Database and Utilities Cost				\$_____

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Section 8.3 Application Software - Initial – Purchase

List all software modules included in your proposal. Use additional sheets as required and number all pages. Transfer the total to Summary Sheet, Line 3. Application Software.

Item Number	Description	Seats or Licenses	Unit Cost \$	Extended Cost \$
Finance				
_____	Accounting/GL/BG/AP, Cash Management, Project & Grant Accounting	site license	\$253050	\$253050
_____	Purchasing, Bid Management, Contract Management, eProcurement	site license	\$167300	\$167300
_____	BMI Asset Track Interface/BMI CollectIT Interface, Capital Assets, Inventory	site license	\$104000	\$104000
_____	Employee Expense Reimbursement	site license	\$18900	\$18900
_____	Asset Maintenance, Standard Fuel Interface	site license	\$63550	\$63550
_____	Accounts Receivable, General Billing, Tyler Cashiering	site license	\$119750	\$119750
_____	CAFR Statement Builder	site license	\$25000	\$25000
Total				\$751550
Human Resources				
_____	ExecuTime Advance Scheduling Mobile	site license	\$3975	\$3975
_____	ExecuTime Advance Scheduling	up to 250 EEs	\$16895	\$16895
_____	ExecuTime Time & Attendance Mobile	site license	\$5075	\$5075
_____	ExecuTime Time & Attendance	up to 1500 EEs	\$45050	\$45050
_____	Human Resource & Talent Mgt.	site license	\$30880	\$30880
_____	Payroll w/Employee Self Service	site license	\$52030	\$52030
_____	Recruiting	site license	\$9150	\$9150
_____	_____	_____	\$_____	\$_____

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Section 8.3 Application Software - Initial – Purchase

List all software modules included in your proposal. Use additional sheets as required and number all pages. Transfer the total to Summary Sheet, Line 3. Application Software.

Total				\$163055
Planning & Development				
_____	EnerGov Citizen Self Serchie - LRM/PLM	site license	\$59998	\$59998
_____	EnerGov eReviews, EnerGov Report Toolkit	site license	\$66999	\$66999
_____	EnerGov SDK - License & Regulatory, Permitting & Land Mgt, Request & Enforcement	site license	\$27500	\$27500
_____	EnerGov Licensing & Regulatory Mgt	up to 10	\$29990	\$29990
_____	EnerGov Permitting & Land Mgt	up to 75	\$224925	\$224925
_____	Tyler GIS	up to 85	\$42500	\$42500
_____	EnerGov iG Workforce Apps	up to 15	\$14985	\$14985
Total				\$466897

Section 8.3 Application Software - Initial – Purchase

Item Number	Description	Seats or Licenses	Unit Cost \$	Extended Cost \$
Other				
_____	Tyler Incident Management	site license	\$33000	\$33000
_____	Tyler Forms Processing	site license	\$19500	\$19500
_____	Tyler Content Manager SE	site license	\$60000	\$60000
_____	Munis Analytics & Reporting	site license	\$158500	\$158500
_____	IVR Gateway	site license	\$18000	\$18000
_____	Utility Billing CIS, UB Interface, Central Property File	site license	\$58400	\$58400
_____	Maplink GIS Integration	site license	\$22000	\$22000

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Section 8.3 Application Software - Initial – Purchase				
List all software modules included in your proposal. Use additional sheets as required and number all pages. Transfer the total to Summary Sheet, Line 3. Application Software.				
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
Total Other				\$369400

Section 8.4 Training

Please provide detail regarding proposed application and operating software training, including system administration, and summarize on Summary Sheet, Line 4. Training.

Class Description	Max Class Size	Number of Classes	Hours/Class	Charge \$
A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. The Implementation days quoted include training, in the form of formal classroom training, remote training, and informal troubleshooting training. All training days will be allocated and scheduled collaboratively during the project planning stage. The mutually developed plan will outline this information during the planning stage. Until further analysis and user information is acquired, we cannot commit to total number of trainee/classes. We're going to deliver end user training on each respective topic one time and expect that one of their trainers will then deliver the training to the remaining staff (train-the-trainer).	12	TBD	4 or 8	\$Included in the proposed project - See the provided Investment Summary_____
____ Sample Class Descriptions:	_____	_____	_____	\$ _____
____ Account Payable Inquiries	_____	_____	_____	\$ _____
____ Budget Preparation	_____	_____	_____	\$ _____
Capital Assets	_____	_____	_____	\$ _____
Monthly Reconciliation	_____	_____	_____	\$ _____
Payroll - Job Pay and Accruals	_____	_____	_____	\$ _____
Payroll - Tips and Advanced Topics	_____	_____	_____	\$ _____
Personnel Management Tools—Inquiries and Re	_____	_____	_____	\$ _____
Personnel—Salary and Benefit Projections	_____	_____	_____	\$ _____
Requisition Entry	_____	_____	_____	\$ _____
W-2 / 1099 Processing_____	_____	_____	_____	\$ _____
Fiscal Year End Processing_____	_____	_____	_____	\$ _____
System Administration_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____

Section 8.6 Maintenance					
Maintenance must be complete as specified in RFP Section 4. The maintenance or license charges for the first year must be included in the system purchase prices on Line 6. Maintenance – Annual Cost, of the Price Summary Sheet.					
_____	\$_____	\$_____	\$_____	\$_____	\$_____
Application Software					
Finance					
Line 1f	\$0	\$45549	\$47826	\$50218	\$52728
Line 2f	\$0	\$30114	\$31620	\$33200	\$34861
Line 3f	\$0	\$18720	\$19656	\$20639	\$21671
Line 4f	\$0	\$3402	\$3572	\$3751	\$3938
Line 5f	\$0	\$11439	\$12011	\$12611	\$13242
Line 6f	\$0	\$21555	\$22633	\$23764	\$24953
Line 7f	\$0	\$4500	\$4725	\$4961	\$5209
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____
Human Resources					
Line 1hr	\$0	\$795	\$835	\$876	\$920
Line 2hr	\$0	\$3379	\$3548	\$3725	\$3912
Line 3hr	\$0	\$1015	\$1066	\$1119	\$1175
Line 4hr	\$0	\$9010	\$9460	\$9934	\$10430
Line 5hr	\$0	\$5558	\$5836	\$6128	\$6434
Line 6hr	\$0	\$9365	\$9833	\$10325	\$10841
Line 7hr	\$0	\$1647	\$1729	\$1816	\$1907
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____
Planning & Development					
Line 1p	\$0	\$12000	\$12600	\$13230	\$13892
Line 2p	\$0	\$13400	\$14070	\$14774	\$15512
Line 3p	\$0	\$5500	\$5775	\$6064	\$6367
Line 4p	\$0	\$6000	\$6300	\$6615	\$6946
Line 5p	\$0	\$45000	\$47250	\$49613	\$52093
Line 6p	\$0	\$8500	\$8925	\$9371	\$9840
Line 7p	\$0	\$3000	\$3150	\$3308	\$3473

Section 8.6 Maintenance					
Maintenance must be complete as specified in RFP Section 4. The maintenance or license charges for the first year must be included in the system purchase prices on Line 6. Maintenance – Annual Cost, of the Price Summary Sheet.					
_____	\$_____	\$_____	\$_____	\$_____	\$_____
Other					
Line 1o	\$0	\$6600	\$6930	\$7277	\$7640
Line 2o	\$0	\$3900	\$4095	\$4300	\$4515
Line 3o	\$0	\$10800	\$11340	\$11907	\$12502
Line 4o	\$0	\$28530	\$29957	\$31454	\$33027
Line 5o	\$0	\$3240	\$3402	\$3572	\$3751
Line 6o	\$0	\$10806	\$11346	\$11914	\$12509
Line 7o	\$0	\$3960	\$4158	\$4366	\$4584
Disaster Recoery	\$65336	\$68603	\$72033	\$75634	\$79416
System Mgt. Services	\$65336	\$68603	\$72033	\$75634	\$79416
Postal XPress Subscrip	\$1649	\$1732	\$1818	\$1909	\$2004
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____
Provide the percentage annual charge for application software maintenance, if applicable: Proposed 5% year over year. Year 1 is waived					
Provide the general maintenance program proposed (items covered or excluded, response time, hours of coverage, etc.) Tyler's standard support has been provided. We do not categorize support levels for different customers/offerings.					

Section 8.7 Annual Subscription Costs

If applicable, list all software modules included in your proposal. Use additional sheets as required and number all pages. Provide breakdown of 5-year costs. Transfer the total, 1st year cost and annual escalation percentage to Summary Sheet, Line 7 - Vendor-Hosted SaaS.

Item Number	Description	Seats or Licenses	Unit Cost \$	Annual Cost \$
Applications				
_____	All applications noted for On Premis pricing are included within the SaaS pricing.	up to 100 concurrent users	\$_____	\$961,237
_____	Pricing is annual cost for 5yrs SaaS subscription	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
Total				\$961,237
Other				
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____

Section 8.7 Annual Subscription Costs

If applicable, list all software modules included in your proposal. Use additional sheets as required and number all pages. Provide breakdown of 5-year costs. Transfer the total, 1st year cost and annual escalation percentage to Summary Sheet, Line 7 - Vendor-Hosted SaaS.

_____	_____	_____	\$ _____	\$ _____
Total Other				\$ _____

8.1 TYLER INVESTMENT SUMMARY – SELF HOSTED

Please reference the following pages.



Quoted By: Jennifer Wahlbrink
 Date: 1/15/2018
 Quote Expiration: 4/17/2018
 Quote Name: City of Oxnard-ERP-Munis
 Quote Number: 2017-38426-2
 Quote Description: 1-15-18v.1 Munis & EnerGov

Sales Quotation For

City of Oxnard
 305 W 3rd St
 Oxnard, CA 93030-5730
 Phone +1 (805) 385-7430

SaaS

Description	# Years	Annual Fee	One Time Fees		
			Impl. Hours	Impl. Cost	Data Conversion
Productivity:					
Postal XPress (Lorton) Annual Subscription	1	\$1,649.00	0	\$0.00	\$0.00
TOTAL:		\$1,649.00	0	\$0.00	\$0.00

Tyler Software and Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Accounting/GL/BG/AP	\$184,800.00	464	\$81,200.00	\$20,200.00	\$286,200.00	\$33,264.00
Bid Management	\$23,100.00	72	\$12,600.00	\$0.00	\$35,700.00	\$4,158.00
BMI Asset Track Interface	\$5,800.00	40	\$7,000.00	\$0.00	\$12,800.00	\$1,044.00
BMI CollectIT Interface	\$5,800.00	40	\$7,000.00	\$0.00	\$12,800.00	\$1,044.00
Capital Assets	\$46,200.00	144	\$25,200.00	\$4,500.00	\$75,900.00	\$8,316.00
Cash Management	\$36,750.00	96	\$16,800.00	\$0.00	\$53,550.00	\$6,615.00
Contract Management	\$23,100.00	72	\$12,600.00	\$6,000.00	\$41,700.00	\$4,158.00

Tyler Software and Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Employee Expense Reimbursement	\$18,900.00	72	\$12,600.00	\$0.00	\$31,500.00	\$3,402.00
Inventory	\$46,200.00	144	\$25,200.00	\$7,000.00	\$78,400.00	\$8,316.00
Project & Grant Accounting	\$31,500.00	112	\$19,600.00	\$9,500.00	\$60,600.00	\$5,670.00
Purchasing	\$86,100.00	328	\$57,400.00	\$4,000.00	\$147,500.00	\$15,498.00
Standard Fuel Interface - SeeComments	\$5,800.00	56	\$9,800.00	\$0.00	\$15,600.00	\$1,044.00
Asset Maintenance	\$57,750.00	456	\$79,800.00	\$20,000.00	\$157,550.00	\$10,395.00

Human Capital Management:

ExecuTime Advance Scheduling Mobile Access	\$3,975.00	0	\$0.00	\$0.00	\$3,975.00	\$795.00
ExecuTime Advance Scheduling - Up to 250 Employees	\$16,895.00	48	\$8,400.00	\$0.00	\$25,295.00	\$3,379.00
ExecuTime Time & Attendance Mobile Access	\$5,075.00	0	\$0.00	\$0.00	\$5,075.00	\$1,015.00
ExecuTime Time & Attendance - Up to 1500 Employees	\$45,050.00	192	\$33,600.00	\$0.00	\$78,650.00	\$9,010.00
Human Resources & Talent Management	\$30,880.00	88	\$15,400.00	\$0.00	\$46,280.00	\$5,558.00
Payroll w/ESS	\$52,030.00	216	\$37,800.00	\$27,800.00	\$117,630.00	\$9,365.00
Recruiting	\$9,150.00	32	\$5,600.00	\$0.00	\$14,750.00	\$1,647.00

Revenue:

Accounts Receivable	\$40,500.00	216	\$37,800.00	\$0.00	\$78,300.00	\$7,290.00
Central Property File	\$4,200.00	8	\$1,400.00	\$0.00	\$5,600.00	\$1,050.00
General Billing	\$19,250.00	128	\$22,400.00	\$12,500.00	\$54,150.00	\$3,465.00
Maplink GIS Integration	\$22,000.00	8	\$1,400.00	\$0.00	\$23,400.00	\$3,960.00
Tyler Cashiering	\$60,000.00	80	\$14,000.00	\$0.00	\$74,000.00	\$10,800.00
UB Interface	\$13,200.00	32	\$5,600.00	\$0.00	\$18,800.00	\$2,376.00
Utility Billing CIS	\$41,000.00	168	\$29,400.00	\$23,400.00	\$93,800.00	\$7,380.00

Productivity:

Tyler Forms Processing	\$19,500.00	0	\$0.00	\$0.00	\$19,500.00	\$3,900.00
Tyler Content Manager SE	\$60,000.00	64	\$11,200.00	\$0.00	\$71,200.00	\$10,800.00
Munis Analytics & Reporting	\$158,500.00	144	\$25,200.00	\$0.00	\$183,700.00	\$28,530.00

Tyler Software and Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
IVR Gateway	\$18,000.00	48	\$8,400.00	\$0.00	\$26,400.00	\$3,240.00
eProcurement	\$35,000.00	8	\$1,400.00	\$0.00	\$36,400.00	\$6,300.00
Additional:						
CAFR Statement Builder	\$25,000.00	32	\$5,600.00	\$0.00	\$30,600.00	\$4,500.00
EnerGov Citizen Self Service - LRM	\$29,999.00	32	\$5,600.00	\$0.00	\$35,599.00	\$6,000.00
EnerGov Citizen Self Service - PLM	\$29,999.00	32	\$5,600.00	\$0.00	\$35,599.00	\$6,000.00
EnerGov e-Reviews	\$59,999.00	120	\$21,000.00	\$0.00	\$80,999.00	\$12,000.00
EnerGov iG Workforce Apps (15)	\$14,985.00	32	\$5,600.00	\$0.00	\$20,585.00	\$3,000.00
EnerGov Licensing & Regulatory Management SDK	\$10,000.00	0	\$0.00	\$0.00	\$10,000.00	\$2,000.00
EnerGov Licensing & Regulatory Management Suite (10)	\$29,990.00	424	\$74,200.00	\$14,100.00	\$118,290.00	\$6,000.00
EnerGov Permitting & Land Management SDK	\$10,000.00	88	\$15,400.00	\$0.00	\$25,400.00	\$2,000.00
EnerGov Permitting & Land Management Suite (75)	\$224,925.00	1096	\$191,800.00	\$30,550.00	\$447,275.00	\$45,000.00
EnerGov Report Toolkit	\$7,000.00	0	\$0.00	\$0.00	\$7,000.00	\$1,400.00
EnerGov Request & Enforcement Management SDK	\$7,500.00	80	\$14,000.00	\$0.00	\$21,500.00	\$1,500.00
Tyler GIS (85)	\$42,500.00	0	\$0.00	\$0.00	\$42,500.00	\$8,500.00
Tyler Disaster Recovery Service	\$0.00	0	\$0.00	\$0.00	\$0.00	\$65,336.00
Tyler Incident Management	\$33,000.00	96	\$16,800.00	\$0.00	\$49,800.00	\$6,600.00
Tyler System Management Services Contract	\$0.00	0	\$0.00	\$0.00	\$0.00	\$65,336.00
Sub-Total:	\$1,750,902.00		\$981,400.00	\$179,550.00	\$2,911,852.00	\$457,956.00
<i>Less Discount:</i>	<i>\$85,054.00</i>		<i>\$0.00</i>	<i>\$0.00</i>	<i>\$85,054.00</i>	<i>\$327,284.00</i>
TOTAL:	\$1,665,848.00	5608	\$981,400.00	\$179,550.00	\$2,826,798.00	\$130,672.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
50% of Dedicated Project Manager (Monthly)	38	\$12,000.00	\$0.00	\$456,000.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
AP/PR Check Recon Import	1	\$1,000.00	\$0.00	\$1,000.00
AP Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Business Process Consulting - Asset Maintenance	1	\$35,000.00	\$0.00	\$35,000.00
Business Process Consulting - Accounts Payable	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Recruiting	1	\$14,000.00	\$0.00	\$14,000.00
Business Process Consulting - Benefits Enrollment	1	\$5,250.00	\$0.00	\$5,250.00
Business Process Consulting - Budget	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Bid Management	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Contract Management	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Employee Expense Reimbursement	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Capital Assets	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - General Billing	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - General Ledger	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - HR Management	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - Inventory	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - EnerGov LRM	1	\$35,000.00	\$0.00	\$35,000.00
Business Process Consulting - Miscellaneous Cash	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Project/Grant Accounting	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - EnerGov PLM	1	\$42,000.00	\$0.00	\$42,000.00
Business Process Consulting - Purchasing & Requisitions	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Payroll	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - Cash Management	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Utility Billing	1	\$31,500.00	\$0.00	\$31,500.00
Configuration Postal Xpress (Lorton)	1	\$1,275.00	\$0.00	\$1,275.00
Custom Report Assistance	256	\$175.00	\$0.00	\$44,800.00
EnerGov Intelligent Objects Automation	112	\$175.00	\$0.00	\$19,600.00
EnerGov LRM Forms Library (6 Forms)	1	\$10,200.00	\$0.00	\$10,200.00
EnerGov PLM Forms Library (5 Forms)	1	\$8,925.00	\$0.00	\$8,925.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Functional Acceptance Test	480	\$175.00	\$0.00	\$84,000.00
GIS Implementation	8	\$175.00	\$0.00	\$1,400.00
Install Fee - New Server Install-WIN	1	\$12,000.00	\$0.00	\$12,000.00
NTE Contingency Days	760	\$175.00	\$0.00	\$133,000.00
P-Card Import Format	1	\$5,500.00	\$0.00	\$5,500.00
Performance Test	320	\$175.00	\$0.00	\$56,000.00
POS Cash Installation (Up to 3)	1	\$1,000.00	\$0.00	\$1,000.00
Project Planning Services	1	\$13,000.00	\$0.00	\$13,000.00
PR Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Reliability Test	720	\$175.00	\$0.00	\$126,000.00
Tyler Forms Library - Financial	1	\$3,400.00	\$0.00	\$3,400.00
Tyler Forms Library - General Billing	1	\$2,500.00	\$0.00	\$2,500.00
Tyler Forms Library - Payroll	1	\$1,500.00	\$0.00	\$1,500.00
Tyler Forms Library - Personnel Action	1	\$1,400.00	\$0.00	\$1,400.00
Tyler Forms Processing Configuration	1	\$3,000.00	\$0.00	\$3,000.00
Tyler Forms Library - Utility Billing	1	\$5,000.00	\$0.00	\$5,000.00
Tyler Forms Work Order/Pick Ticket Library - 4 Forms	1	\$3,600.00	\$0.00	\$3,600.00
Tyler Graphing Agent - Addl Cost	1	\$500.00	\$0.00	\$500.00
Tyler Graphing Agent - Flat Fee	1	\$3,500.00	\$0.00	\$3,500.00
TOTAL:				\$1,462,600.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI AssetTrak Additional Barcode/RFID Data Terminal (MC3190Z)	1	\$3,895.00	\$0.00	\$3,895.00	\$0.00	\$0.00	\$0.00
BMI AssetTrak FA Bar Code/RFID Scanning System	1	\$8,030.00	\$0.00	\$8,030.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Additional Barcode Data Terminal (PA692)	1	\$2,975.00	\$0.00	\$2,975.00	\$0.00	\$0.00	\$0.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI CollectIT Barcode PrinterKit	1	\$795.00	\$0.00	\$795.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Inventory Bar Code Scanning System	1	\$6,490.00	\$0.00	\$6,490.00	\$0.00	\$0.00	\$0.00
Cash Drawer	1	\$230.00	\$0.00	\$230.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner - Model 1900GSR	1	\$385.00	\$0.00	\$385.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner Stand	1	\$25.00	\$0.00	\$25.00	\$0.00	\$0.00	\$0.00
ID Tech MiniMag USB Reader	1	\$62.00	\$0.00	\$62.00	\$0.00	\$0.00	\$0.00
Printer (TM-S9000)	1	\$1,600.00	\$0.00	\$1,600.00	\$0.00	\$0.00	\$0.00
Touchscreen: No Reader	1	\$2,210.00	\$0.00	\$2,210.00	\$0.00	\$0.00	\$0.00
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00
<i>3rd Party Hardware Sub-Total:</i>			<i>\$0.00</i>	<i>\$28,347.00</i>			<i>\$0.00</i>
TOTAL:				\$28,347.00			\$0.00

Summary

	One Time Fees	Recurring Fees
Total SaaS	\$0.00	\$1,649.00
Total Tyler Software	\$1,665,848.00	\$130,672.00
Total Tyler Services	\$2,623,550.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$28,347.00	\$0.00
Summary Total	\$4,317,745.00	\$132,321.00
Contract Total	\$4,450,066.00	
(Excluding Estimated Travel Expenses)		
Estimated Travel Expenses	\$312,000.00	

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting - Actuals up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Accounting - Budgets up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Accounting Standard COA	\$3,500.00	\$0.00	\$3,500.00
Accounts Payable - Checks up to 5 years	\$3,200.00	\$0.00	\$3,200.00
Accounts Payable - Invoice up to 5 years	\$4,500.00	\$0.00	\$4,500.00
Accounts Payable Standard Master	\$3,000.00	\$0.00	\$3,000.00
Asset Maintenance - Closed Work Order History No Cost Data	\$7,500.00	\$0.00	\$7,500.00
Asset Maintenance - Work Order Asset	\$5,000.00	\$0.00	\$5,000.00
Asset Maintenance - Work Order History With Cost Data	\$7,500.00	\$0.00	\$7,500.00
Capital Assets Std Master	\$4,500.00	\$0.00	\$4,500.00
Contracts	\$6,000.00	\$0.00	\$6,000.00
EnerGov Licensing & Regulatory Management	\$14,100.00	\$0.00	\$14,100.00
EnerGov Permitting & Land Management	\$30,550.00	\$0.00	\$30,550.00
General Billing - Bills up to 5 years	\$5,500.00	\$0.00	\$5,500.00
General Billing - Recurring Invoices	\$4,500.00	\$0.00	\$4,500.00
General Billing Std CID	\$2,500.00	\$0.00	\$2,500.00
Inventory - Commodity Codes	\$2,500.00	\$0.00	\$2,500.00
Inventory Std Master	\$4,500.00	\$0.00	\$4,500.00
Payroll - Accrual Balances	\$2,500.00	\$0.00	\$2,500.00
Payroll - Accumulators up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Certifications	\$2,000.00	\$0.00	\$2,000.00
Payroll - Check History up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Deductions	\$2,800.00	\$0.00	\$2,800.00
Payroll - Earning/Deduction Hist up to 5 years	\$3,500.00	\$0.00	\$3,500.00
Payroll - Education	\$2,000.00	\$0.00	\$2,000.00
Payroll - PM Action History up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Position Control	\$2,000.00	\$0.00	\$2,000.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Payroll - Recruiting	\$2,000.00	\$0.00	\$2,000.00
Payroll - Standard	\$3,000.00	\$0.00	\$3,000.00
Payroll - State Retirement Tables	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting - Actuals up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Project Grant Accounting - Budgets up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Project Grant Accounting Standard	\$3,500.00	\$0.00	\$3,500.00
Purchasing - Purchase Orders - Standard Open PO's only	\$4,000.00	\$0.00	\$4,000.00
Utility Billing - Assessments	\$2,000.00	\$0.00	\$2,000.00
Utility Billing - Backflow	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Balance Forward AR	\$5,000.00	\$0.00	\$5,000.00
Utility Billing - Consumption History up to 5 years	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Service Orders	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Services	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Standard	\$4,000.00	\$0.00	\$4,000.00
TOTAL:			\$179,550.00

Optional SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
Productivity:					
Transparency Portal	1	\$15,000.00	0	\$0.00	\$0.00
TOTAL:		\$15,000.00	0	\$0.00	\$0.00

Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Financials:						
Performance Based Budgeting	\$63,000.00	264	\$46,200.00	\$0.00	\$109,200.00	\$11,340.00
Human Capital Management:						
ExecuTime IVR Interface	\$5,400.00	0	\$0.00	\$0.00	\$5,400.00	\$1,080.00
ExecuTime Telestaff Interface	\$5,715.00	0	\$0.00	\$0.00	\$5,715.00	\$1,143.00
Productivity:						
Tyler Content Manager Auto Indexing and Redaction (SE)	\$5,000.00	16	\$2,800.00	\$0.00	\$7,800.00	\$900.00
Tyler Content Manager Self-Service (SE)	\$7,500.00	24	\$4,200.00	\$0.00	\$11,700.00	\$1,350.00
Additional:						
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs - G	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00
Tyler Content Manager SE - AP - Checks - G	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00
Tyler Content Manager SE - AP Standard Master - G	\$0.00	0	\$0.00	\$6,500.00	\$6,500.00	\$0.00
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices - G	\$0.00	0	\$0.00	\$3,000.00	\$3,000.00	\$0.00

Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Tyler Content Manager SE - General Billing Standard - CID - G	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Payroll - Certications - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Check History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Deductions - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - PM Action History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Position Control - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - Recruiting - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll Standard - Employee, Address - D	\$0.00	0	\$0.00	\$7,000.00	\$7,000.00	\$0.00
Tyler Content Manager SE - Property Master Standard - G	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's - G	\$0.00	0	\$0.00	\$3,600.00	\$3,600.00	\$0.00
Tyler Content Manager SE - Utility Billing - Backflow - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Work Order - Work Order Asset - G	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
TOTAL:	\$86,615.00	304	\$53,200.00	\$37,000.00	\$176,815.00	\$15,813.00

Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Business Process Consulting - Performance Based Budgeting	1	\$35,000.00	\$0.00	\$35,000.00
Change Management Consulting	1	\$75,000.00	\$0.00	\$75,000.00
Custom Fuel Interface	1	\$3,300.00	\$0.00	\$3,300.00
Install Fee - Transparency Portal	1	\$4,500.00	\$0.00	\$4,500.00
Source Code Escrow	1	\$1,500.00	\$0.00	\$1,500.00
TOTAL:				\$119,300.00

Optional Conversion Details (Prices Reflected Above)

Description	Unit Price	Unit Discount	Extended Price
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP - Checks	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP Standard Master	\$6,500.00	\$0.00	\$6,500.00
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices	\$3,000.00	\$0.00	\$3,000.00
Tyler Content Manager SE - General Billing Standard - CID	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Payroll - Certications	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Check History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Deductions	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - PM Action History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Position Control	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - Recruiting	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll Standard - Employee, Address	\$7,000.00	\$0.00	\$7,000.00
Tyler Content Manager SE - Property Master Standard	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's	\$3,600.00	\$0.00	\$3,600.00
Tyler Content Manager SE - Utility Billing - Backflow	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Work Order - Work Order Asset	\$1,300.00	\$0.00	\$1,300.00
TOTAL:			\$37,000.00

Unless otherwise indicated in the contract or Amendment thereto, pricing for optional items will be held for Six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____
 Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

Tyler Discount Detail

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

Accounting/GL/BG/AP	\$184,800.00	\$9,240.00	\$175,560.00	\$33,264.00	\$33,264.00	\$0.00
Bid Management	\$23,100.00	\$1,155.00	\$21,945.00	\$4,158.00	\$4,158.00	\$0.00
BMI Asset Track Interface	\$5,800.00	\$290.00	\$5,510.00	\$1,044.00	\$1,044.00	\$0.00
BMI CollectIT Interface	\$5,800.00	\$290.00	\$5,510.00	\$1,044.00	\$1,044.00	\$0.00
Capital Assets	\$46,200.00	\$2,310.00	\$43,890.00	\$8,316.00	\$8,316.00	\$0.00
Cash Management	\$36,750.00	\$1,838.00	\$34,912.00	\$6,615.00	\$6,615.00	\$0.00
Contract Management	\$23,100.00	\$1,155.00	\$21,945.00	\$4,158.00	\$4,158.00	\$0.00
Employee Expense Reimbursement	\$18,900.00	\$945.00	\$17,955.00	\$3,402.00	\$3,402.00	\$0.00
Inventory	\$46,200.00	\$2,310.00	\$43,890.00	\$8,316.00	\$8,316.00	\$0.00
Project & Grant Accounting	\$31,500.00	\$1,575.00	\$29,925.00	\$5,670.00	\$5,670.00	\$0.00
Purchasing	\$86,100.00	\$4,305.00	\$81,795.00	\$15,498.00	\$15,498.00	\$0.00
Standard Fuel Interface - SeeComments	\$5,800.00	\$290.00	\$5,510.00	\$1,044.00	\$1,044.00	\$0.00
Asset Maintenance	\$57,750.00	\$2,888.00	\$54,862.00	\$10,395.00	\$10,395.00	\$0.00

Payroll/HR:

ExecuTime Advance Scheduling Mobile Access	\$3,975.00	\$199.00	\$3,776.00	\$795.00	\$795.00	\$0.00
ExecuTime Advance Scheduling - Up to 250 Employees	\$16,895.00	\$845.00	\$16,050.00	\$3,379.00	\$3,379.00	\$0.00
ExecuTime Time & Attendance Mobile Access	\$5,075.00	\$254.00	\$4,821.00	\$1,015.00	\$1,015.00	\$0.00
ExecuTime Time & Attendance - Up to 1500 Employees	\$45,050.00	\$2,253.00	\$42,797.00	\$9,010.00	\$9,010.00	\$0.00

Tyler Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
Human Resources & Talent Management	\$30,880.00	\$1,544.00	\$29,336.00	\$5,558.00	\$5,558.00	\$0.00
Payroll w/ESS	\$52,030.00	\$2,602.00	\$49,428.00	\$9,365.00	\$9,365.00	\$0.00
Recruiting	\$9,150.00	\$458.00	\$8,692.00	\$1,647.00	\$1,647.00	\$0.00
Revenue:						
Accounts Receivable	\$40,500.00	\$2,025.00	\$38,475.00	\$7,290.00	\$7,290.00	\$0.00
Central Property File	\$4,200.00	\$210.00	\$3,990.00	\$1,050.00	\$1,050.00	\$0.00
General Billing	\$19,250.00	\$963.00	\$18,287.00	\$3,465.00	\$3,465.00	\$0.00
Maplink GIS Integration	\$22,000.00	\$1,100.00	\$20,900.00	\$3,960.00	\$3,960.00	\$0.00
Tyler Cashiering	\$60,000.00	\$3,000.00	\$57,000.00	\$10,800.00	\$10,800.00	\$0.00
UB Interface	\$13,200.00	\$660.00	\$12,540.00	\$2,376.00	\$2,376.00	\$0.00
Utility Billing CIS	\$41,000.00	\$2,050.00	\$38,950.00	\$7,380.00	\$7,380.00	\$0.00
Productivity:						
eProcurement	\$35,000.00	\$1,750.00	\$33,250.00	\$6,300.00	\$6,300.00	\$0.00
IVR Gateway	\$18,000.00	\$900.00	\$17,100.00	\$3,240.00	\$3,240.00	\$0.00
Munis Analytics & Reporting	\$158,500.00	\$7,925.00	\$150,575.00	\$28,530.00	\$28,530.00	\$0.00
Tyler Content Manager SE	\$60,000.00	\$3,000.00	\$57,000.00	\$10,800.00	\$10,800.00	\$0.00
Tyler Forms Processing	\$19,500.00	\$975.00	\$18,525.00	\$3,900.00	\$3,900.00	\$0.00
Additional:						
CAFR Statement Builder	\$25,000.00	\$1,250.00	\$23,750.00	\$4,500.00	\$4,500.00	\$0.00
EnerGov Citizen Self Service - LRM	\$29,999.00	\$1,500.00	\$28,499.00	\$6,000.00	\$6,000.00	\$0.00
EnerGov Citizen Self Service - PLM	\$29,999.00	\$1,500.00	\$28,499.00	\$6,000.00	\$6,000.00	\$0.00
EnerGov e-Reviews	\$59,999.00	\$3,000.00	\$56,999.00	\$12,000.00	\$12,000.00	\$0.00
EnerGov iG Workforce Apps (15)	\$14,985.00	\$750.00	\$14,235.00	\$3,000.00	\$3,000.00	\$0.00
EnerGov Licensing & Regulatory Management SDK	\$10,000.00	\$500.00	\$9,500.00	\$2,000.00	\$2,000.00	\$0.00
EnerGov Licensing & Regulatory Management Suite (10)	\$29,990.00	\$1,500.00	\$28,490.00	\$6,000.00	\$6,000.00	\$0.00

Tyler Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
EnerGov Permitting & Land Management SDK	\$10,000.00	\$500.00	\$9,500.00	\$2,000.00	\$2,000.00	\$0.00
EnerGov Permitting & Land Management Suite (75)	\$224,925.00	\$11,250.00	\$213,675.00	\$45,000.00	\$45,000.00	\$0.00
EnerGov Report Toolkit	\$7,000.00	\$350.00	\$6,650.00	\$1,400.00	\$1,400.00	\$0.00
EnerGov Request & Enforcement Management SDK	\$7,500.00	\$0.00	\$7,500.00	\$1,500.00	\$1,500.00	\$0.00
Tyler GIS (85)	\$42,500.00	\$0.00	\$42,500.00	\$8,500.00	\$8,500.00	\$0.00
Tyler Disaster Recovery Service	\$0.00	\$0.00	\$0.00	\$65,336.00	\$0.00	\$65,336.00
Tyler Incident Management	\$33,000.00	\$1,650.00	\$31,350.00	\$6,600.00	\$6,600.00	\$0.00
Tyler System Management Services Contract	\$0.00	\$0.00	\$0.00	\$65,336.00	\$0.00	\$65,336.00
TOTAL:	\$1,750,902.00	\$85,054.00	\$1,665,848.00	\$457,956.00	\$327,284.00	\$130,672.00

Comments

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

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

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

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

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

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

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.

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

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

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

In the event Client acquires from Tyler any edition of Tyler Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Tyler Content Manager software with non-Tyler applications, Client must purchase or upgrade to Tyler Content Manager Enterprise Edition.

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

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

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

Comments

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

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

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

Project Management includes project planning, kickoff meeting, status calls, task monitoring, verification and transition to support.

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

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

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

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

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

Additional Scanner, MC3190Z, 48 key, SDIO with program settings, Integrated Laser & RFID reader, Battery, USB com-charging cradle w/ps, AssetTrak PPC & TrakSync PDT Users Licenses.

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

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

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

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

e-Planning requires BlueBeam Revu or Adobe Acrobat Pro.

LRM Forms Library Includes: 1 Licensing - Business License, 1 Licensing - Business License Renewal, 1 Licensing - Business License Delinquent, 1 Licensing - Profession

Comments

License, 1 Licensing - Profession License Renewal, 1 Licensing - Profession License Delinquent.

PLM Forms Library Includes: 1 Permits - Building, 1 Permits - Trade, 1 Planning - Certificate, 1 Permits - Occupancy/Completion, 1 Code - Violation Notice.

Transparency Portal SaaS services will renew automatically for additional one (1) year terms at our then-current fee unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.

EnerGov My GovPay and VirtualPay are included at no cost

8.2 TYLER INVESTMENT SUMMARY – SAAS

Please reference the following pages.



Quoted By: Jennifer Wahlbrink
 Date: 1/15/2018
 Quote Expiration: 4/17/2018
 Quote Name: City of Oxnard-ERP-Munis
 Quote Number: 2017-38426-3
 Quote Description: 1-15-18 v.1 Munis & EnerGov 5yr SaaS

Sales Quotation For

City of Oxnard
 305 W 3rd St
 Oxnard, CA 93030-5730
 Phone +1 (805) 385-7430

SaaS

Description	# Years	Annual Fee	One Time Fees		
			Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Accounting/GL/BG/AP	5.0	\$105,580.00	464	\$81,200.00	\$20,200.00
Bid Management	5.0	\$13,197.00	72	\$12,600.00	\$0.00
BMI Asset Track Interface	5.0	\$3,314.00	40	\$7,000.00	\$0.00
BMI CollectIT Interface	5.0	\$3,314.00	40	\$7,000.00	\$0.00
Capital Assets	5.0	\$26,395.00	144	\$25,200.00	\$7,500.00
Cash Management	5.0	\$20,996.00	96	\$16,800.00	\$0.00
Contract Management	5.0	\$13,197.00	72	\$12,600.00	\$6,000.00
Employee Expense Reimbursement	5.0	\$10,798.00	72	\$12,600.00	\$0.00
Inventory	5.0	\$26,395.00	144	\$25,200.00	\$7,000.00
Project & Grant Accounting	5.0	\$17,997.00	112	\$19,600.00	\$9,500.00
Purchasing	5.0	\$49,191.00	328	\$57,400.00	\$4,000.00
Standard Fuel Interface - SeeComments	5.0	\$3,314.00	56	\$9,800.00	\$0.00
Asset Maintenance	5.0	\$32,994.00	456	\$79,800.00	\$20,000.00

Human Capital Management:

SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
ExecuTime Advance Scheduling Mobile Access	5.0	\$2,352.00	0	\$0.00	\$0.00
ExecuTime Advance Scheduling - Up to 250 Employees	5.0	\$9,998.00	48	\$8,400.00	\$0.00
ExecuTime Time & Attendance Mobile Access	5.0	\$3,003.00	0	\$0.00	\$0.00
ExecuTime Time & Attendance - Up to 1500 Employees	5.0	\$26,661.00	192	\$33,600.00	\$0.00
Human Resources & Talent Management	5.0	\$17,642.00	88	\$15,400.00	\$0.00
Payroll w/ESS	5.0	\$29,726.00	216	\$37,800.00	\$27,800.00
Recruiting	5.0	\$5,228.00	32	\$5,600.00	\$0.00
Revenue:					
Accounts Receivable	5.0	\$23,138.00	216	\$37,800.00	\$0.00
Central Property File	5.0	\$2,701.00	8	\$1,400.00	\$0.00
General Billing	5.0	\$10,998.00	128	\$22,400.00	\$12,500.00
Maplink GIS Integration	5.0	\$12,569.00	8	\$1,400.00	\$0.00
Tyler Cashiering	5.0	\$34,279.00	80	\$14,000.00	\$0.00
UB Interface	5.0	\$7,541.00	32	\$5,600.00	\$0.00
Utility Billing CIS	5.0	\$23,424.00	168	\$29,400.00	\$23,400.00
Productivity:					
eProcurement	5.0	\$19,996.00	8	\$1,400.00	\$0.00
IVR Gateway	5.0	\$10,284.00	48	\$8,400.00	\$0.00
Munis Analytics & Reporting (SaaS)	5.0	\$60,955.00	128	\$22,400.00	\$0.00
Postal XPress (Lorton) Annual Subscription	5.0	\$1,649.00	0	\$0.00	\$0.00
Tyler Content Manager SE	5.0	\$34,279.00	64	\$11,200.00	\$0.00
Tyler Forms Processing	5.0	\$11,540.00	0	\$0.00	\$0.00
Additional:					
CAFR Statement Builder	5.0	\$14,283.00	32	\$5,600.00	\$0.00
EnerGov Citizen Self Service - LRM	5.0	\$20,000.00	32	\$5,600.00	\$0.00
EnerGov Citizen Self Service - PLM	5.0	\$20,000.00	32	\$5,600.00	\$0.00
EnerGov e-Reviews	5.0	\$29,000.00	120	\$21,000.00	\$0.00
EnerGov iG Workforce Apps	5.0	\$0.00	32	\$5,600.00	\$0.00

SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
EnerGov Licensing & Regulatory Management SDK	5.0	\$0.00	0	\$0.00	\$0.00
EnerGov Licensing & Regulatory Management Suite (10)	5.0	\$22,680.00	424	\$74,200.00	\$14,100.00
EnerGov Permitting & Land Management SDK	5.0	\$0.00	88	\$15,400.00	\$0.00
EnerGov Permitting & Land Management Suite (75)	5.0	\$161,100.00	1096	\$191,800.00	\$30,550.00
EnerGov Report Toolkit	5.0	\$0.00	0	\$0.00	\$0.00
EnerGov Request & Enforcement Management SDK	5.0	\$0.00	80	\$14,000.00	\$0.00
GIS (SaaS)	5.0	\$0.00	0	\$0.00	\$0.00
Tyler Incident Management	5.0	\$19,529.00	96	\$16,800.00	\$0.00
TOTAL:		\$961,237.00	5592	\$978,600.00	\$182,550.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
50% of Dedicated Project Manager (Monthly)	38	\$12,000.00	\$0.00	\$456,000.00
AP/PR Check Recon Import	1	\$1,000.00	\$0.00	\$1,000.00
AP Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Business Process Consulting - Asset Maintenance	1	\$35,000.00	\$0.00	\$35,000.00
Business Process Consulting - Accounts Payable	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Recruiting	1	\$14,000.00	\$0.00	\$14,000.00
Business Process Consulting - Benefits Enrollment	1	\$5,250.00	\$0.00	\$5,250.00
Business Process Consulting - Budget	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Bid Management	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Contract Management	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Employee Expense Reimbursement	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Capital Assets	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - General Billing	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - General Ledger	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - HR Management	1	\$28,000.00	\$0.00	\$28,000.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Business Process Consulting - Inventory	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - EnerGov LRM	1	\$35,000.00	\$0.00	\$35,000.00
Business Process Consulting - Miscellaneous Cash	1	\$12,250.00	\$0.00	\$12,250.00
Business Process Consulting - Project/Grant Accounting	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - EnerGov PLM	1	\$42,000.00	\$0.00	\$42,000.00
Business Process Consulting - Purchasing & Requisitions	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Payroll	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - Cash Management	1	\$19,250.00	\$0.00	\$19,250.00
Business Process Consulting - Utility Billing	1	\$31,500.00	\$0.00	\$31,500.00
Configuration Postal Xpress (Lorton)	1	\$1,275.00	\$0.00	\$1,275.00
Custom Report Assistance	256	\$175.00	\$0.00	\$44,800.00
EnerGov Intelligent Objects Automation	112	\$175.00	\$0.00	\$19,600.00
EnerGov LRM Forms Library (6 Forms)	1	\$10,200.00	\$0.00	\$10,200.00
EnerGov PLM Forms Library (5 Forms)	1	\$8,925.00	\$0.00	\$8,925.00
Functional Acceptance Test	480	\$175.00	\$0.00	\$84,000.00
GIS - Implementation (SaaS)	16	\$175.00	\$0.00	\$2,800.00
NTE Contingency Days	760	\$175.00	\$0.00	\$133,000.00
P-Card Import Format	1	\$5,500.00	\$0.00	\$5,500.00
Performance Test	320	\$175.00	\$0.00	\$56,000.00
POS Cash Installation (Up to 3)	1	\$1,000.00	\$0.00	\$1,000.00
Project Planning Services	1	\$13,000.00	\$0.00	\$13,000.00
PR Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Reliability Test	720	\$175.00	\$0.00	\$126,000.00
Tyler Forms Library - Financial	1	\$3,400.00	\$0.00	\$3,400.00
Tyler Forms Library - General Billing	1	\$2,500.00	\$0.00	\$2,500.00
Tyler Forms Library - Payroll	1	\$1,500.00	\$0.00	\$1,500.00
Tyler Forms Library - Personnel Action	1	\$1,400.00	\$0.00	\$1,400.00
Tyler Forms Processing Configuration	1	\$3,000.00	\$0.00	\$3,000.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Tyler Forms Library - Utility Billing	1	\$5,000.00	\$0.00	\$5,000.00
Tyler Forms Work Order/Pick Ticket Library - 4 Forms	1	\$3,600.00	\$0.00	\$3,600.00
Tyler Graphing Agent - Addl Cost	1	\$500.00	\$0.00	\$500.00
Tyler Graphing Agent - Flat Fee	1	\$3,500.00	\$0.00	\$3,500.00
VPN Device	1	\$4,000.00	\$0.00	\$4,000.00
TOTAL:				\$1,456,000.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI AssetTrak Additional Barcode/RFID Data Terminal (MC3190Z)	1	\$3,895.00	\$0.00	\$3,895.00	\$0.00	\$0.00	\$0.00
BMI AssetTrak FA Bar Code/RFID Scanning System	1	\$8,030.00	\$0.00	\$8,030.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Additional Barcode Data Terminal (PA692)	1	\$2,975.00	\$0.00	\$2,975.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Barcode PrinterKit	1	\$795.00	\$0.00	\$795.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Inventory Bar Code Scanning System	1	\$6,490.00	\$0.00	\$6,490.00	\$0.00	\$0.00	\$0.00
Cash Drawer	1	\$230.00	\$0.00	\$230.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner - Model 1900GSR	1	\$385.00	\$0.00	\$385.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner Stand	1	\$25.00	\$0.00	\$25.00	\$0.00	\$0.00	\$0.00
ID Tech MiniMag USB Reader Printer (TM-S9000)	1	\$1,600.00	\$0.00	\$1,600.00	\$0.00	\$0.00	\$0.00
Touchscreen: No Reader	1	\$2,210.00	\$0.00	\$2,210.00	\$0.00	\$0.00	\$0.00
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00
<i>3rd Party Hardware Sub-Total:</i>			<i>\$0.00</i>	<i>\$28,347.00</i>			<i>\$0.00</i>
TOTAL:				\$28,347.00			\$0.00

Summary	One Time Fees	Recurring Fees
Total SaaS	\$0.00	\$961,237.00
Total Tyler Software	\$0.00	\$0.00
Total Tyler Services	\$2,617,150.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$28,347.00	\$0.00
Summary Total	\$2,645,497.00	\$961,237.00
Contract Total (Excluding Estimated Travel Expenses)	\$7,451,682.00	
Estimated Travel Expenses	\$312,000.00	

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting - Actuals up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Accounting - Budgets up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Accounting Standard COA	\$3,500.00	\$0.00	\$3,500.00
Accounts Payable - Checks up to 5 years	\$3,200.00	\$0.00	\$3,200.00
Accounts Payable - Invoice up to 5 years	\$4,500.00	\$0.00	\$4,500.00
Accounts Payable Standard Master	\$3,000.00	\$0.00	\$3,000.00
Asset Maintenance - Closed Work Order History No Cost Data	\$7,500.00	\$0.00	\$7,500.00
Asset Maintenance - Work Order Asset	\$5,000.00	\$0.00	\$5,000.00
Asset Maintenance - Work Order History With Cost Data	\$7,500.00	\$0.00	\$7,500.00
Capital Assets - History	\$3,000.00	\$0.00	\$3,000.00
Capital Assets Std Master	\$4,500.00	\$0.00	\$4,500.00
Contracts	\$6,000.00	\$0.00	\$6,000.00
EnerGov Licensing & Regulatory Management	\$14,100.00	\$0.00	\$14,100.00
EnerGov Permitting & Land Management	\$30,550.00	\$0.00	\$30,550.00
General Billing - Bills up to 5 years	\$5,500.00	\$0.00	\$5,500.00
General Billing - Recurring Invoices	\$4,500.00	\$0.00	\$4,500.00
General Billing Std CID	\$2,500.00	\$0.00	\$2,500.00
Inventory - Commodity Codes	\$2,500.00	\$0.00	\$2,500.00
Inventory Std Master	\$4,500.00	\$0.00	\$4,500.00
Payroll - Accrual Balances	\$2,500.00	\$0.00	\$2,500.00
Payroll - Accumulators up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Certifications	\$2,000.00	\$0.00	\$2,000.00
Payroll - Check History up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Deductions	\$2,800.00	\$0.00	\$2,800.00
Payroll - Earning/Deduction Hist up to 5 years	\$3,500.00	\$0.00	\$3,500.00
Payroll - Education	\$2,000.00	\$0.00	\$2,000.00
Payroll - PM Action History up to 5 years	\$2,000.00	\$0.00	\$2,000.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Payroll - Position Control	\$2,000.00	\$0.00	\$2,000.00
Payroll - Recruiting	\$2,000.00	\$0.00	\$2,000.00
Payroll - Standard	\$3,000.00	\$0.00	\$3,000.00
Payroll - State Retirement Tables	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting - Actuals up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Project Grant Accounting - Budgets up to 3 years	\$3,000.00	\$0.00	\$3,000.00
Project Grant Accounting Standard	\$3,500.00	\$0.00	\$3,500.00
Purchasing - Purchase Orders - Standard Open PO's only	\$4,000.00	\$0.00	\$4,000.00
Utility Billing - Assessments	\$2,000.00	\$0.00	\$2,000.00
Utility Billing - Backflow	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Balance Forward AR	\$5,000.00	\$0.00	\$5,000.00
Utility Billing - Consumption History up to 5 years	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Service Orders	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Services	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Standard	\$4,000.00	\$0.00	\$4,000.00
TOTAL:			\$182,550.00

Optional SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Performance Based Budgeting	5.0	\$35,993.00	264	\$46,200.00	\$0.00
Human Capital Management:					
ExecuTime IVR Interface	5.0	\$3,196.00	0	\$0.00	\$0.00
ExecuTime Telestaff Interface	5.0	\$3,382.00	0	\$0.00	\$0.00
Productivity:					
Transparency Portal	5.0	\$15,000.00	0	\$0.00	\$0.00
Tyler Content Manager Auto Indexing and Redaction (SE)	5.0	\$2,857.00	16	\$2,800.00	\$0.00
Tyler Content Manager Self-Service (SE)	5.0	\$4,285.00	24	\$4,200.00	\$0.00
TOTAL:		\$64,713.00	304	\$53,200.00	\$0.00

Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Additional:						
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs - G	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00
Tyler Content Manager SE - AP - Checks - G	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00
Tyler Content Manager SE - AP Standard Master - G	\$0.00	0	\$0.00	\$6,500.00	\$6,500.00	\$0.00
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices - G	\$0.00	0	\$0.00	\$3,000.00	\$3,000.00	\$0.00
Tyler Content Manager SE - General Billing Standard - CID - G	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00

Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Tyler Content Manager SE - Payroll - Certications - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Check History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Deductions - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - PM Action History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Position Control - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - Recruiting - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll Standard - Employee, Address - D	\$0.00	0	\$0.00	\$7,000.00	\$7,000.00	\$0.00
Tyler Content Manager SE - Property Master Standard - G	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's - G	\$0.00	0	\$0.00	\$3,600.00	\$3,600.00	\$0.00
Tyler Content Manager SE - Utility Billing - Backflow - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Work Order - Work Order Asset - G	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
TOTAL:	\$0.00	0	\$0.00	\$37,000.00	\$37,000.00	\$0.00

Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Business Process Consulting - Performance Based Budgeting	1	\$35,000.00	\$0.00	\$35,000.00
Change Management Consulting	1	\$75,000.00	\$0.00	\$75,000.00

Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Custom Fuel Interface	1	\$3,300.00	\$0.00	\$3,300.00
TOTAL:				\$113,300.00

Optional Conversion Details (Prices Reflected Above)

Description	Unit Price	Unit Discount	Extended Price
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP - Checks	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP Standard Master	\$6,500.00	\$0.00	\$6,500.00
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices	\$3,000.00	\$0.00	\$3,000.00
Tyler Content Manager SE - General Billing Standard - CID	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Payroll - Certications	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Check History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Deductions	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - PM Action History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Position Control	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - Recruiting	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll Standard - Employee, Address	\$7,000.00	\$0.00	\$7,000.00
Tyler Content Manager SE - Property Master Standard	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's	\$3,600.00	\$0.00	\$3,600.00
Tyler Content Manager SE - Utility Billing - Backflow	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Work Order - Work Order Asset	\$1,300.00	\$0.00	\$1,300.00
TOTAL:			\$37,000.00

Unless otherwise indicated in the contract or Amendment thereto, pricing for optional items will be held for Six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: _____
 Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

Comments

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

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

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

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

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.

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

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

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

In the event Client acquires from Tyler any edition of Tyler Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Tyler Content Manager software with non-Tyler applications, Client must purchase or upgrade to Tyler Content Manager Enterprise Edition.

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

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

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

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

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

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

Comments

Project Management includes project planning, kickoff meeting, status calls, task monitoring, verification and transition to support.

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

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

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

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

Tyler Content Manager SE includes up to 150GB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of \$5,000 per TB.

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

Additional Scanner, MC3190Z, 48 key, SDIO with program settings, Integrated Laser & RFID reader, Battery, USB com-charging cradle w/ps, AssetTrak PPC & TrakSync PDT Users Licenses.

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

The Munis SaaS fees are based on 100 concurrent users. Should the number of concurrent users be exceeded, Tyler reserves the right to re-negotiate the SaaS fees based upon any resulting changes in the pricing categories.

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

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

e-Planning requires BlueBeam Revu or Adobe Acrobat Pro.

LRM Forms Library Includes: 1 Licensing - Business License, 1 Licensing - Business License Renewal, 1 Licensing - Business License Delinquent, 1 Licensing - Profession License, 1 Licensing - Profession License Renewal, 1 Licensing - Profession License Delinquent.

PLM Forms Library Includes: 1 Permits - Building, 1 Permits - Trade, 1 Planning - Certificate, 1 Permits - Occupancy/Completion, 1 Code - Violation Notice.

Comments

Transparency Portal SaaS services will renew automatically for additional one (1) year terms at our then-current fee unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.

EnerGov My GovPay and VirtualPay are included at no cost

Section 9 ATTACHMENTS

9.1 ATTACHMENT A – VENDORS SOFTWARE AS A SERVICE STATEMENT OF SERVICES

Attachment A- Vendor’s Software as a Service (SaaS) Statement of Services

Please reference the Service Level Agreement provided on the following pages.

Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. 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.

Attainment: The percentage of time the Tyler Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

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

Downtime: Those minutes during which the Tyler Software is not available for your use. Downtime does not include those instances in which only a Defect is present.

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 maintenance windows, Client Error Incidents and Force Majeure.

III. **Service Availability**

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

a. Your Responsibilities

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

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

The documentation you provide must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). We will also work with you to resume normal operations.

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. Client Relief

When a Service Availability goal is not met due to confirmed Downtime, we will provide you with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the Client Relief Schedule below.

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 5% of one quarter of the then-current SaaS Fee. The total credits confirmed by us in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Every quarter, we will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<95%	5% credit of fee for affected calendar quarter will be posted to next billing cycle

You may request a report from us that documents the preceding quarter's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

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

V. Force Majeure

You will not hold us responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, we will file with you a signed request that said failure be excused. That writing will at least include the essential details and circumstances supporting our request for relief pursuant to this Section. You will not unreasonably withhold its acceptance of such a request.

9.2 ATTACHMENT B – BROCHURES / SPECIFICATION / CONTRACTS FOR PROPOSED PRODUCTS

Attachment B – Brochures / specification / contracts for proposed products as necessary.

MUNIS OVERVIEW

Munis is an Enterprise Resource Planning (ERP) solution designed specifically for governments and schools. Simply put, Munis enables and empowers users to become more efficient, productive and responsive to the needs of their constituents.

Munis clients get industry leading technology that is continually enhanced through a perpetual upgrade process we refer to as *evergreen*. It is a steady stream of significant yet manageable changes deployed with minimal disruption to our clients' operations — with no re-licensing fees. We add the newest technologies while maintaining the integrity of our core business logic. This incremental introduction of new technologies results in a product that always has functional innovation with the practical application of technology that is in line with client needs.

Munis may be installed through a traditional site purchase or as a cloud-based solution operating through Tyler's data centers.

Software That Delivers Client Success

Our commitment to the total client experience means that we invest heavily in a user-centric design process. We continually maximize end-user productivity by listening to our clients and assessing what is important to their business. We involve them in usability testing conducted by analysts certified by Human Factors International to ensure that Munis works the way they do.

Command Centers and Central Programs

Throughout Munis you will find Command Centers and Central Screens that are tailored to specific functional areas such as purchasing or budgeting. These tools are designed to provide one-click access to relevant data from multiple applications and screens. They provide efficient access to information – everything you need is easily available from a single screen. Central Screens are for the user who needs inquiry and operational access, while Command Centers provide additional access to the user responsible for administrative actions such as code and table set up.

HR Command Center
Welcome, Jean28 Jones

JONES, TIMOTHY M
ASSISTANT FINANCE DIRECTOR, FINANCE DEPARTMENT

Personal Information		Compensation		Withholdings		
Job Class	Position	Salary	Description	Amt/Pct	YTD Amt	
ASSISTANT FINA	ASST FINANCE DIRECTO	59,627.15	CHILD SUPPORT	120.0000	3,120.00	
			CREDITOR GARNISHMENT	75.0000	1,950.00	
			DEPENDENT FLEXIBLE SPENDING	50.0000	1,300.00	
			DIRECT DEPOSIT NET	100.0000	35,880.51	
			EARNED INCOME CREDIT	0.0000	0.00	
			FEDERAL INCOME TAX	0.0000	7,615.66	
			FICA	6.2000	3,451.93	
			MEDICARE	1.4500	838.50	
			PRUDENTIAL FAMILY PLAN	150.0000	0.00	
			PRUDENTIAL LIFE INSURANCE-SAL	0.1500	0.00	

Example of a Munis HR Command Center

GL Account Central
Welcome, Jean28 Jones

SALARIES FULL TIME
Fund 1000 Org 11135000 Obj 5110 Proj

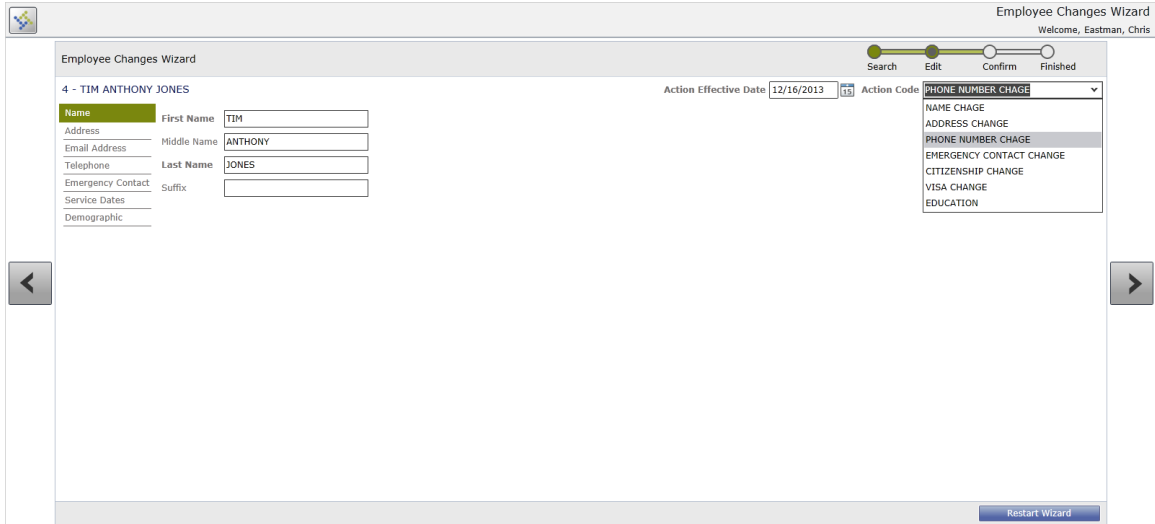
Account		Actual (Memo)		Revised Budget		Available Budget	
Percent used	65	757,304.00	248,388.02	757,304.00	247,491.70	261,424.28	
Status	Active				Encumbered/Reqs		
Multi year fund	No						
		2015	2014	2013	2012		
		Revised Budget	0.00	757,304.00	761,613.00	518,829.29	
		Actual (Memo)	0.00	248,388.02	493,623.25	482,246.32	
		Encumbered/Reqs	0.00	247,491.70	0.00	0.00	
		Available Budget	0.00	261,424.28	267,989.75	36,582.97	
		Percent Used	0%	65%	65%	93%	

Year	Peri	Journal	Amount	Comment	Original	Ref 2	Vendor	Eff Date	Posted	Ref 1	Ref 4	Check #	Warrant	Voucher
2014	01	20	18,819.54	WARRANT=2013	Details	1201315		07/18/2013	Yes	201315	201315	0		
2014	01	21	-15,695.08	201315		201315		07/18/2013	Yes	201315	PR ENCM	0		
2014	01	18	18,819.54	WARRANT=2013	Details	1201314		07/04/2013	Yes	201314	201314	0		
2014	01	19	392,377.00	201314		201314		07/04/2013	Yes	201314	PR ENCM	0		

Example of a Munis General Ledger Account Central Program

Wizards

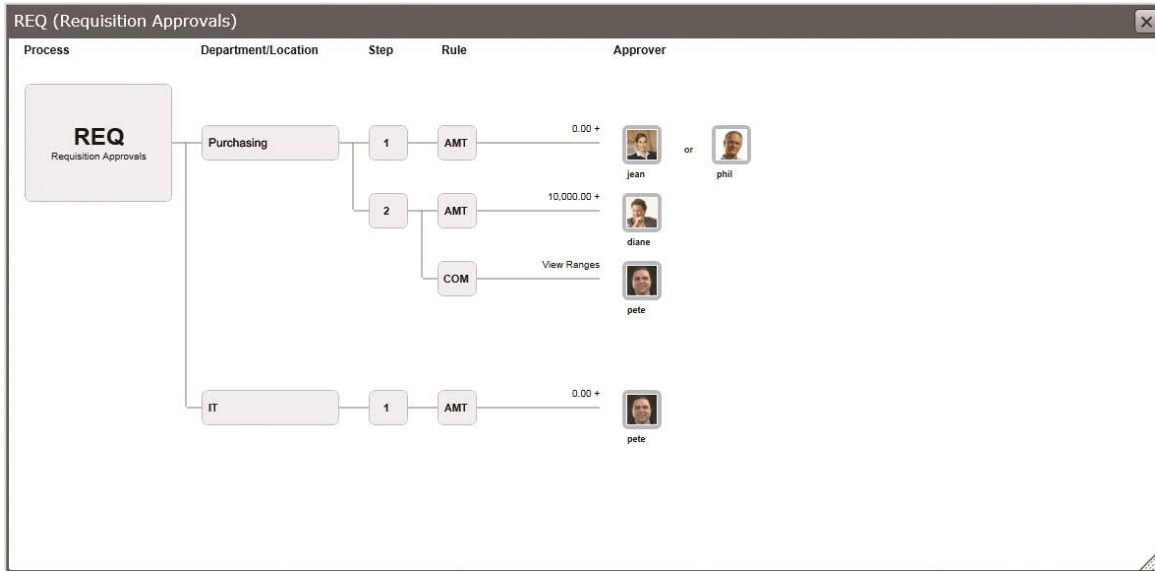
Built-in wizards—including those for employee on-boarding, budget projections, and W-2 creation—make infrequently performed tasks a breeze. Easy-to follow directions walk users through each step, from verifying information to final submission, and a progress bar at the top of the screen shows where you are in the process. What’s more, integrated, context-sensitive online Help for everything from local screen assistance to important definitions and government links is available on every screen.



Example of a Munis Employee Change Wizard

Workflow

Munis Workflow helps you automate the flow of approvals, notifications and tasks throughout your organization, ensuring the right tasks are carried out by the right people at the right time. You may tailor business rule templates to work the way your organization does, and set up dynamic alerts to notify appropriate staff when a deadline is approaching or a process has run.



Example of a Requisition Approval chain in Munis Workflow

Integration with Microsoft

You use Microsoft products every day--from Word to Excel to Outlook®--so we designed Munis to easily integrate with these familiar programs. In fact, Munis was one of the first ERP applications to provide “single-click” integration with Microsoft Office.

Calendars in Munis don’t just work like Microsoft Outlook—they are Microsoft Outlook. Full integration with Microsoft Exchange means calendar appointments and meetings, vacation requests, and workflow are fully synced with users’ daily schedules. Users can email records and reports using their Outlook email right from the Munis ribbon.

Munis integrates fully with Microsoft Skype to enable easy communication with other application users. Need to know if an employee is available? Skype’s advanced “presence” functionality indicates an employee status, such as *available*, *busy* or *out of office*. Users can initiate an email, IM, or phone or video chat directly from the Munis screen, saving time.

Content Management

Tyler Content Manager includes all the critical components of an enterprise content management suite — back file scanning, indexing and redaction, optical character recognition, web interface, micrographics conversion, disaster recovery, and highly secure off-site document storage. It also works with third-party applications, using Batch Print Capture to print multiple documents directly into Tyler Content Manager.

Additionally, the Application Connector provides seamless integration between applications and Tyler Content Manager. You’ll improve accuracy and have quick access to related documents without leaving an application — saving valuable time navigating throughout multiple applications to find vital, related files.

More than “document management”, Tyler Content Manager supports multiple file types ranging across multiple departments in distributed locations. Electronic files include scanned images (TIFF, PDF, etc.), photos (JPEG), office documents (Microsoft® Word, Excel®, PowerPoint®, etc.), drawings (DWF, DWG, etc.), or any other file you want to store and manage.

Munis Analytics and Reporting

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

Based on Microsoft SharePoint, the Tyler Role-Tailored Dashboard provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating the data you deem important into one or more customizable views. Web parts display information from different parts of Munis and other Web-based tools. Each user can personalize his or her dashboard views, tailoring it to the information that’s critical for their role.

Munis also offers full bi-directional integration between your Munis database and Microsoft Excel, providing a user-friendly, multi-dimensional view of your data across many platforms allowing you to analyze and report on trends, track key performance indicators, create charts and graphs, generate reports and more. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.

For paper reports, users may choose from our library of report templates or use Tyler Reporting Services for more customized reporting using powerful wizards and built-in tools such as Microsoft Business Intelligence Development Studio and Visual Studio.

Business Intelligence

The right business intelligence solution is crucial for effective data analysis and strategic decision-making. That's why we created the Munis Business Intelligence Toolkit specifically for our clients' needs, leveraging the decades of experience we have serving only the public sector. With Microsoft SharePoint, SQL Server Analysis Services and OLAP cubes provided with the Munis system, this advanced toolkit provides administrators with tools for "what if" scenario analysis, monitoring of key performance indicators based on business rules, and reporting, charting and publishing.

Munis TylerForms

Tylerforms provides flexible form delivery across your organization with output options such as print, e-mail and archive. Utilize its template form designs to print purchase orders, invoices, checks, work orders, tax documents and much more. The advanced processor eliminates the need for preprinted forms, and incorporates bar codes, OCR and postal fonts, logos and other date driven elements using standard blank paper. Eliminate form printing costs and deliver documents that meet your organization's branding, service and regulatory requirements. TylerForms also:

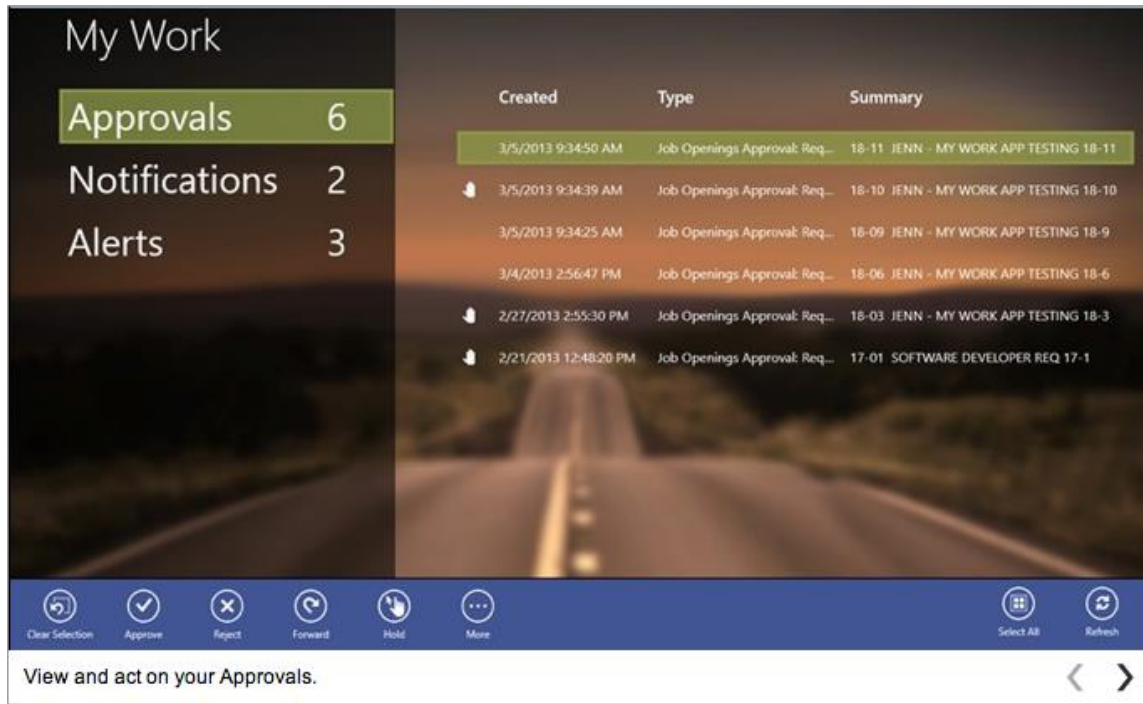
- Supports electronic delivery of payroll, invoices and purchase orders
- Provides seamless integration with Tyler Content Manager for an end-to-end paperless solution
- Reduces print material inventory, saving money and supporting green practices
- Streamlines document creation, control and storage

Mobile Applications

Tablets and smart phones are quickly replacing desktops and laptops as the devices of choice to access information and conduct business. Munis runs on tablets and smartphones – actually recognizing the device and displaying a user interface designed for touch.

Apps designed for tablets and smartphones include functions that require use of the device's camera, GPS or voice recognition functionality. They may also be designed for employees who require limited access to functions or for parent and student use. Our current apps include **Munis My Work** for workflow, **Munis Field Inspector** for permitting and licensing, **Tyler eTimekeeper** for remote time and

attendance entry, and **Munis Citizen Self Service** and **Munis Employee Self Service** for 24/7 access to information and password protected data. Tyler continues to develop new apps to meet evolving needs.



Example of Munis My Work Mobile App for Windows 8®

GIS Map Integration

Munis Maplink seamlessly integrates your transactional and spatial data by integrating Munis with the Esri-ArcGIS® Server. Users can view assets and properties on a map, spatially analyze data, perform spatial functions such as buffer searches and even assist with worker or inspector routing by placing locations on a map.

9.3 MUNIS FINANCIAL OVERVIEW

Munis Fund Accounting and Budgeting applications are the core of our Munis ERP solution, designed to streamline the management of critical financial processes organization-wide. A Web-based multi-fund accounting system, Munis provides the tools to easily comply with regulatory requirements and highly structured accounting and budgeting processes, while integrating fully with the human capital management, procurement, revenue, and citizen services processes and software. Finance employees have access to detailed fund and budget information in a seamless, real-time and intuitive manner, and state and local governments increase transparency.

BENEFITS OF Munis FUND ACCOUNTING AND BUDGETING

State & Local Government & Schools

- Reduces overall financial costs through a strategic management of resources
- Increases organization flexibility to address business & legislative changes
- Ensures accountability, transparency, & compliance with local, state, & federal requirements
- Enables collaboration across organization boundaries

Finance Administrators

- Increases organization-wide visibility into budget compliance & financial status
- Provides real-time insight into business processes for strategic decision making
- Reduces planning and budgeting cycle times
- Optimizes cash flow through performance measurement, analysis & forecasting

Finance Employees

- Reduces redundant data entry & creates a “single version of the truth”
- Improves productivity, efficiency & responsiveness to citizens
- Decreases process time & enhances workflow for day-to-day tasks

Citizens

- Improves understanding of state & local government mission and goals
- Increases satisfaction in state & local government programs & services
- Provides transparency into state & local government operations & processes

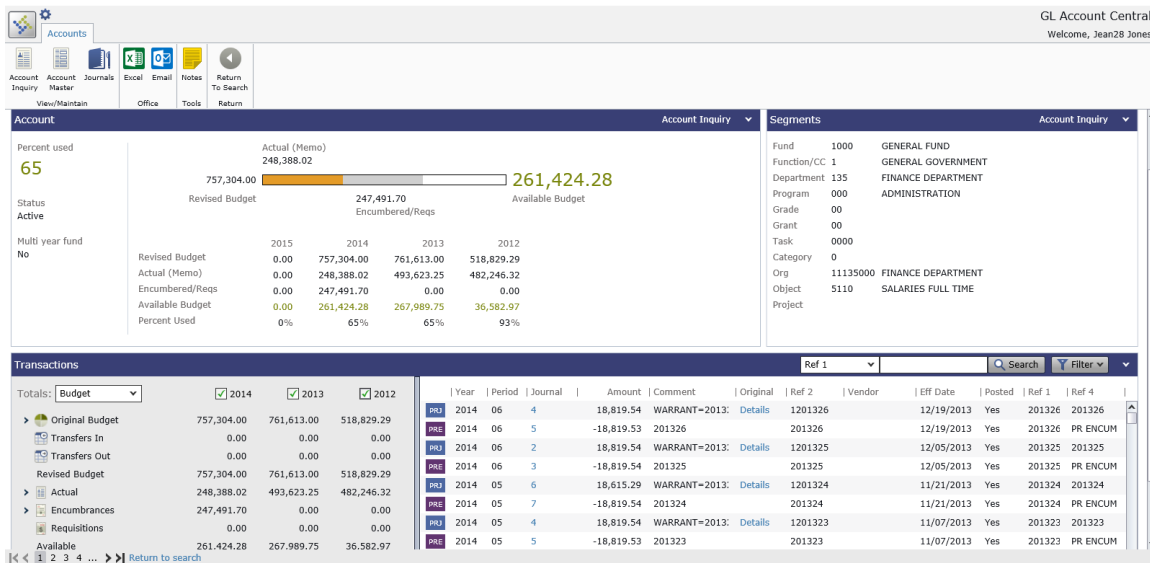
9.3.1 MUNIS GENERAL LEDGER

Munis General Ledger is a true multi-fund budgeting and accounting module designed to meet all GAAFR and GAAP standards. Munis General Ledger maintains account balances for both Balance Sheet and Subsidiary Ledgers, and offers a flexible chart of account structure (45 alpha numeric code with 10 segments available) to fit your specific reporting needs. Role-based permissions and workflow can be configured by chart of account segments and accounts allowing processes to be decentralized to improve productivity without sacrificing security. It offers a comprehensive journal processing system that automates journal reversal, retrieves unlimited years of journal history, and adds as much descriptive text to each journal entry as needed.

The true beauty of the module is its tight integration with all other modules Munis has to offer. It provides quick, online access to account information, including the ability to “drill down and around” to transaction detail such as purchase orders, invoices, payroll data, and cash receipts. Quick data access and efficient reporting improves responsiveness and decision making. If corrections are necessary, accountants can easily go to the source (i.e. Payroll check, AP invoice, Purchase order) to enter what the account or amount should have been and the system will correct the journal entry for them without additional manual journal entries. If third party systems are used the system is very flexible and allows user to build their own formats for import or export of journals.

Reporting is a critical piece in the area of General Ledger. Munis GL includes these reporting features and tools:

- Dozens of ready-to-use reports which allow the user to sort and summarize by their chart of account segments with hyperlinks which allow the user to drill down to the data
- Customizable report templates with user definable columns and saved find and sort options
- A built-in Scheduler tool which automates the processing and distribution of standard reports Users can schedule reports to be generated as they wish on a daily, weekly, or monthly basis
- Flexible reporting for multi-year funds and grants, as well as staggered fiscal years
- Excel data cubes allow the average user (with not a lot of IT experience) to start in Excel and create ad-hoc reports to retrieve and analyze any segment level across multiple years
- Optional customizable report generation through Tyler Reporting Services where IT or a Munis TRS representative builds the report to the exact specifications required by the end user



Example of GL Account Central

9.3.2 TYLER CAFR STATEMENT BUILDER

The CAFR Statement Builder simplifies development of the financial statements presented in the Comprehensive Annual Financial Report (CAFR). This easy-to-use tool allows you to upload your financial data, prepare adjusting entries, equity classifications, and generate statements and schedules. The Governmental Accounting Standards Board (GASB) defines the reporting model which is embedded in the CAFR Statement Builder. When GASB requirements change, the CAFR Statement Builder is updated, so you can rest assured that your statements will be in compliance. The CAFR Statement Builder increases efficiency, minimizes errors, and simplifies reporting. Highlights include:

- Intuitive user-interface to get you quickly into building your statements
- Customized account coding, templates and reconciliation notes carry forward year after year

- Statement drill downs provide a complete audit trail
- Microsoft Excel reporting engine increases flexibility
- Optional cloud-based data hosting service available to reduce hardware investments and IT maintenance burden

9.3.3 MUNIS CAPITAL ASSETS

Munis Capital Assets manages record-keeping of all capital assets such as land, buildings, machinery and equipment, construction in progress, and infrastructure. Asset information can automatically flow from purchasing. Simplify record maintenance and reporting by tying an unlimited number of individual assets to master assets, and track items transferred, missing, not in use, or due for maintenance or replacement. Munis Capital Assets also calculates depreciation by selective methods such as straight line, composite rate, 6-month convention and reports on the depreciation schedule. For a complete 360-degree process, Munis Capital Assets provides a complete set of financial statements that fully reflects your organization’s investments. Integration with other Munis programs provides additional benefits:

- Direct posting of Capital Assets to the General Ledger facilitates data export to the Tyler CAFR Statement Builder to create GASB reports
- With Payroll integration, Munis Capital Assets not only records true capitalized assets but also property signed out to individual employees
- With Purchasing, data flows seamlessly from Purchase Orders into Capital Assets
- Direct integration to and from the Work Order system allows you to see maintenance history on a fixed asset
- Records true capitalized assets and who has what fixed asset via integration with Munis Payroll

9.3.4 MUNIS BUDGETING

The Munis Budgeting module manages existing budgets and offers users an efficient tool to develop and forecast budgets for future year(s). Managing existing budget with real-time lookup is made easy in Munis. If a user enters a requisition, purchase order, or AP invoice the system displays the available budget for that account, group of accounts or department total based on user setup. Workflow rules can be configured to handle over-budget requests. Budget transfer and amendment requests can be easily decentralized due to the fact that instead of selecting “debit” or “credit” the user is choosing “decrease” or “increase”.

For Budget Development, budget directors can generate, compare and analyze an unlimited number of projections or “what if” scenarios. For ease of use, budget amount requests and changes can be entered using a familiar tool, Excel. Simply click an icon on the Excel ribbon to download the accounts to be budgeted, crunch the numbers, and then with a single click upload the new numbers

into Munis Budgeting. Salary and Benefit planning can be done through direct integration with the Munis Payroll/HR module reducing the need for complex Excel spreadsheets to be created outside of the system. The integration provides accurate forecasting for all employee-related costs including step raises, vacancies, and benefits. Direct integration into the Munis Capital Assets can auto-create records for assets due to be replaced.

Budgeting for projects can be done in Project Accounting module and pushed to the GL budget via another direct integration. Specifics benefits include:

- Budget amounts can be entered at the account or detail level which roll up to the account level and details can be moved forward from year to year
- Workflow allows projections to be shared between departments, reviewed and then merged into a single final budget
- Ability to project budgets up to 10 years in the future using user-defined inflation rates
- Unlimited text per line or detail can be entered for justification and printed on reports
- Budget process has five levels so original department “wish list” amounts can be compared to final approved numbers
- Biannual budgets can be implemented

LongAccount	Org	Obj	Proj	Type	Fund	Function/CC	Department	Grant	Acct Descr	Original	Revised	Actual	Encumbered	Projected	DEPARTMENT Level
1000-1-135-000-00-0000-0-5111-	11135000	5111	E	1000	1	135	00	00	SALARIES PART TIME	54925	54925	21159.02	20962.5	54925	
1000-1-135-000-00-0000-0-5120-	11135000	5120	E	1000	1	135	00	00	OVERTIME	1000	1000	264.52	0	1000	
1000-1-135-000-00-0000-0-5121-	11135000	5121	E	1000	1	135	00	00	OVERTIME TEMPORARY EMPLOYEES	500	500	0	0	500	
1000-1-135-000-00-0000-0-5130-	11135000	5130	E	1000	1	135	00	00	LONGEVITY	3400	3400	0	0	3400	
1000-1-135-000-00-0000-0-5141-	11135000	5141	E	1000	1	135	00	00	COURT PAY	500	500	0	0	500	
1000-1-135-000-00-0000-0-5170-	11135000	5170	E	1000	1	135	00	00	HOLIDAY PAY	500	500	0	0	500	
1000-1-135-000-00-0000-0-5180-	11135000	5180	E	1000	1	135	00	00	VACATION PAY	3000	3000	384.52	0	3000	
1000-1-135-000-00-0000-0-5190-	11135000	5190	E	1000	1	135	00	00	SICK PAY	2000	2000	100.06	0	2000	
1000-1-135-000-00-0000-0-5209-	11135000	5209	E	1000	1	135	00	00	TRAVEL	12663	15163	0	0	12663	
1000-1-135-000-00-0000-0-5211-	11135000	5211	E	1000	1	135	00	00	ELECTRIC	7914.38	7914.38	0	0	7914.38	
1000-1-135-000-00-0000-0-5215-	11135000	5215	E	1000	1	135	00	00	TELEPHONE	10552.5	10552.5	3348	0	10552.5	
1000-1-135-000-00-0000-0-5218-	11135000	5218	E	1000	1	135	00	00	PROFESSIONAL DEVELOPMENT	26381.25	26381.25	0	0	26381.25	
1000-1-135-000-00-0000-0-5227-	11135000	5227	E	1000	1	135	00	00	CONTRACTUAL SERVICES	369337.5	369337.5	300	2500	369337.5	
1000-1-135-000-00-0000-0-5270-	11135000	5270	E	1000	1	135	00	00	SOFTWARE SERVICES	288812.5	288812.5	0	0	288812.5	
1000-1-135-000-00-0000-0-5280-	11135000	5280	E	1000	1	135	00	00	MISCELLANEOUS EXPENSES	52762.5	52762.5	0	0	52762.5	
1000-1-135-000-00-0000-0-5400-	11135000	5400	E	1000	1	135	00	00	OFFICE SUPPLIES	52762.5	50292.5	1019.65	1320	52792.5	
1000-1-135-000-00-0000-0-5415-	11135000	5415	E	1000	1	135	00	00	CLOTHING	5276.25	5276.25	0	0	5276.25	
1000-1-135-000-00-0000-0-5704-	11135000	5704	E	1000	1	135	00	00	INSURANCES	76135	76135	36793.26	0	76135	
1000-1-135-000-00-0000-0-5780-	11135000	5780	E	1000	1	135	00	00	RETIREMENT	6755	6755	3557.08	0	6755	
1000-1-135-000-00-0000-0-5800-	11135000	5800	E	1000	1	135	00	00	CAPITAL OUTLAY	369337.5	369337.5	0	0	369337.5	
1000-1-135-000-00-0000-0-5830-	11135000	5830	E	1000	1	135	00	00	MACHINERY AND EQUIPMENT	580387.5	580387.5	0	0	580387.5	
1000-1-135-000-00-0000-0-5850-	11135000	5850	E	1000	1	135	00	00	MOTOR VEHICLE	791437.5	825937.5	0	34500	825937.5	
1000-1-135-000-00-0000-0-5403-	11135000	5403	E	1000	1	135	00	00	POSTAGE AND COURIER	5276.25	5276.25	0	200	5276.25	
1000-1-135-000-00-0000-0-5405-	11135000	5405	E	1000	1	135	00	00	PERIODICALS	21105	21105	0	0	21105	
1000-1-135-000-00-0000-0-5111-	11135000	5111	E	1000	1	135	00	00	SALARIES PART TIME	2500	2500	0	0	2500	
1000-1-135-000-00-0000-0-5120-	11135000	5120	E	1000	1	135	00	00	OVERTIME	2500	2500	0	0	2500	
1000-1-135-000-00-0000-0-5121-	11135000	5121	E	1000	1	135	00	00	OVERTIME TEMPORARY EMPLOYEES	2500	2500	0	0	2500	
1000-1-135-000-00-0000-0-5130-	11135000	5130	E	1000	1	135	00	00	LONGEVITY	1900	1900	0	0	1900	
1000-1-135-000-00-0000-0-5141-	11135000	5141	E	1000	1	135	00	00	COURT PAY	2500	2500	0	0	2500	
1000-1-135-000-00-0000-0-5170-	11135000	5170	E	1000	1	135	00	00	HOLIDAY PAY	2500	2500	0	0	2500	
1000-1-135-000-00-0000-0-5180-	11135000	5180	E	1000	1	135	00	00	VACATION PAY	2500	2500	1261.52	0	2500	

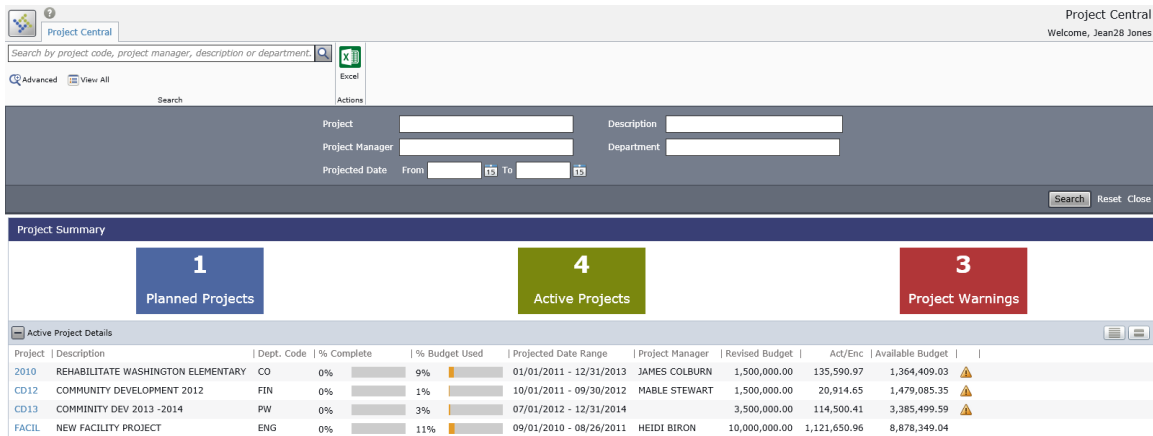
Munis: Budget Preparation using Excel

9.3.5 MUNIS PROJECT AND GRANT ACCOUNTING

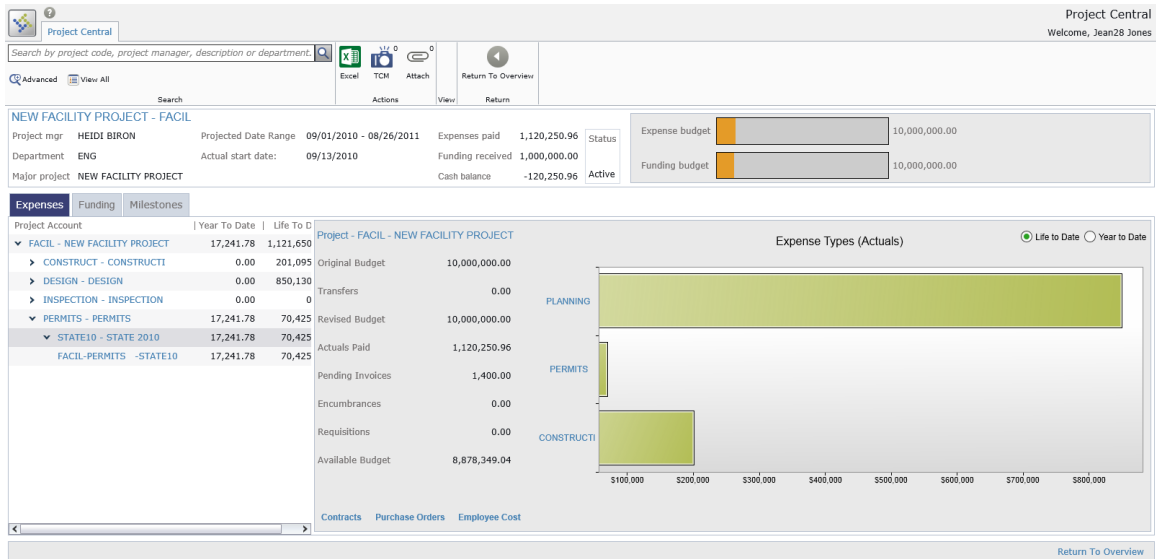
Munis Project and Grant Accounting tracks multi-year budgets, expenditures and revenues for user-defined projects such as capital improvements and special programs. It provides the option to manage projects as part of the General Ledger or in a separate project ledger with additional

segments to track the project phase, tasks and subtasks. Grants can be tracked from application through conversion to a project. With full integration any detailed Purchasing, Payables, Payroll or Cash Receipts transactions can be posted to projects as well as to General Ledger accounts. Project and Grant Accounting also provides:

- Control of revenue allocation by defining the rules and priorities of sources that will fund each project
- Real-time tracking of funding received for grants
- Project cubes for a multi-dimensional look at data sets
- Milestone tracking with familiar Gantt Charts
- Automatic creation of a project from a grant
- Workflow to streamline approvals and notifications, monitor efficiency and provide audit history
- Grant Manager tool to show available budget, funding received, yearly, quarterly, and monthly expenditures, along with drill down capabilities to individual transactions



Project Central: Dashboard divides projects according to phase.



Project Central: Key data is summarized on the project dashboard.

9.3.6 MUNIS CASH MANAGEMENT

Munis Cash Management automates all treasurer office functions from bank reconciliation to interest allocation and cash flow utilization. Other benefits include:

- Automatic processing of AP and PR checks via a file from the bank as they clear simplifies reconciliation of cash accounts (book balance) with corresponding bank accounts (bank balance)
- Allocates interest to cash accounts based on average daily balance by month or quarter
- Provides easy access to cash flow and project cash flow fluctuations
- Projected cash flow records can be used for actual vs. budget analysis
- Use forecast feature to anticipate cash flow for any date range
- Standard reports include: Cash Fund Position, Daily Treasurer’s Total, Cash Flow (Summary and Detail), Investment, and Debt Service

9.3.7 ASSET MAINTENANCE

Asset Maintenance is designed to manage your physical assets and associated work management needs. Asset Maintenance delivers robust software allowing you to track, rate and manage your assets throughout their life cycle with detailed inventory, preventative maintenance, inspections, on-demand work orders, condition assessments and more. It also allows you to make informed decisions on whether to repair or replace an asset, and provides tools to streamline the maintenance process from design through construction. With Asset Maintenance, work order and asset management has constructed with ease of use in mind. Asset Maintenance enables organizations to track and maintain

assets effectively and provided configurability that enables complex asset management challenges. Not only does this tool provide robust functionality for office use, it maximizes the productivity of an organization’s field-focused workforce through the use of web-enabled programs and iPhone and Android mobile apps, allowing workers in the field to easily see their work and manage work orders. Asset Maintenance fully leverages the advantages of Esri® with an embedded mapping environment that allows for a seamless, GIS-centric solution to work management. Whether selecting data on the map or through Asset Maintenance, users will be able to interact dynamically with their data. Asset Maintenance is available on laptops or tablets in the field. Users can also leverage the mobile app. This mobility allows workers to enter data into the system from anywhere at any time.

9.4 MUNIS PROCUREMENT

Munis Procurement is a fully integrated Web-based purchasing system for automating the entire procurement process life cycle -- from bid to requisition to purchase. Munis provides the tools to efficiently and effectively comply with regulatory requirements or highly structured procurement processes, while integrating fully with your financial processes and software. Purchasing employees have access to detailed supply chain information in a seamless, real-time and intuitive manner. Proven strategic sourcing techniques such as spend analysis, competitive sourcing and contract negotiation mean your organization gets the right value for its purchases and can provide full accountability for its purchasing decisions.

BENEFITS OF Munis PROCUREMENT

State & Local Government & Schools

- Reduces financial costs— paper, administrative, warehouse, supply & third-party
- Allows organizations to utilize budgets more effectively
- Ensures accountability, auditability, & compliance with local, state & federal requirements
- Increases the public’s confidence in state and local government

Procurement Administrators

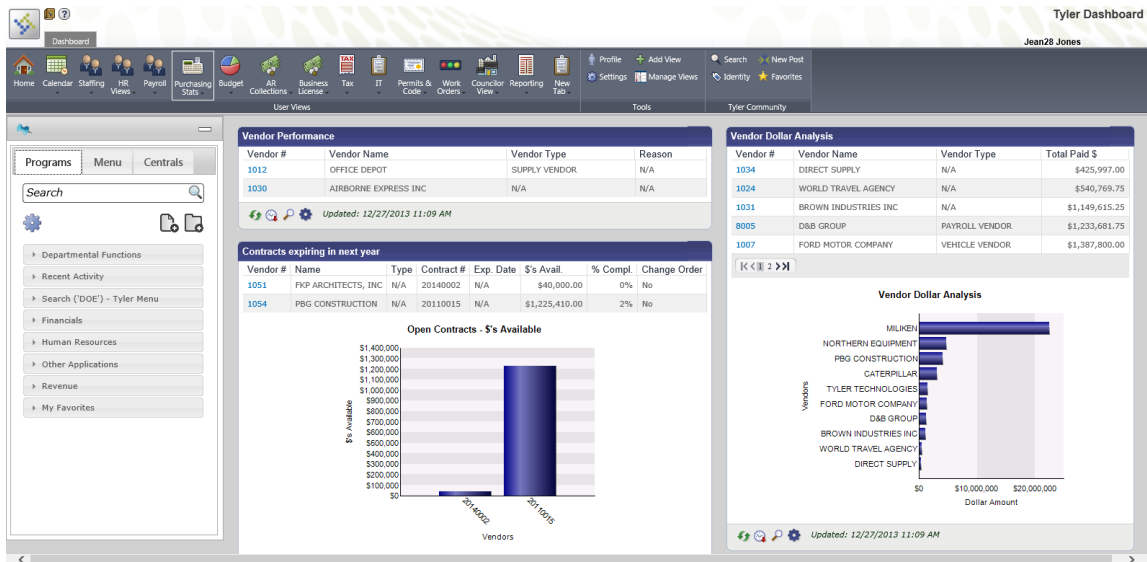
- Increases organization-wide visibility into procurement expenditures, minimizing risk
- Provides real-time insight into business processes for strategic decision-making
- Simplifies the management of & eliminates redundant supplier relationships
- Improves communication with

Procurement Employees

- Eliminates unnecessary paperwork & reduces data entry time & errors
- Decreases “req to check” process time & Procurement Administrative Lead Time (PALT), reducing time & costs
- Improves customer service by ensuring the right product is procured at the right time at the best value

Employees - Requestors

- Provides easy access to products or services when needed
- Improves understanding and ability to conform to internal business rules, policies & contracts
- Increases access to answers regarding product availability & reimbursement



Dashboard above provides quick vendor stats as well as access to details.

9.4.1 MUNIS PURCHASING

Munis Purchasing includes Requisitions and Purchase Orders to automate and decentralize the procurement processes across your organization. Departments can enter their own requests, and site-specific business rules route the request for approval. Real-time General Ledger budget checks ensure availability of funds. Munis Procurement enables a direct conversion of an approved requisition to a purchase order. Through the use of Tyler Content Manager, the purchase order can be automatically imaged and archived, allowing for optional e-mail delivery. And the PO image can be accessed by the vendor at any time through the e-Procurement module. The Purchasing process ensures employee compliance with business rules and eliminates purchasing fraud and abuse. Other benefits include:

- Customizable Requisition Screens provide only essential information, enabling other non-finance staff to enter requisitions with ease

- Requisitions can be created directly from a vendor’s online shopping cart using the e-Procurement solution
- Workflow rules -- based on dollar amount, commodity code and/or chart of account segments --route requisitions for approval and then to a buyer to be sourced
- Preset procurement rules are referenced to determine whether phone quotes or formal bids required—the latter can be auto-created from the requisition
- Supports blanket purchase orders
- Once awarded, the requisition is updated with the chosen vendor information, converted to a purchase order, printed and sent to a vendor via mail, fax or email; an image of the purchase order is auto-archived to Tyler Content Manager
- Changes can be submitted via a PO change order, and then routed through Workflow for approvals
- Updates to general ledger are automatically performed with no interaction from end users
- Interface with e-Procurement, P-Cards and Tyler Content Management offers significant savings by streamlining approval process, reducing paperwork, storage and costs
- Purchasing is integrated with Munis Inventory, Work Orders, Payroll, Capital Assets, General Ledger, e-Procurements, Contract Management and Budgeting

9.4.2 MUNIS INVENTORY

Munis Inventory tracks inventory such as office supplies and public works equipment across an organization and in multiple locations, eliminating unnecessary purchases and wasteful spending. When used with Munis Purchasing one can choose the item cost method, select by average (over all lots received), or FIFO (first in, first out) or buy items in bulk and issue them to departmental users as needed. Munis Inventory automates all inventory accounting including on-hand balances, month-to-date (MTD) and year-to-date (YTD) values. Other benefits include:

- Auto notifications indicate when inventory levels are low in multiple locations, and prompts reordering
- Schedules pick tickets and routes to maximize delivery efficiency
- Integrates with hand-held devices (BMI) to conveniently scan products and track inventory movement (Hand-held devices, purchased separately)
- Integrates with Work Orders, Purchasing and Human Resources (to track asset assignment by employee)
- Users can request inventory items through decentralized requisition process

Inventory Central
Welcome, Jean28 Jones

Items History

View/Maintain Office Email Return To Search Return

1551 - CAT 6 NETWORKING CABLE, 3FT. BLACK
9.00 on hand at IT CLOSET

Item			Cost			Warehouse Specific Quantities	
Serial No.	Qty committed	Primary vendor	Average cost	Markup	Markup secondary	Standard purchase qty	Lead time
	2.00	ABC SUPPLY COMPANY	\$20.07	\$0.00	\$0.00	5.00	3
UPC	Issuing UOM	Vendor item	Unit price	Markup flat		Maximum purchase qty	Variance percent
	EACH	5688974	\$20.07	\$0.00		10.00	0.00
Qty on order	Status	Alternate vendor				Minimum qty on hand	Number of times counted
10.00	Active					2.00	0
Average cost	Commodity	Alt. Vendor item	No cost data records found.				
\$20.07	NETWORKING SERVICES					Maximum qty on hand	Last count date
Last pur. cost	Ratio	Manufacturer				25.00	
\$21.00	1.00					Issue reorder point	
						3.00	

Accounts		Pick Tickets					
Type	Description	Pick Ticket	Status	Entry Date	Department	Back Ordered	Req. No.
Inv-resale	INVENTORY ASSETS	24	Issued	06/07/2010	FINANCE DEPARTMENT		20100074
Revenue	INVENTORY REVENUE	31	Issued	03/09/2012	FINANCE DEPARTMENT		20120040
Expense	MISCELLANEOUS EXPENSES	33	New	04/18/2013	FINANCE DEPARTMENT		20130089

Return to search

9.4.3 MUNIS CONTRACT MANAGEMENT

Munis Contract Management supports the entire lifecycle of a contract from inception to expiration. Create and approve contracts, including multi-year contracts, for purchases—and encumber the appropriate funds in advance. Allocate contracts by account or account segment and define milestones and key dates that trigger optional Munis Dashboard alerts to notify appropriate staff. Track and withhold contract sliding scale retainage based off percentage complete. Also provides ability to track other activity such as pending payments, open purchase orders and requisitions and contract change orders. Contract Management is fully integrated with General Ledger, Purchasing and Accounts Payable. Other benefits include:

- Defining contractors by size, performance, minority or women ownership, or other criteria
- Documenting vendor performance including past due deliveries, fill percentage and returns
- Maintain insurance information and policies
- Sliding scale retainage tracking
- Tracking multiple subcontractors for a given contract
- Routing contract change orders for approval through Workflow
- Maintaining history of contact changes with complete audit trail
- Interface with optional Tyler Content Manager for document management and attachments

9.4.4 MUNIS BID MANAGEMENT

Munis Bid Management provides structure and framework to effectively manage the bid process and to analyze and compare vendor responses to bids. Create an unlimited number of bids for items routinely purchased and route to specific departments or individuals for review. Track an unlimited

number of vendor responses and response deadlines. Vendors can mail their bids to the requested site or enter their bid information using Munis e-Procurement which facilitates sealed bid processing. From the responses, Munis determines the best vendor based on each site's unique criteria. Once a bid is awarded it is converted to a purchase order or can be turned into a vendor contract. Munis Bid Management also allows you to:

- Track an unlimited number of addenda to bids
- Fully supports NIGP and custom commodity code formats
- Decentralize requests, allowing departments to enter requested quantities
- Supports addenda tracking and vendor notifications
- Post questions to vendors and score the responses to assess a weighted vendor ranking
- Easily generate reports by departments, vendor response and ranking, budget versus award amounts, and more

Request for Bids

Status: **Open** [Return to Search Results](#)

[Bid on this Request](#)

Bid Information

Bid Number	910
Description	AMUSEMENT, DECORATIONS, ENTERTAINMENT, TOYS, ETC.
Date Issued	12/31/2007 12:00 PM
Type	Requisition
Additional Description	
Federal ID	

Important Dates

Meeting Date for Vendors	
Bids Due By	
Bid Opening	
Expected Award Date	

Bid Addendas

Addenda Number	Reason	Description	Creation Date	Attachments
There are no addendas to display for this bid				

Commodities for Bid: 1

Commodity Code	Description	Quantity Needed	UOM
03763	RECYCLED DECORATIONS, GAMES AN	1.00	EACH

[Make a Bid](#)

Navigation menu on the right: Home, Vendor Self Service, 1099, Bids (selected), My Bids, New Search, Return to Results, Checks, Invoices, Purchase Orders.

9.4.5 MUNIS ACCOUNTS PAYABLE

Munis Accounts Payable manages and maintains all aspects of vendor invoices, payments, delivery performance and history. It provides a comprehensive view of all activity related to a vendor through Munis Vendor Central. Additionally, Munis Accounts Payable offers the ability to extend select vendor information for on-line vendor access using e-Procurement, including vendor check images, invoices, and bid information.

Accounts Payable also incorporates a Web-based card management program that imports transaction details incurred on purchasing cards (P-Cards). It can split individual transactions to multiple accounting codes and create accounts payable invoices. Purchase card administrators can monitor card transactions in real time, and create and analyze custom reports to improve spend tracking and anticipate problems with a transaction before they occur. Other benefits include:

- Flexibility to liquidate purchase orders in full or in part, and view detailed information online
- Decentralized workflow saves central AP employee time by allowing individual departments to enter invoices
- Automated 3-way PO matching function expedites processing in distributed arrangements
- Flexible scheduling of invoices for payment helps maximizes cash flow
- P-Card reconciliation processing such as coding and attachment of receipts, tracks against actual vendor for complete year-end transactional reporting
- Integrated workflow allows users to route and approve invoices online without logging into Munis
- Configurable checking printing
- Provides positive pay processing security
- Utilize Tyler Content Manager to upload, organize and easily retrieve document images for improved efficiency
- Assets to the General Ledger facilitates data export to CAFR to create GASB reports

9.4.6 MUNIS EPROCUREMENT

Munis eProcurement provides a secure location for vendors to search for, or submit a bid, check a current or past PO status; access an invoice, check or bid details; or create and update their vendor profile. Munis eProcurement provides vendors access to the key information and business records they need. Information is reflected in real-time because it is extracted directly from the Munis database.

Additionally, eProcurement provides Punch-Out capabilities to vendor hosted websites. It allows users to initiate a requisition in Munis, then Punch-Out to vendor-hosted websites for online shopping. Once shopping is complete the virtual shopping cart of items is instantly transferred to Munis and automatically populates a Munis requisition which then flows through the existing Workflow process. Munis eProcurement can reduce off-contract spending, gain advantageous pricing, and condense requisition to PO cycles while electronically managing the entire life-cycle of a purchase.

For vendors that cannot support Punch-Out catalogs, you use hosted catalogs in Munis. In this way, you can view, import and purchase a vendor's items via the Munis Items program.

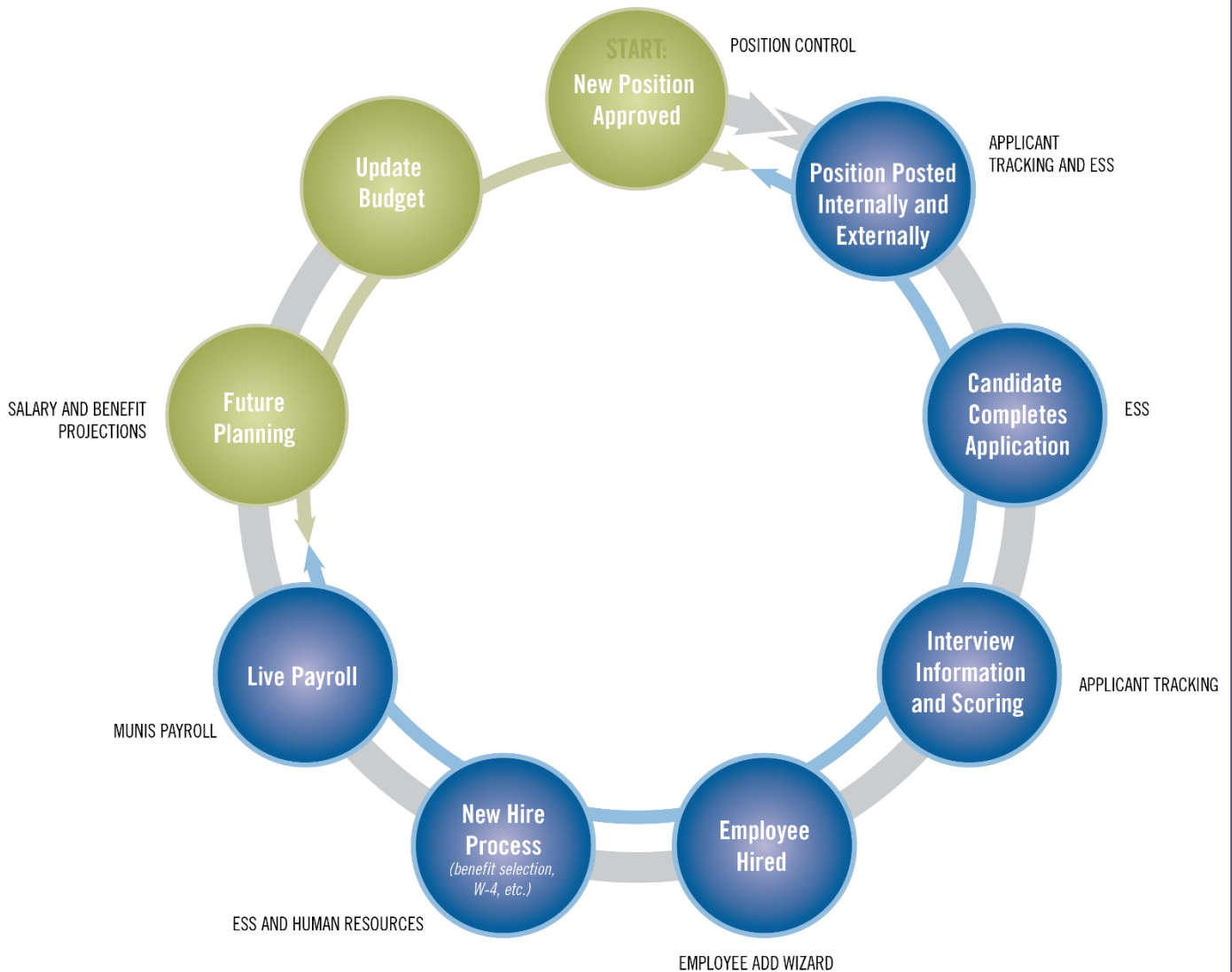
The eProcurement process translates to both soft and hard-cost savings for your organization:

- Web-based process — save staff time to prepare and distribute bid information
- Meets green initiatives — save paper and shipping materials
- Vendor response — reduce staff time responding to questions and requests for information
- Vendor 24/7 access — view and submit bid information online

- Vendor Punch-Out catalogues — establish an unlimited number

9.5 MUNIS HUMAN CAPITAL MANAGEMENT

By integrating all the tools and processes associated with people and performance in a strategic and organized manner, Munis Human Capital Management provides a complete view of your organization. When you employ a “hire to retire” strategy that integrates all the information, tools and processes associated with people and performance, you align your employees’ goals with the goals of your organization to meet specific, measurable and realistic objectives.



BENEFITS OF Munis HUMAN CAPITAL MANAGEMENT

Local Government & Schools

- Reduce costs & do more with existing resources
- Achieve organizational goals & objectives
- Enhance workforce performance & increase agency adaptability

Human Resources

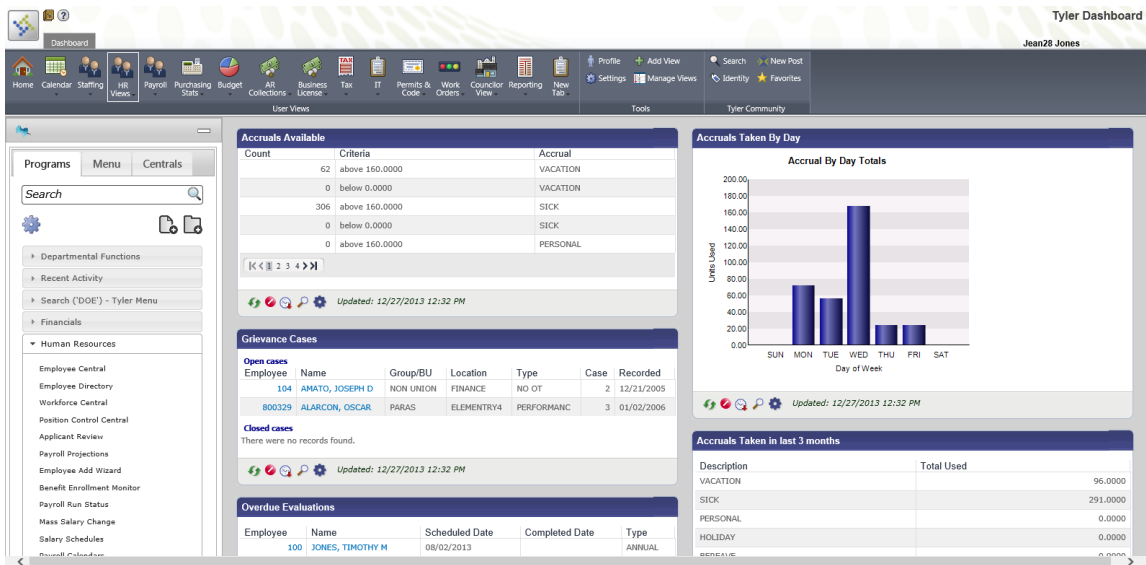
- Strategic rather than administrative role
- Manage workforce from a single source
- Lower HR costs & deliver better services
- Address workforce demands

Managers

- Better-informed decision making
- Actively plan for business change
- Find & retain the right talent
- Reduce paperwork & overhead costs

Employees

- Online enrollment in benefits & instant access to pay and paid time off history
- Greater control over personal information and career paths
- Instant answers to HR questions



HR Central

9.5.1 MUNIS PAYROLL

Munis Payroll allows you to implement paperless payroll processes, streamline timesheet entry and ensure all local, state and federal requirements are met. With Tyler Content Manager integration, Munis Payroll provides an image-based history of all payroll documentation, allowing staff and employees to access old paystubs, W-2 forms, benefit elections and more. Standard payroll functions include, but are not limited to, reconciliation of employee insurance reports to monthly premium statements; manual or automatic check reconciliation; support of electronic timesheet entry; and verification and tracking of employee performance data, earning and withholding information, training and more. Munis Payroll also integrates fully with Munis Employee Self Service, providing W-2, tax, benefit and accrual information to employees when they sign in to your Employee Self Service Website. Changes made by the employee, such as accrual requests and benefit selections, are

transmitted directly to the payroll system for approval and will then reflect in employee pay. Other benefits include:

- Generates retro pay for scenarios such as extended contract negotiations or delayed promotion or salary increase decisions
- Enables direct deposits and positive pay validation
- Supports mass pay changes, “pay bands”, step increases, and retro-pay calculations
- Supports a wide range of calculation and accrual types
- Supports daily time and attendance entry, including entry from Employee Self Service, once approved the information is automatically moved into Payroll without re-keying information
- Integrates with Munis General Ledger for increased efficiency and time savings
- Integrates with Munis Budgeting for salary and benefits projections
- Integrates with General Billing for extra duty pay and COBRA/insurance billing
- Integrates with Munis Accounts Payable for vendor payments
- Integrates with any third-party time-tracking systems for streamlined payroll processing
- Integrates with Employee Expense reimbursement
- Integrates with GoDocs, Tyler Forms and Tyler Content Manager for seamless document management, output options (i.e., emailing direct deposit advices) and data storage

HR Command Center
Welcome, Jean28 Jones

Workforce Central

JONES, TIMOTHY M
ASSISTANT FINANCE DIRECTOR, FINANCE DEPARTMENT

Personal Information		Compensation		Withholdings		
Check Location	Status ACTIVE	Job Class	Position	Description	Amt/Pct	YTD Amt
Group/BU NON UNION	ID 100	ASSISTANT FINA	ASST FINANCE DIRECTO	CHILD SUPPORT	120.0000	3,120.00
Account SALARIES FULL TIME	Supervisor MILLER, JOY			CREDITOR GARNISHMENT	75.0000	1,950.00
Personnel Status FULL TIME	Position ASST FINANCE DIRECTO		Salary 59,627.15	DEPENDENT FLEXIBLE SPENDING	50.0000	1,300.00
Hire Date 01/01/2004	Grade/Step ACCOUNTANT 3 / 3			DIRECT DEPOSIT NET	100.0000	35,880.51
				EARNED INCOME CREDIT	0.0000	0.00
				FEDERAL INCOME TAX	0.0000	7,615.66
				FICA	6.2000	3,451.93
				MEDICARE	1.4500	838.50
				PRUDENTIAL FAMILY PLAN	150.0000	0.00
				PRUDENTIAL LIFE INSURANCE-SAL	0.1500	0.00

Seniority		Accruals			Certifications		
Class	Start	Type	Available	Limit	Type	Area	Eff Date
ADMINISTRATION	01/01/2004	PERSONAL	24.00	24.00	EMPLOYEE	NEW EMPLOYEE ORIE	01/15/2004
		SICK	328.00	1,600.00	INFORMATION TECHNOLOGY	MICROSOFT EXCEL	11/01/2003
		VACATION	310.00	150.00	ACCOUNTING	CERTIFIED PUBLIC AC	11/01/1982
					ACCOUNTING	ADMINISTRATION	05/04/2008

W-2 Information

Employee: JONES - SMITH, TIMOTHY J Year: 2005 - 0

TIMOTHY JONES

YEAR: 2005 SEQ: 0
1055 BEECH POND RD WHITE PLAINS, NY 10293

RETIREMENT
DEF COMP
3RD PARTY SICK
STATUTORY EMPLOYEE
DECEASED

Wages and Tax

	GROSS	TAX
FIT	\$64,829.12	\$10,850.56
FICA	\$67,584.56	\$4,190.32
MEDICARE	\$67,584.56	\$979.96
SIT - MA	\$64,829.12	\$3,102.00
DEP CARE		\$0.00
SOCIAL SECURITY TIPS		\$0.00
ALLOCATED TIPS		\$0.00
EIC		\$0.00
NONQUAL		\$0.00
Box 14		
14Y RETIREMENT		\$2,755.44

9.5.2 MUNIS RECRUITING

Munis Recruiting streamlines the entire application review and hiring process. Users can create custom job application forms to post online with unlimited customized conditions for each position. Candidates and recruiters can easily manage attachments such as resumes, references, certifications, writing samples and which are immediately and securely accessible by the HR department. Reports can be generated for the top scoring candidates to compare skills and qualifications. Interview results, certifications, skills, training, education and work history references can all be tracked to identify the best candidate. Our Hiring Central and Applicant Central programs make management and analysis of applicants easy from a single screen. Once a candidate is chosen to be hired onboarding tasks can be managed and applicant data automatically populates the Human Resources

Management and Payroll module so no rekeying of information is required. Simply use the Employee Add Wizard and draw from all the data stored in Recruiting. Other benefits include:

- Applicants are able to self-schedule interviews, pre-employment tests, pre-employment orientation, and training through ESS
- Easily score applicants using an intuitive interface and tie scoring results to automatic applicant status changes
- Ability to post job openings on website, sort by job type or location, and limit access to internal applicants only, if so desired.
- Allows candidates to create one online profile for streamlining the application process for multiple positions
- Workflow helps manage all requests for new job openings as they travel through the approval process
- Employee Tasks program allows for customized employee onboarding tasks to be established and managed

9.5.3 MUNIS HUMAN RESOURCES AND TALENT MANAGEMENT

Munis Human Resources and Talent Management centralizes all employment data for an organization -- from an organized hierarchy of jobs with position controls, pay and benefits scales to a confidential repository for employee information such as education, wages, promotions, benefit elections and performance evaluations. It provides all the tools needed by an HR department. Munis Human Resources and Talent Management solutions integrate enterprise employee data, from hire to retire. This means your compensation, retention, training and development plans work together to promote your goals.

Munis HR helps streamline workflow and processes. Confidential employee information is centralized and accessible only to those with designated access. Munis Workflow allows you to set up business rules for personnel actions including inquiries, leave, termination, civil service, attendance, reinstatement, and so forth. Full integration with Munis Recruiting, Payroll and Budget eliminates duplicate data entry. Integration with ESS provides an employees' enterprise wide the ability to easily access info, initiate requests, collect benefit information and more.

Our Talent Management solutions provide staff and management with tools that enhance succession planning and career development processes. Supervisors can better track staff certifications and skills and evaluate employee performance to align employee goals with strategic organization goals. They can analyze their talent to decide who best to target for leadership positions. Employees can utilize career planning tools to help structure their career track and robust training program can be development to enrich and strengthen personnel.

Other advantages include:

- Advanced position and budget control:

- Forecast future salary and benefit costs, including step and contract increases, and simulate changes to positions during a specified time period
- Identify valid and authorized positions, both filled and vacant
- Restrict the addition of new employees to a valid and authorized position
- Provide a history of employees who have held a certain position, for turnover and analysis
- Identify and allow updates to budget and FTE allocations
- Provide current year budget/actual/projected figures, by position
- Automatically create job postings in Applicant Tracking module from position control information
- Integration with Employee Self Service allows employees to use their password protected account to access updated sick and vacation accruals
- Track an employee’s full employment history including certifications, training, promotions and raises
- Integrates Tyler Content Manager for document management of all HR related documents (i.e. resume, grievance letters, certifications)
- Supports a paperless online benefits enrollment process using Employee Self Service
- Supports a paperless onboarding process using the On-Boarding Codes program and Personnel Actions. You can create different On-Boarding Code Steps, Subject Text, and Body Header. Emails can be sent to employees, to a group of new employees or they can be sent based on the On-Boarding Code chosen when hiring a new employee in the Personnel Actions program.

Employee Central
Welcome, Jean28 Jones

JONES, JEAN K
ACCOUNTANT III, FINANCE DEPARTMENT

Personal Information		Accruals		Withholdings		
Type	Amount	Type	Available	Limit	Description	YTD Amt
VACATION	380.00	180.00			FICA	3,197.38
SICK	776.00	1,600.00			MEDICARE	776.62
PERSONAL	40.00	40.00			HEALTH REIMBURSEMENT	1,820.00
					PRUDENTIAL INDIVIDUAL PLAN	0.00
					PRUDENTIAL DEFERRED COMP	1,105.00
					FEDERAL INCOME TAX	892.06
					STATE TAX	1,951.51
					PERS	2,210.26
					PRUDENTIAL LIFE INSURANCE-HOUR	130.00
					DIRECT DEPOSIT DOLLAR AMOUNT	3,900.00

Compensation			Evaluations			Training		
Job Class	Position	Salary	Type	Begin	End	Type	Area	Start
ACCOUNTANT III	HEAD ACCOUNTANT	55,655.00	ANNUAL EVALUATION	01/01/2007	12/31/2007	ACCOUNTING	ADMINISTRATION	03/28/2012
			ANNUAL EVALUATION	01/01/2008	12/31/2008	EMPLOYEE	SEXUAL HARASSMENT	
			ANNUAL EVALUATION	01/01/2010	12/31/2010			
			ANNUAL EVALUATION	07/01/2011	06/30/2012			

9.5.4 MUNIS EMPLOYEE EXPENSE REIMBURSEMENT

Munis Employee Expense Reimbursement is an easy-to-use application that fully integrates with Munis General Ledger, Payroll and Accounts Payable for complete electronic expense report filing—thereby increasing office efficiency, saving employees’ time, and reducing paper trails. Once expense types are defined, Munis Employee Expense Reimbursement offers many time saving system defaults such as: quick expense report creation, system-generated travel requests, invoice reimbursement numbers and general ledger account codes. For ease of use, your office can create an unlimited number of expense claim form templates; determine whether employees submit reports before or after expenses are incurred; and decide whether to reimburse through payroll or by cutting an AP check. When submitting expense reports, employees simply log into the application—anytime and from anywhere over the Internet—and enter his or her employee number. The system automatically populates the expense report fields with data pulled from Munis Payroll, and the employee simply fills out the remaining required fields and submits. The claim is automatically entered into the workflow process, where it can be preset to direct expense reports to different approvers based on user-defined account codes, amount and department codes. Other benefits include:

- Minimizes time-consuming documentation process
- Eliminates messy paper receipt storage
- Reduces service issues by letting employees file reports and check on pending or past requests using Employee Self Service
- Allows management to quickly review expenses by type, employee, time frame or other category using a range of reporting options

9.5.5 MUNIS EMPLOYEE SELF SERVICE

Munis Employee Self Service improves employee access to key information and services, and reduces staff time spent responding to routine requests. Employees are able to update personal information, request leave, or check compensation quickly, confidentially, and securely over the Web from any computer, and at any time that's convenient for them. Employees log in using a unique username to view and update information. Accuracy is assured because Employee Self Service extracts information from the Munis database and is reflected in real-time. Employee Self Service reduces Human Resources workload by allowing employees to:

- Use the calendar interface to request vacation time, enter sick time and view up-to-date accruals
- Log work hours against projects and activities
- Use the Net Pay Simulator to see how deductions, withholdings and pay rates would affect paychecks
- Receive HR messages and benefits updates
- Register for training classes (Separate log in available for non-employee registration, as well)
- Review their performance evaluations
- See overview of compensation and benefits, W-2, W-4, direct deposit changes
- Sign up for benefits during open enrollment
- Access paperless images of W-2 forms, payroll stubs and other employment documentation stored by Tyler Content Manager

Welcome to Employee Self Service

Announcements
There is a retirement party for Pattie this Thursday at 9:00 AM

Personal information [View profile](#)
JONES - SMITH, TIMOTHY J
1000 BEECH POND DRIVE
WHITE PLAINS, NY 10281
Phone HOME PHONE: 919-550-1200 CELL PHONE: 342-343-2342 Email: ed.haggerty@tylertech.com

Time off [Request time off](#)

Category	Available	Total
VACATION	192.00	210.00
SICK	8.00	120.00
PERSONAL	13.00	53.00

Requested Taken
2013

Paychecks [Hide paycheck amounts](#)
\$0.00
Year to date
Previous paychecks
Tools
Paycheck simulator
View last year's W2
Change your W4

9.6 MUNIS CITIZEN SERVICES & REVENUE

From community development and clerks’ offices to utilities and tax billing and collections departments, Tyler's Citizen Services and Revenue solutions help you deliver all the critical citizen services that the public wants. This dynamic suite of applications helps to streamline a broad range of revenue and development services, such as issuing permits and licenses, tax collection, general billing, parking tickets, and animal licenses. Tyler’s outward facing applications empower citizens to help themselves – to report potholes, to request municipal email and text alerts, process payments online and much more.

BENEFITS OF Munis FUND ACCOUNTING AND BUDGETING

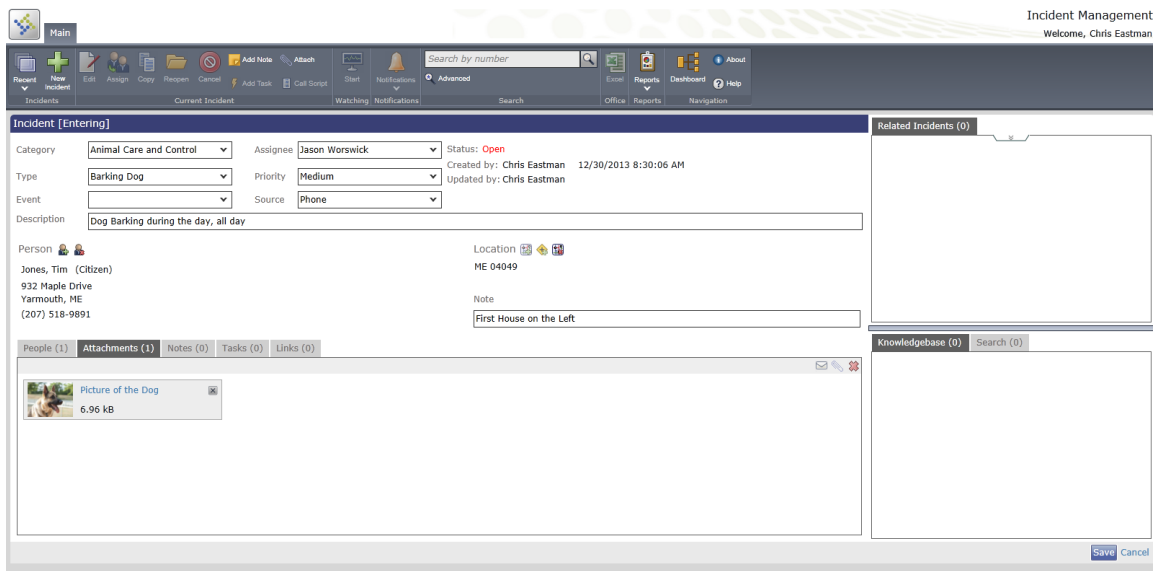
Local Governments	Employees	Citizens	Local Governments
<ul style="list-style-type: none"> • Enables a paperless organization • Streamlines processes • Accelerates revenue collection • Increases citizen payment compliance and revenue collection amount 	<ul style="list-style-type: none"> • Reduces time spent on repetitive inquiries or requests • Increases insight into data for better decision making • Enhances the ability to process payments from multiple channels • Improves productivity, efficiency and responsiveness to citizens 	<ul style="list-style-type: none"> • Improves understanding of state and local government mission and goals • Provides transparency into how government uses generated revenue • Increases citizen satisfaction of state and local government services 	<ul style="list-style-type: none"> • Enables a paperless organization • Streamlines processes • Accelerates revenue collection • Increases citizen payment compliance and revenue collection amount

9.6.1 TYLER INCIDENT MANAGEMENT

Tyler Incident Management is Web-based application to handle non-emergency inquiries, complaints and service requests from the public, and free up local 911 lines for real emergencies. Tyler Incident Management allows citizens to report a range of issues such as: loss of water service, stray animals, roadway potholes, and questionable activity in their neighborhood. Once an issue is logged, assigned a priority level, service category, and department responsibility, the information automatically flows into the appropriate Munis program such as Munis Work Orders and Munis Permits - Complaints/Violations. Any subsequent change relayed to Munis regarding the incident's status is automatically reflected in Tyler Incident Management. What's more, this module is compatible and seamlessly integrated with Tyler’s Citizen Self Service for online incident reporting. Other benefits include:

- Provides single point of contact for all citizen requests

- Manages unlimited photos, contacts and notes, and links them by incident, location, or person(s)
- Seamlessly integrated with Munis Utility Billing, Work Orders & Complaints/violations
- Provides customizable call scripts for improved and consistent service handling. One or more call scripts can be in place for a given call type; call scripts can be marked as effective thru a certain period of time.
- Is accessible via a mobile device for improved responsiveness
- Supports and reports on Service Level Agreements
- Provide a knowledge-base of documents and references particular to the specific call type.
- Automatically retrieves and presents related calls (by type, person, or location)
- Provides complex task creation for multiple steps and assignments to be tracked relative to an incident
- SSRS reporting provides quick access to incidents sorted by category, type, department, frequency, status, and much more
- Configurable dashboard gadgets for focused listings, charting and tracking of groups of incidents.
- Integrates with Tyler Versatrans to document issues on school buses such as bullying or accidents
- Interfaces with School Information Systems to link incidents to the student records



Incident Management documents and routes all complaints for prompt handling.

9.6.2 MUNIS ACCOUNTS RECEIVABLE

Munis Accounts Receivable provides two major functions: collections of miscellaneous cash and the collection of billed receivables. Processing over-the-counter or mailed payments for non-billed items such as licenses, permits, and registrations is easy using Munis AR, and you have the option to print a receipt if necessary. You can set charge codes to facilitate data entry and provide detailed or summary analysis (daily, weekly, monthly) by type, and pre-set General Ledger revenue accounts to these codes so data entry personnel do not need to enter account numbers—creating efficiencies, and saving your organization critical time and resources. Notable highlights include:

- Single Customer Identification Number (CID) provides a complete view of all outstanding balances across revenues which improves collections
- Cross department utilization improves efficiency and reduces training burden
- Supports validation, check endorsement, OCR scanning and receipt printing
- Utilize workflow approval processes to better regulate payment, reversal and refund processes
- Supports various hardware devices; see Tyler’s recommended hardware listing

9.6.3 MUNIS CENTRAL PROPERTY

Munis Central Property makes it easy to streamline the storage and management of property-related data. Staff can easily track property use and zoning, setbacks and lot dimensions, legal use, septic, wells and building and construction data. When used in conjunction with other Munis property based modules such as permits, business license, or Utility Billing it provides a central address naming scheme and a central repository to access all data related to the property. Other benefits include:

- GIS interface provides address verifications for revenue products including Permits, Utility Billing, and Work Orders
- Supports several data sources to import the best parcel data either via Web or flat file
- Allows primary key to be either GIS coordinates or parcel
- Provides access to Maplink for abutters listings and integration to Microsoft office to create mail merges
- Uses GIS coordinates to track assets like manhole covers, street poles, and the like
- Has the capacity to track multiple street names and aliases for single location

9.6.4 MUNIS CITIZEN SELF SERVICE

Munis Citizen Self Service provides secure online access to account information anytime and from anywhere. Citizens can inquire and pay outstanding balances for Munis generated bills, including animal licenses, business licenses, general/miscellaneous bills, permits and code fees, taxes and utility

bills. Citizen Self Service also allows the users to submit information, such as business license applications or renewals and requests for service. Accuracy is assured because information is accessed from the Munis database in real-time. When used in conjunction with Tyler Content Manager, citizens are able to view actual images of past invoices and statements. Other benefits include:

- A secure log in for access to real-time account information for a full range of bills and services
- Ability to pay invoices online as individual bills or combined using the shopping cart feature
- Opportunity to request services such as filling potholes, and Utility Billing Service Requests
- Efficient 24/7 self-service without leaving home or the office
- Reduction of customer service workload

tyler technologies TIM JONES - My Cart (1) -

Welcome to Citizen Self Service

Announcements

Pay and/or View Bills Online. The Town of Tyler is excited to offer residents an easy and convenient method to view and pay their real estate, motor vehicle excise, personal property tax, and water/sewer use bills online.

Fast and Easy. "Express Pay", the fastest way to pay online. Quick, simple, and easier than writing and mailing checks, plus you'll get an email confirming that your payment has been accepted.

Safe and Secure. Rest assured that your information is kept confidential and is 100% secure, backed by the highest standards in security today.

Eco-Friendly. Paying online reduces paper use and is an easy way to help the environment. You'll save natural resources like trees, and gas, and reduce your carbon footprint.

HAVE A QUESTION? You may reach us at (555) 660-7210. You may email your questions to hbron@tylertown.gov

Profile Information [View profile](#)

JONES, TIM
1032 SANDY POND RD
BEVERLY HILLS, CA 90210 USA

Phone: 310-234-4353 Email: jean@mail.demonet.tylertech.com

Business License Accounts

- FRANK'S ACCOUNTING (20050001)
- KINKOS (20100004)

Personal Property Accounts

- RIZZO, FRANK (1001)

Utility Billing Accounts

- 100100 (71)

Home

Citizen Self Service

- Animal License
- Business License
- Email Announcements
- General Billing
- Motor Vehicle
- Non-Emergency Requests
- Other Services
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Utility Billing

9.6.5 MUNIS GENERAL BILLING

Munis General Billing creates invoices and bills for miscellaneous charges, such as facility rentals, hangar fees, tuition, vandalism and false alarm billing. It eliminates handwritten bills and manual calculations, totals invoice lines and provides accurate payment information. General Billing works with Munis Payment Entry (Accounts Receivable), Work Orders, General Ledger, and provides accurate and up-to-the-minute accountability. Other benefits include:

- Can aggregate services provided such as multiple days billed monthly
- Supports automatic interdepartmental billing
- Manages escalating fees associated with multiple incidents
- Provides loan tracking and amortization for HUD housing
- Integrates with Grant Management for reimbursement requests
- Integrates with Payroll for extra duty pay and COBRA billing
- Integrates with Work Orders for billing repairs and other services

9.6.6 MUNIS MAPLINK

MapLink, a Munis extension, provides general mapping and spatial analysis tools for your entity. It serves as an interface between applicable Munis modules and your existing Geographic Information System (GIS), and is based on Esri's ArcGIS™ Server. MapLink offers dynamic maps and GIS data and services via the Web, allowing city and local government to publish, discover, and share this information. For ease of use, MapLink is accessible from the Munis Property Master File, or any other property-oriented Munis file such as Business Licenses or Utility Billing account files— making it easy for you to map your capital assets and infrastructure such as water lines, sewer lines, telephone poles, and so on. MapLink is easy-to-use. Simply click the MapLink icon on the Munis toolbar to begin—thereby allowing them to manipulate the active set in a number of useful ways:

- Functionality includes both manual selection and automatic spatial queries, including finding a parcel's abutters or determining in what district a business is located
- Active sets can be saved back to Munis, and any maps generated can be saved as image files
- Additionally, MapLink can perform map-based queries that can be merged with standard Munis queries

9.6.7 TYLER CASHIERING

Tyler Cashiering streamlines cash management by creating a single point of entry for data from multiple applications. Cashiering features a versatile, easy-to-navigate interface developed in the Microsoft® .NET platform. This scalable application has a familiar Microsoft Windows® look and feel,

and was designed with user experience in mind. Tyler Cashiering allows for a wide range of customization based on payment type—and it integrates with local resources such as OCR and handheld bar code scanners, printers, validators and MICR devices, making it an essential addition to any agency’s collection process. Other benefits include:

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

9.7 MUNIS UTILITY BILLING CIS

Munis Utility Billing Customer Information System (CIS) streamlines the complex procedures associated with billing, scheduling and reporting utilities, and puts the focus on the customers. Munis provides the tools to easily maintain customer accounts, track service orders, generate utility bills, and collect fees. Billing clerks, service managers and utility directors have access to detailed information in a seamless, real-time and intuitive manner. And local governments increase transparency and improve customer service.

BENEFITS OF Munis UTILITY BILLING CIS

Local Governments

- Enables a paperless organization
- Simplifies the utility billing process
- Accelerates revenue collection
- Puts the focus on the citizen to improve customer service

Employees

- Improves productivity, efficiency & responsiveness to citizens
- Reduces redundant data entry and creates a “single version of the truth”
- Automates repetitive tasks & enhances workflow
- Enables fast, informed decision-making

Citizens

- Improves access to utility, account & payment information
- Enables easy bill payment
- Increases confidence & support in utility services

9.7.1 MUNIS UTILITY BILLING CIS

Utility Billing CIS processes all billing functions easily, quickly and accurately. With it your staff can perform expected tasks such as billing water, sewer, electric and gas; and maintain multiple billing cycles active at the same time. Robust functionality enables users to manage all aspects of utility billing with features including easy account setup to view past, current and pending customers, easy access to all service deposits, assessments, and installments; as well as unlimited user defined fields for account location master, account customer, and services in a variety of areas. With centralized accounts Utility Billing CIS simplifies property management. Integration with other Munis programs provides additional benefits:

- Access usage and billing details, enter service requests, and pay online via Citizen Self Service
- View billing history with images of past invoices through Tyler Content Manager (TCM)
- Online payments flow directly into general ledger through integration with Tyler Cashiering and Accounts Receivable
- Track site access and repairs through built in Service Order tool
- Verify address through MapLink integration
- Set rules for bill adjustments and service requests using Workflow
- Option to deliver bills via e-billing
- Manage cut off selections, lien collections, and all notifications out of the account management screen
- Interface with Tyler Notify provides reliable customer notification regarding late notices, service interruptions and other account notifications
- Schedule service visits and inspection through Scheduler Central

9.8 ENERGOV PERMITTING & LAND MANAGEMENT

Automate land use planning, project review, permitting, inspections and the management of impact cases and objects with the EnerGov Permitting and Land Management Suite. With this multi-dimensional software, urban planning is easily done with the click of a mouse or touch of a screen. Your processes will be more efficient and communication will be on the way up while data errors will plunge. That means revenue has the potential to spike, and your return on investment may be captured sooner than you think.



9.8.1.1 MANAGE YOUR WORKFLOW

You will experience unparalleled flexibility in automating your organization’s permitting, regulatory land use and enforcement processes when you deploy the Permitting and Land Management Suite. Superior configurability options allow for even the most complex business processes and workflows to be managed throughout the entire process lifecycle in a quick and efficient manner. Stop just tracking data, and start realizing the benefits and efficiencies that managing with EnerGov affords.

9.8.1.3 MANAGE OBJECTS

When you struggle with permitting equipment such as boilers, elevators and objects in a right-of-way that may have no address associated with them, think EnerGov. Our Object Management module helps uniquely identify these items and trace them through the permitting process.



9.8.1.4 MANAGE IMPACT CASES

Finances and permitting oversight can be a challenge to manage while you are regulating construction projects, and disparate systems can quickly turn project management into a difficult task. Impact Management solutions from EnerGov help you manage conditions of approval that impact project delivery so compliance is insured and revenue collections are more timely.

9.8.1.5 REDUCE ERROR, LIABILITY AND INCREASE REVENUE

Automating with EnerGov's Land Management Suite is a smart investment that can minimize human error and limit your agency's liability as it relates to permitting and regulatory land use. Flexible enough to take charge of escalation procedures and required operational steps, it is also solid enough to perform accurate jurisdictional GIS and decision-making analysis across the agency. With EnerGov Land Management, you never have to worry if conditions and land use requirements are maintained or enforced, or if corresponding information is tracked.

9.8.1.6 STREAMLINE YOUR OPERATION

We realize resources can be scarce, and that makes it tough to manage the process of regulating and enforcing in a timely manner. EnerGov's Land Management Suite assists in this process by streamlining and automating many of the time-consuming processes from intake to task and field inspection routing or creating a fully automated regulatory environment.

9.8.2 PERMITTING & LAND MANAGEMENT SUITE

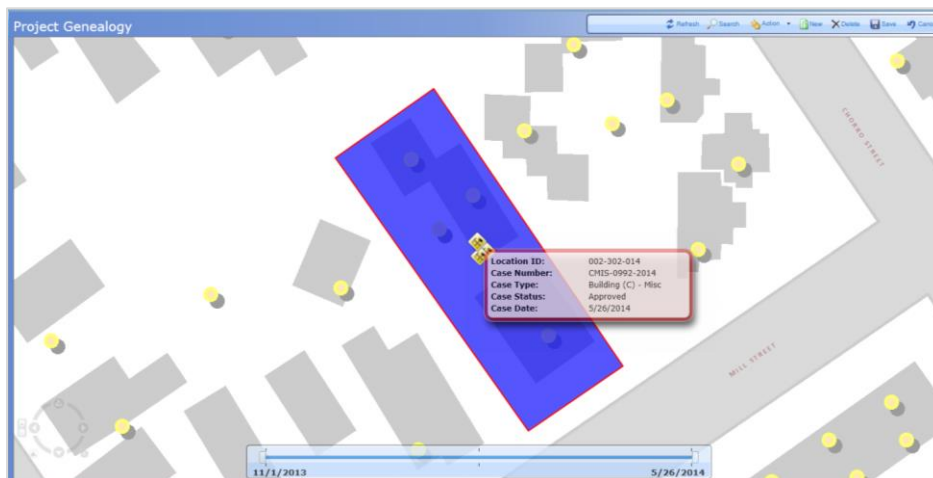
EnerGov's flexible system allows you to customize business processes for varying departments while maintaining the integrity of working within one, centralized system. Records in EnerGov can be directly linked to your GIS data, allowing users the ability to see important land-data and make more informed decisions. Tracking plan submittals and their associated reviews, organizing revisions, scheduling meetings and hearings, verifying contractor licenses, issuing permits, collecting fees, and managing the inspection process are tools that will help you streamline your process. EnerGov's

ability to manage conditions, holds, GIS information, and historic data help to create a clear picture of the work being managed.

9.8.2.1 PROJECT & LAND USE MANAGEMENT

From smaller local projects to large-scale land development, Permitting & Land Management's Project Management module keeps related permits constantly accessible during the project management phase. Parameters for the number and type of allowable plans or permits can be easily controlled, and conditions for each are easily established in accordance with local ordinances.

- Group related permits, plans, and code enforcement activity into one Project. Manage and view the status of the overall project, along with being able to see key details of associated records and easily access full record history.
- Track time spent on the project that can be used for reporting and/or to calculate fees.
- Create parent and child project hierarchies to manage critical relationships between multiple projects.
- Enhanced search capabilities allowing users to search by both current and historic project names.
- View all associated records in a timeline and map format using our project genealogy tool. Provides users with a visual display of the project's history and progress.

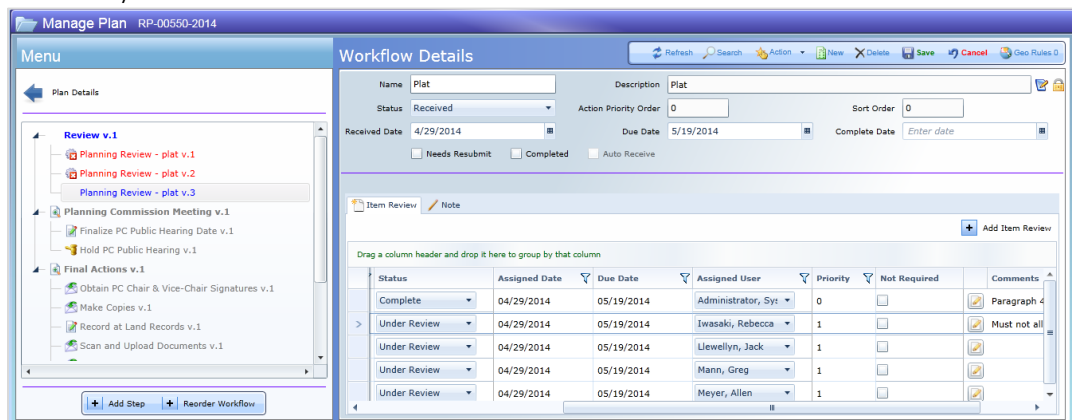


9.8.2.2 PLAN MANAGEMENT

All types of plans at any project level can now be assessed with electronic plan review functionality. While actions within the workflow may be limited based on the type of record you are displaying, your productivity certainly won't be. And if you need to measure public outreach, review and hearing

processes, it's no problem since the Plan Management module tracks all actionable items from meetings and hearings.

- Create highly-customized workflow to manage the most complex to the simpler day-to-day tasks completed by the planning department. Color-coded and automatic versioning of the workflow helps planning managers view the progress of a project and track what the next steps are.
- Create meetings and hearings that will display on a centralized calendar. Track staff members and the public who have been invited and record history and notes. The calendar is also visible online for citizens to see what upcoming meeting and hearings they have scheduled with the jurisdiction.
- Use GIS tools to create mailing lists that can be linked to the plan record to send public notices.
- Generate documents and reports, such as public notices and letters, using the information entered on your centralized EnerGov record.



- Manage the submission of documents and subsequent reviews. Clearly marked and versioned workflow items tracks dates, comments, and outcomes.
- A variety of routing options allow you to determine how item review assignment should occur. Popular options include GIS Zone-to-Reviewer assignment, departmental load balancing, or using pre-determined review teams.
- Electronic Plan Reviews allows citizens to upload files through a portal. The files are added directly to the associated record.
- Plan Reviewers can manage their reviews through user-friendly workstations. Reviewers can add corrections from a library of codes. When using eReviews, reviewers can link their markups directly to corrections.
- Share submittal results with involved parties through citizen portals or through correction letters that can be generated directly from EnerGov.

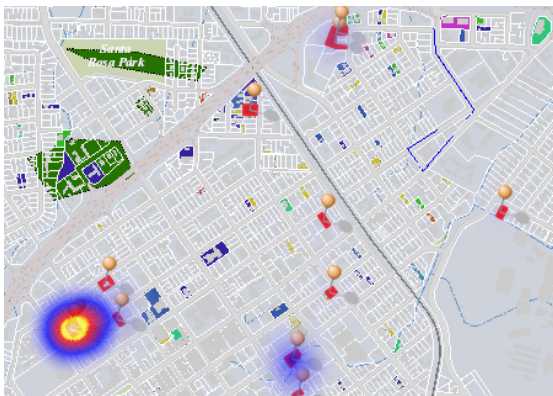
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9.8.2.3 PERMIT MANAGEMENT

In a perfect world, approvals would come exactly when you need them. EnerGov's permit software helps your agency deal with the reality of project details and cycles by color coding differing versions of plan review submittals and inspections so that project history can be tracked and fee revenue can be collected or recaptured.

- Create permits directly from a user-friendly GIS-viewer. EnerGov can display relevant GIS data on specific records to automatically fill in fields, add requirements to workflow, or create alerts.
- Utilize the permit record to create a complete, historical picture of what work was applied for, on what property, and who it is associated to. Automatic history-tracking is applied to all records to create a full story. Ability to track notes, meetings, emails and phone calls to add to this historic data.
- Customize workflows to manage the submittal, review, approval, issuance, inspection, and finaling processes for your various departments. Due dates and assigned to fields allow multiple departments to interact with a single record seamlessly.
- Advanced fee calculation and cashiering options allow tracking payments made on records, billing contacts, and to easily retrieve invoice and receipt information. Widgets and advanced search screens allow managers to track overall fees collected to date to provide a comparison of revenue to date this year compared to last year.
- Automatically verify contractor and subcontractor licenses at the time of application and at permit issuance.
- Utilize conditions of approval and holds to prevent actions from happening on the permit unless certain milestones have been reached or critical issues have been addressed. Helps the users by providing the data up-front and minimizes the risk of errors.

- Associate cash or performance bonds to permit records. Manage partial and full releases accordingly.
- Save time on data entry by copying permits when someone is applying for multiple of the same type of permit.
- Extend the life of a permit automatically based on active inspection requests.
- Renew permits using customized renewal cycles to generate and pay invoices and to extend the permits' expiration date.
- Upload and view (if user security allows) attachments associated to the permit.
- Use documents, reports, widgets, and searching tools to capture critical information regarding history and trends. Plot search results on the map to view the data from a new point-of-view.

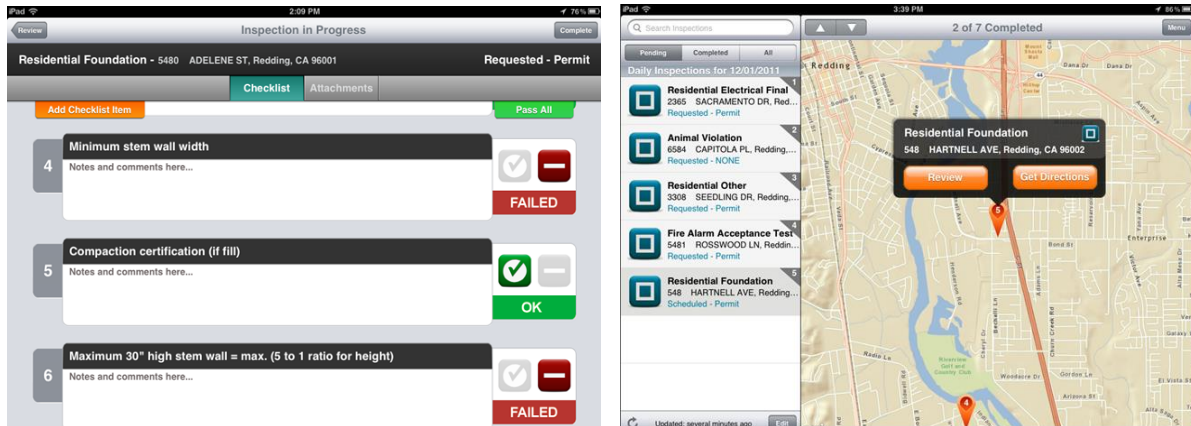


9.8.2.4 INSPECTIONS

Are you looking to take a greener approach to inspection management? Tyler can help. By receiving and scheduling inspection requests electronically, your office will see a significant decrease in phone calls and foot traffic, all interested parties will stay updated and communication will increase while you shuffle less paper. Field workers can also manage the inspection cycle through EnerGov's mobile applications and keep everyone updated in real time or as soon as connectivity is available.

- Empower citizens to request inspections through a citizen portal or through an automated phone system (IVR). Flexible configuration options allow you to further define how many inspections can be request for a day, cut-off times to request inspections for the following day, and much more!
- Easily track which inspections are associated to different projects—visible statuses, version, and inspector notes help track the inspections' history.
- Utilize a variety of scheduling and assignment options including the ability to auto-schedule inspections, assign inspections using load-balancing, use GIS to assign inspectors to zones, and many other options.

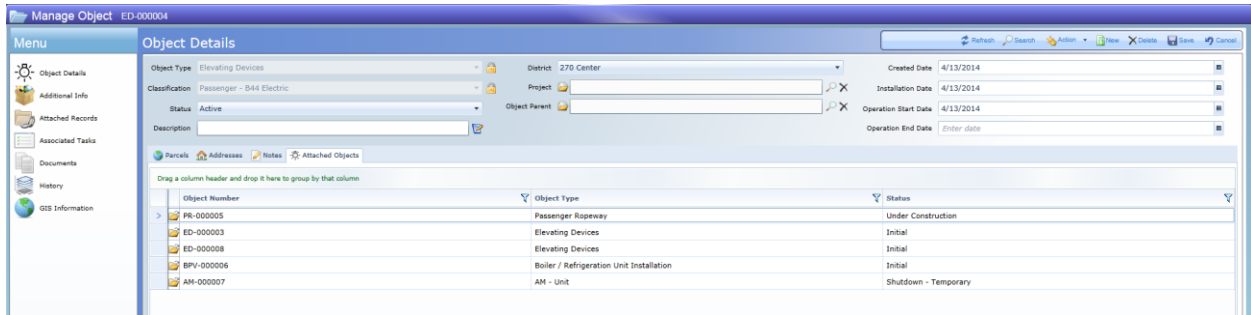
- Workspaces designed specifically for inspectors to view the work that’s assigned to them, add notes, and update statuses. Inspectors also have quick links to see associated project and parcel history.
- Our iG Inspect product allows inspectors to view inspections in the field, including previous inspection history. Inspectors can take notes, update status, take pictures, and email reports directly from the field.



9.8.2.5 OBJECT MANAGEMENT

While a lot of permits and plans are associated to an address and/or parcel, sometimes you may need to permit against an object such as an elevator. Objects can be linked directly to a permit, plan, or to other objects.

- Track the status of the object independently. Review the status of each associated object on the originating permit or plan record in a user-friendly grid.
- Create a hierarchy of objects between parent objects and children objects to efficiently manage the connection between multiple objects.
- Track and manage critical dates such as created date, installation date, and operation start and end dates.
- Capture information specific to each type and classification of object using standard and customizable fields.



9.8.2.6 IMPACT MANAGEMENT

Managing fees and conditions as a result of impact cases such as Rezoning and Special Use Permit approvals can be time-consuming and littered with oversights. The Impact Management module eases the load by automatically adding impact fees and conditions to applicable permits or plans. An overall impact case will track the associated records by recording total money collected to date, the number of records impacted, and much more!

- Empower those interacting with customers to have the most updated and dependable information possible already reflected on the records they are working with. Impact Management will add relevant fees and conditions to the associated records, allowing employees to spend their time where it counts.
- Draw impact polygons on the map using EnerGov user-friendly GIS viewer. An impact case can be associated to this polygon to define what type of conditions will be applied to parcels intersecting this area.
- Track the overall progress of the impact case with statuses, dates, attached records, and conditions, and how much money has been collected to date.
- Add multiple monetary and non-monetary conditions to an impact case. Customize when the conditions should apply to associated records and how to assess the conditions.
- Use fee allocation tools to automatically total how much money has been collected to date, how funds have been allocated, and the remaining funds balance.
- Flexibility and advanced impact fee setup options including adjustments based on inflation.

9.9 TYLER SYSTEMS MANAGEMENT SERVICES

Tyler Systems Management service provides operating system and database administration services, such as installations, upgrades, routine maintenance, and database tuning. These services are available to all customers on a contract basis

Tyler Systems Management staff is trained specifically for Tyler products and the range of technology standards critical to Tyler applications. We know you rely on your system data and by partnering with Tyler Systems Management Services you effectively broaden the available range of technical experts available to ensure smooth day-to-day operations. Tyler Systems Management specializes in

Microsoft Operating Systems (server and workstation), SQL database engines and network configuration. Tyler Systems Management experts excel at bridging the gap between proprietary Tyler technology products and integrated third party standards.

- Cost Effective. Price is often a fraction of the cost of hiring/training in-house personnel.
- Reliability and Performance. Proactive server analysis and regular maintenance reduces downtime and ensures reliable and consistent performance.
- Better Utilize Internal Personnel. Frees your staff to focus on other higher value tasks in your organization.
- Extended Support Hours. Monday — Friday: 8:00am-9:00pm EST.
- Weekend Support for Live Upgrades. Available on the second Saturday of every month to minimize or eliminate production downtime.

Server Support

- Server tuning
- New user setup & Active Directory integration
- Printer installation & configuration
- Service pack & security patch installations
- Microsoft IIS configuration & troubleshooting
- Microsoft SharePoint Foundation configuration and troubleshooting for Tyler's Role-Tailored Dashboard

Database Software Support

- Database administration
- Software upgrade & installation assistance
- Data recovery
- Database tuning
- Database refreshes, imports and exports
- Database mirroring and high availability solutions

PC Support

- Windows OS
- Macintosh OS
- Client installations
- Microsoft Business Intelligence Development Studio installations

Installation Services

- Free Tyler application release upgrades (e.g. Munis, Dashboard, Content Manager, Self Service, Cashiering, CAFR Statement Builder, Tyler Pulse, Tyler Reporting Services, Tyler Incident Management)
- Free server transfers available every two years

System Maintenance

- Tyler Systems Management Check Script. With installation of the Tyler Systems Management check script we monitor vital information on your Tyler servers (disk space, database backups, server uptime and database engine availability and disk integrity via Microsoft Check Disk). If the check script detects a problem, it automatically opens a Priority 1 support call for Tyler to address.
- General System Maintenance:
 - Operating system review and maintenance (O/S patches & service packs)
 - File system cleanup
 - Database refreshes
 - Printer & user cleanup
 - Database analysis
 - Database backup verifications

Remote system administration training

- System review and analysis
- Adding printers and users
- Printing custom forms, duplex printing, tray selection
- Database refreshes
- LDAP Synchronization
- What and how to backup critical data
- Client installation, configuration and troubleshooting

9.10 TYLER DISASTER RECOVERY

Disasters happen. When one strikes, having a viable recovery plan to implement makes all the difference as you work to get back on your feet. Many Tyler customers have found a simple solution to planning for the unexpected—Tyler Disaster Recovery Services.

The high cost of replication has inhibited widespread data protection and left risk of slow or failed recovery from a disaster. Most IT departments have been forced to rely on tape-based disaster recovery. Tyler Disaster Recovery Services enables a rapid return to normal business operations. This is because the data and images are recovered from high speed disk rather than being dictated by the pace of the slow tape based recovery. Getting data and images restored quickly enables all other

aspects of recovery to be complete sooner. Recovery refers to the restoration of Tyler application data.

Our dedicated disaster recovery team helps you identify critical business processes. They help you define and document recovery procedures to create an overall response plan that meets your organization's unique needs. So when a disaster strikes, your organization—and our response team—has the right policies and procedures in place to quickly restore your data.

With your data's security our priority, your IT personnel are free to focus on other strategic initiatives and employees can focus on what's really important— meeting the needs of citizens. Using an efficient and secure "sync" process, your encrypted archive log files are transferred to our servers within minutes, without the time-consuming manual involvement of your employees.

How It Works

Utilizing our state-of-the-art Data Center, Tyler can transparently retrieve a copy of your data every night, thereby ensuring your critical users can always process work via internet or by traveling to one of two Tyler locations.

- The Disaster Recovery team helps you identify critical business processes and users, define and document recovery procedures, printing solutions, etc.
- Tyler provides disaster recovery services for your Tyler applications, including: off-site backup, recovery server, alternate processing location & remote access
- A database export is transferred every night to a server in Maine using a network efficient 'sync' process that enables the transfer to be completed in minutes, even for extremely large databases
- In the event of a disaster your live database is loaded into a Tyler application environment on the Recovery Server and your critical users are setup to access that server
- You can access your Tyler Disaster Recovery Environment using an SSL (Secure Sockets Layer) VPN client from any remote location with an Internet connection, or come to one of our offices and utilize our facilities.

Backup Process

Tyler uses a utility to perform a differential transfer of the database and critical files, meaning that only the differences between one night's snapshot and the previous night's snapshot actually go over the wire. There is not a minimum bandwidth requirement. Even for sites with large databases the transfers are very small. The process typically yields a 10-1 compression ratio meaning most differential transfers only consist of a few megabytes.

Not to be confused with a traditional differential backup, in which a 'full' backup is required followed by many 'differential' backups to re-establish the data; the net result of our transfer utility is that every night a full backup is obtained. Only the differences between the current night's full backup and the previous night's full back up are transferred over the wire.

Disaster Declaration

- A disaster is an unplanned event that shuts down your system, threatening your financial standing or public image. It does not include hardware or network failures that are covered by standard service agreements, or repairs that can be made within 24 hours. Provided we have your data, we guarantee you'll be back in business within 12 business hours.
- A disaster may be declared between the hours of 8AM and 6PM, EST Monday-Friday

Post-Disaster Services

- Tyler delivers an export of your database
- Our Tyler Systems Management Department provides on-site installation services free of charge to customers with a current Tyler System Management contract. Otherwise, this is a billable service.

9.11 TYLER SAAS (SOFTWARE AS A SERVICE)

Overview

With the Tyler Software as a Service (SaaS) solution, we will host and manage the Tyler applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system. You receive clear and concise documentation, defining all aspects of the relationship. You will receive a Contract (Commitment to Partner), a Statement of Work (clearly defines Scope, Roles, and Responsibilities of both partners), and a Service Level Agreement (Measurable Expectations of Performance).

Features

The Tyler SaaS model is reliable, available and secure. There are no code changes to the client or server without proper notification. It offers complete hardware redundancy with no single point of failure. In addition, it utilizes data encryption in transit and Virtual Private Networks (VPN) to transmit all data.

- System Administration. Tyler performs daily administrative tasks. We address the installation, upgrade, support and file maintenance of the Tyler application and database servers, operating system, database and application files.
- Security Administration. Tyler provides secure data transmission paths from each client workstation to the Tyler servers. User Ids, passwords and application access rights for the VPN and the Tyler application are administered by Tyler with the client's final approval.
- Hardware Performance Maintenance. Tyler supplies and maintains all necessary hardware required to provide workstation access to the Tyler applications at standard industry performance levels. All repairs, upgrades, and replacements to server hardware are the responsibility of Tyler.

- Disaster Recovery & Fault Tolerance. Tyler backs up all system & data files and stores them in a secure off-site location. We have fully redundant telecommunications access, electrical power, and required hardware to provide access to the Tyler applications in the event of a disaster or component failure.

Benefits

- Easy Budgeting. The lease is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Leasing dramatically lowers initial costs. It provides a consistent quarterly fee that can be easily budgeted for the duration of the agreement.
- No Secondary Operational Fees. No additional fees, such as maintenance and support are required.
- Expandable. Additional Tyler applications are easily added, as needed.
- IT Management Reports. Tyler supplies monthly management reports containing detailed information regarding access, usage, performance and availability for all hosted applications

Tyler Data Center

The Tyler SaaS data centers are built with no single point of hardware failure. SQL servers and our CISCO UCS equipment are setup for load balancing. Firewalls, VPN management, routers, and storage are all setup in a highly available configuration. Multiple ISPs are present with diverse paths to the Internet.

The Data Center utilizes multiple Internet Service Providers for redundancy and also has a diesel generator designed to power the entire data center for multiple days without power.

In the case of a complete failure of the primary Data Center, an off-site mirrored center located in Dallas, TX is available.

9.11.1 SAMPLE CONTRACTS

Please reference the Sample Contracts provided on the following pages.



LICENSE AND SERVICES AGREEMENT¹

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

WHEREAS, Client selected Tyler to license the software products and perform the services set forth in the Investment Summary and Tyler desires to perform such actions under the terms of this Agreement;

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

SECTION A – DEFINITIONS

- **“Agreement”** means this License and Services Agreement.
- **“Business Travel Policy”** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **“Client”** means [INSERT CLIENT NAME].
- **“Defect”** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **“Developer”** means a third party who owns the intellectual property rights to Third Party Software.
- **“Documentation”** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **“Effective Date”** means the date on which your authorized representative signs the Agreement.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the software, products, and services attached as Exhibit A.
- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **“Maintenance and Support Agreement”** means the terms and conditions governing the provision of maintenance and support services to all of our customers. A copy of our current Maintenance and Support Agreement is attached as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as

¹ HIGHLIGHTED PROVISIONS INDICATE PROVISIONS THAT MAY OR MAY NOT APPLY TO THE PARTICULAR CLIENT/CONTRACT. DURING CONTRACT NEGOTIATIONS, THOSE PROVISIONS WILL BE ADJUSTED AS NECESSARY.

Exhibit E.

- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

SECTION B – SOFTWARE LICENSE

1. License Grant and Restrictions.

- 1.1 We grant to you a license to use the Tyler Software for your internal business purposes only, in the scope of the internal business purposes disclosed to us as of the Effective Date. You may make copies of the Tyler Software for backup and testing purposes, so long as such copies are not used in production and the testing is for internal use only. Your rights to use the Tyler Software are perpetual but may be revoked if you do not comply with the terms of this Agreement.
- 1.2 Without limiting the terms of Section 1.1, you understand and agree that the **Postal Xpress, Transparency Portal and Tyler Notify** modules set forth in the Investment Summary are licensed to you on a subscription basis. If you do not pay the required annual fee in accordance with the Invoicing and Payment Policy, your license to use the associated module will be suspended unless and until payment in full has been made.
- 1.3 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
- 1.4 You may not: (a) transfer or assign the Tyler Software to a third party; (b) reverse engineer, decompile, or disassemble the Tyler Software; (c) rent, lease, lend, or provide commercial hosting services with the Tyler Software; or (d) publish or otherwise disclose the Tyler Software or Documentation to third parties.
- 1.5 The license terms in this Agreement apply to updates and enhancements we may provide to you or make available to you through your Maintenance and Support Agreement.
- 1.6 The right to transfer the Tyler Software to a replacement hardware system is included in your license. You will give us advance written notice of any such transfer and will pay us for any required or requested technical assistance from us associated with such transfer.
- 1.7 We reserve all rights not expressly granted to you in this Agreement. The Tyler Software and Documentation are protected by copyright and other intellectual property laws and treaties. We own



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

2. License Fees. You agree to pay us the license fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
3. Escrow. We maintain an escrow agreement with a third party under which we place the source code for each major release of the Tyler Software. You may be added as a beneficiary to the escrow agreement by completing a standard beneficiary enrollment form and paying the annual beneficiary fee set forth in the Investment Summary. You will be responsible for maintaining your ongoing status as a beneficiary, including payment of the then-current annual beneficiary fees. Release of source code for the Tyler Software is strictly governed by the terms of the escrow agreement.
4. Limited Warranty. We warrant that the Tyler Software will be without Defect(s) as long as you have a Maintenance and Support Agreement in effect. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect as set forth in the Maintenance and Support Agreement.

SECTION C – PROFESSIONAL SERVICES

1. Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in **the Statement of Work/our industry standard implementation plan. We will finalize that documentation with you upon execution of this Agreement.**
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.
3. Additional Services. The Investment Summary contains, **and the Statement of Work describes**, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. We make all reasonable efforts to schedule our personnel for travel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your

personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us. You further agree to provide a reasonably suitable environment, location, and space for the installation of the Tyler Software and any Third Party Products, including, without limitation, sufficient electrical circuits, cables, and other reasonably necessary items required for the installation and operation of the Tyler Software and any Third Party Products.

7. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).

SECTION D – MAINTENANCE AND SUPPORT

This Agreement includes the period of free maintenance and support services identified in the Invoicing and Payment Policy. If you have purchased ongoing maintenance and support services, and continue to make timely payments for them according to our Invoicing and Payment Policy, we will provide you with maintenance and support services for the Tyler Software under the terms of our standard Maintenance and Support Agreement.

If you have opted not to purchase ongoing maintenance and support services for the Tyler Software, the Maintenance and Support Agreement does not apply to you. Instead, you will only receive ongoing maintenance and support on the Tyler Software on a time and materials basis. In addition, you will:

- (i) receive the lowest priority under our Support Call Process;
- (ii) be required to purchase new releases of the Tyler Software, including fixes, enhancements and patches;
- (iii) be charged our then-current rates for support services, or such other rates that we may consider necessary to account for your lack of ongoing training on the Tyler Software;
- (iv) be charged for a minimum of two (2) hours of support services for every support call; and
- (v) not be granted access to the support website for the Tyler Software or the Tyler Community Forum.

SECTION E – THIRD PARTY PRODUCTS

To the extent there are any Third Party Products set forth in the Investment Summary, the following terms and conditions will apply:

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. Upon payment in full of the Third Party Software license fees, you will receive a non-transferable license to use the Third Party Software and related documentation for your internal business

purposes only. Your license rights to the Third Party Software will be governed by the Third Party Terms.

2.1 We will install onsite the Third Party Software. The installation cost is included in the installation fee in the Investment Summary.

2.2 If the Developer charges a fee for future updates, releases, or other enhancements to the Third Party Software, you will be required to pay such additional future fee.

2.3 The right to transfer the Third Party Software to a replacement hardware system is governed by the Developer. You will give us advance written notice of any such transfer and will pay us for any required or requested technical assistance from us associated with such transfer.

3. Third Party Products Warranties.

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

3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.

3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.

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

SECTION F – INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you for all fees set forth in the Investment Summary per our Invoicing and Payment Policy, subject to Section F(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION G – TERMINATION

1. For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section I(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section I(3). In the event of termination for cause, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination.
2. Lack of Appropriations. If you should not appropriate or otherwise receive funds sufficient to purchase, lease, operate, or maintain the software or services set forth in this Agreement, you may unilaterally terminate this Agreement effective on the final day of the fiscal year through which you have funding. You will make every effort to give us at least thirty (30) days written notice prior to a termination for lack of appropriations. In the event of termination due to a lack of appropriations, you will pay us for all undisputed fees and expenses related to the software and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process set forth in Section F(2) at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.
3. Force Majeure. Except for your payment obligations, either you or we may terminate this Agreement if a Force Majeure event suspends performance of scheduled tasks for a period of forty-five (45) days or more. In the event of termination due to Force Majeure, you will pay us for all undisputed fees and expenses related to the software and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Any disputed fees and expenses must have been submitted to the Invoice Dispute process set forth in Section F(2) at the time of termination in order to be withheld at termination. You will not be entitled to a refund or offset of previously paid license and other fees.

SECTION H – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.
 - 1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
 - 1.2 Our obligations under this Section H(1) will not apply to the extent the claim or adverse final judgment is based on your: (a) use of a previous version of the Tyler Software and the claim would have been avoided had you installed and used the current version of the Tyler Software, and we provided notice of that requirement to you; (b) combining the Tyler Software with any product or device not provided, contemplated, or approved by us; (c) altering or modifying the Tyler Software, including any modification by third parties at your direction or otherwise permitted by you; (d) use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties; or (e) willful infringement, including use of the Tyler Software after we notify you to discontinue use due to such a claim.
 - 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler

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

1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; (c) replace it with a functional equivalent; or (d) terminate your license and refund the license fees paid for the infringing Tyler Software, as depreciated on a straight-line basis measured over seven (7) years from the Effective Date. We will pursue those options in the order listed herein. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

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

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

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

4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) PRIOR TO FORMAL TRANSITION TO MAINTENANCE AND SUPPORT, THE TOTAL ONE-TIME FEES SET FORTH IN THE INVESTMENT SUMMARY; OR (B) AFTER FORMAL TRANSITION TO MAINTENANCE AND SUPPORT, THE THEN-CURRENT ANNUAL MAINTENANCE AND SUPPORT FEE. THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS H(1) AND H(2).**

5. **EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**
6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000; (b) Automobile Liability of at least \$1,000,000; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION I – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date, and thereafter at our then-current list price, by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.

6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.
9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.

16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (e.g., social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
 - (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
 - (c) a party receives from a third party who has a right to disclose it to the receiving party; or
 - (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.
18. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
19. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
22. Performance Bond. Within ten (10) days of the Effective Date, we will secure a performance bond for the fee set forth in the Investment Summary, which is payable according to the Invoicing and Payment Policy. The bond will have an initial term of twenty-four (24) months. In the event you desire to extend or renew that term, you will provide timely notice of your request to us. You will be responsible for the cost of the extended or renewed bond, and any such extension or renewal is subject to surety approval.

23. Contract Documents. This Agreement includes the following exhibits:

- Exhibit A Investment Summary
- Exhibit B Invoicing and Payment Policy
Schedule 1: Business Travel Policy
- Exhibit C Maintenance and Support Agreement
Schedule 1: Support Call Process
- Exhibit D Third Party Terms
- Exhibit E Statement of Work

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.

[INSERT CLIENT NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

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

Address for Notices:

[INSERT CLIENT NAME]
[INSERT CLIENT ADDRESS]
[INSERT CLIENT ADDRESS]
[INSERT CLIENT TITLE]



Exhibit A
Investment Summary

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

TO BE INSERTED



Exhibit B Invoicing and Payment Policy

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

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

1. Tyler Software.

- 1.1 *License Fees:* License fees are invoiced as follows: (a) 25% on the Effective Date; (b) 60% on the date when we make the applicable Tyler Software available to you for downloading (the "Available Download Date"); and (c) 15% on the earlier of use of the Tyler Software in live production or 180 days after the Available Download Date.
- 1.2 *Subscription Fees:* Your initial subscription fees for Postal Xpress, Tyler Transparency and Tyler Notify are invoiced when we make the product available to you. Subsequent subscription fees are due annually in advance on the anniversary of that date at our then-current rates.
- 1.2 *Maintenance and Support Fees:* Year 1 maintenance and support fees are waived through the earlier of (a) availability of the Tyler Software for use in a live production environment; or (b) one (1) year from the Effective Date. Year 2 maintenance and support fees, at our then-current rates, are payable on that earlier-of date, and subsequent maintenance and support fees are invoiced annually in advance of each anniversary thereof. Your fees for each subsequent year will be set at our then-current rates.

2. Professional Services.

- 2.1 *Implementation and Other Professional Services (including training):* Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.
- 2.2 *Consulting Services:* If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Business System Design document, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
- 2.3 *Conversions:* Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you



the actual services delivered on a time and materials basis.

- 2.4 *Requested Modifications to the Tyler Software:* Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in the Maintenance and Support Agreement.
- 2.5 *Other Fixed Price Services:* Except as otherwise provided, other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where “Project Planning Services” are provided, payment will be due upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be billed monthly in arrears, beginning on the first day of the month immediately following the project kick-off meeting.
- 2.6 *Change Management Services:* If you have purchased any change management services, those services will be invoiced in the following amounts and upon the following milestones:

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

3. Other Services and Fees. [Include as applicable]

- 3.1 *Systems Management:* Systems Management Services are invoiced on the Available Download Date. Systems Management Services will renew automatically for additional one (1) year terms at our then-current Systems Management Services fee, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.
- 3.2 *Disaster Recovery Services:* Disaster Recovery Services are invoiced annually in advance upon our receipt of your data. Disaster Recovery services will renew automatically for additional one (1) year terms at our then-current Disaster Recovery fee, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.
- 3.3 *Payroll Tax Table Update Fee:* The first year Payroll Tax Table Update Fee for the one-year period commencing on the Available Download Date is waived. Subsequent annual Payroll Tax Table Update fees will be due on the anniversary of the Available Download Date. Annual Payroll Tax Table Update services will renew automatically for additional one-year terms at our then-current Annual Payroll Tax Table Update service fee, unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term.
- 3.4 *Performance Bond:* We will invoice you the fees for the performance bond, set forth in the

Investment Summary, within ten (10) days of the Effective Date.

3.5 *Brazos Hosting Fees*: Hosting fees for the Brazos software are invoiced annually in advance, beginning on the Effective Date. Year 1 fees are at the rates set forth in the Investment Summary. Subsequent annual fees will be at our then-current rates.

4. Third Party Products.

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

4.2 *Third Party Software Maintenance*: The first year maintenance fees for the Third Party Software, if any, is invoiced when we make that Third Party Software available to you for downloading.

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

4.4 *Tyler Notify Minutes and Messages*: Tyler Notify Minutes and Messages are invoiced when we make Tyler Notify available to you. Subsequent fees for minutes and messages, at our then-current rates, will be due when you request additional minutes and messages and they are made available to you.

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

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

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



Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

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

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

Except in the case of international travel where a segment of continuous air travel is scheduled to exceed six hours, only economy or coach class seating is reimbursable.

B. Baggage Fees

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

- Up to five days = one checked bag
- Six or more days = two 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; 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.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status 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.

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.



Exhibit C Maintenance and Support Agreement

We will provide you with the following maintenance and support services for the Tyler Software. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

1. Term. We provide maintenance and support services on an annual basis. The initial term commences on the Effective Date, and remains in effect for one (1) year. The term will renew automatically for additional one (1) year terms unless terminated in writing by either party at least thirty (30) days prior to the end of the then-current term. We will adjust the term to match your first use of the Tyler Software in live production if that event precedes the one (1) year anniversary of the Effective Date.
2. Maintenance and Support Fees. Your year 1 maintenance and support fees for the Tyler Software are listed in the Investment Summary, and your payment obligations are set forth in the Invoicing and Payment Policy. We reserve the right to suspend maintenance and support services if you fail to pay undisputed maintenance and support fees within thirty (30) days of our written notice. We will reinstate maintenance and support services only if you pay all past due maintenance and support fees, including all fees for the periods during which services were suspended.
3. Maintenance and Support Services. As long as you are not using the Help Desk as a substitute for our training services on the Tyler Software, and you timely pay your maintenance and support fees, we will, consistent with our then-current Support Call Process:
 - 3.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version); provided, however, that if you modify the Tyler Software without our consent, our obligation to provide maintenance and support services on and warrant the Tyler Software will be void;
 - 3.2 provide telephone support during our established support hours;
 - 3.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software, if any, in order to provide maintenance and support services;
 - 3.4 provide you with a copy of all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
 - 3.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy.
4. Client Responsibilities. We will use all reasonable efforts to perform any maintenance and support services



remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain a VPN for backup connectivity purposes.

5. Hardware and Other Systems. If you are a self-hosted customer and, in the process of diagnosing a software support issue, it is discovered that one of your peripheral systems or other software is the cause of the issue, we will notify you so that you may contact the support agency for that peripheral system. We cannot support or maintain Third Party Products except as expressly set forth in the Agreement.

In order for us to provide the highest level of software support, you bear the following responsibility related to hardware and software:

- (a) All infrastructure executing Tyler Software shall be managed by you;
 - (b) You will maintain support contracts for all non-Tyler software associated with Tyler Software (including operating systems and database management systems, but excluding Third-Party Software, if any); and
 - (c) You will perform daily database backups and verify that those backups are successful.
6. Other Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware, unless you are a hosted customer; (f) support outside our normal business hours as listed in our then-current Support Call Process; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.
 7. Current Support Call Process. Our current Support Call Process for the Tyler Software is attached to this Exhibit C at Schedule 1.



Exhibit C Schedule 1 Support Call Process

Support Channels

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

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

Support Resources

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

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

Support Availability

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

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

Issue Handling

Incident Tracking

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

Incident Priority

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

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler’s responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.

Priority Level	Characteristics of Support Incident	Resolution Targets
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation

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

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

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

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

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

Remote Support Tool

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



Exhibit D

DocOrigin End User License Agreement

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

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DocOrigin

SOFTWARE LICENSE

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- 1.1 In this Agreement a "**License Key**" means any license key, activation code, or similar installation, access or usage control codes, including serial numbers digitally created and or provided by OF Software Ltd., designed to provide unlocked access to the Software and its functionality.
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- 1.4 Production Licenses.** Production licenses are available for purchase through authorized distributors and resellers of OF Software Ltd. only. Subject to all of the terms and conditions of this Agreement, OF Software Ltd. grants You, a perpetual (subject to termination by OF Software Ltd. due to your breach of the terms of this Agreement), non-exclusive, non-transferable, worldwide non-sublicenseable license to use the Software in accordance with the license type purchased by you as set out on your purchase order as further described below. For greater certainty, unless otherwise agreed in a purchase order concluded with an approved distributor of the Software, and approved by OF Software, the default license to the Software is a per-CPU license as described in A. below:
- A. Per-CPU.** The total number of CPUs on a computer used to operate the Software may not exceed the licensed quantity of CPUs. For purposes of this license metric: (a) CPUs may contain more than one processing core, each group of two (2) processing cores is consider one (1) CPU., and any remaining unpaired processing core, will be deemed a CPU. (b) all CPUs on a computer on which the Software is installed shall be deemed to operate the Software unless You configure that computer (using a reliable and verifiable means of hardware or software partitioning) such that the total number of CPUs that actually operate the Software is less than the total number on that computer.
 - B. Per-Document.** This is defined as a fee per document based on the total number of documents generated annually by merging data with a template created by the Software. The combined data and template produce documents of one or more pages. A document may contain 1 or more pages. For instance a batch of invoices for 250 customers may contain 1,000 pages, this will be counted as 250 documents which should correspond to 250 invoices.
 - C. Per-Surface.** This is defined as a fee per surface based on the total number of surfaces generated annually by merging data with a template created by the Software. The combined data and template produce documents of one or more pages, the pages may be printed one side (one surface) or duplexed (2 surfaces). The documents may be rendered to a computer file (i.e. PDF), each page placed in the file is considered a surface. A document may contain 1 or more surfaces. For instance a batch of invoices for 250 customers may contain 500 pages duplexed, this will be counted as 1000 surfaces.
- 1.5 Disaster Recovery License.** You may request a Disaster Recovery license of the Software for each production license You have purchased as a failover in the event of loss of use of the production server(s). This license is for disaster recovery purposes only and under no circumstance may the disaster recovery license be used for production simultaneously with a production license with which it is paired.
- 1.6 Backup Copies.** After installation of the Software pursuant to this EULA, you may store a copy of the installation files for the Software solely for backup or archival purposes. Except as expressly provided in this EULA, you may not otherwise make copies of the Software or the printed materials accompanying the Software.
- 1.7 Third-Party Software License Rights.** If a separate license agreement pertaining to an item of third-party software is: delivered to You with the Software, included in the Software download package, or referenced in any material that is provided with the Software, then such separate license agreement shall govern Your use of that item or version of Third-Party Software. Your rights in respect to any third-party software, third-party data, third-party software or other third-party content provided with the Software shall be limited to those rights necessary to operate the Software as permitted by this Agreement. No other rights in the Software or third-party software are granted to You.

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5. DISCLAIMER OF WARRANTIES.

TO THE GREATEST EXTENT PERMITTED BY LAW, THE LICENSED SOFTWARE AND TECHNICAL SUPPORT PROVIDED BY OF SOFTWARE LTD. HEREUNDER ARE PROVIDED ON AN "AS IS" BASIS AND THERE ARE NO WARRANTIES, REPRESENTATIONS OR CONDITIONS, EXPRESS OR IMPLIED, WRITTEN OR ORAL, ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING, USAGE OF TRADE OR OTHERWISE, REGARDING THEM OR ANY OTHER PRODUCT OR SERVICE PROVIDED UNDER THIS AGREEMENT OR IN CONNECTION WITH THIS AGREEMENT BY OF SOFTWARE LTD. OF SOFTWARE LTD. DISCLAIM ANY IMPLIED WARRANTIES OR CONDITIONS OF QUALITY, MERCHANTABILITY, MERCHANTABLE QUALITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. OF SOFTWARE LTD. DOES NOT REPRESENT OR WARRANT THAT THE SOFTWARE SHALL MEET ANY OR ALL OF YOUR PARTICULAR REQUIREMENTS, THAT THE SOFTWARE WILL OPERATE ERROR-FREE OR UNINTERRUPTED OR THAT ALL ERRORS OR DEFECTS IN THE SOFTWARE CAN BE FOUND OR CORRECTED.

In certain jurisdictions some or all of the provisions in this Section may not be effective or the applicable law may mandate a more extensive warranty in which case the applicable law will prevail over this Agreement.

6. LIMITATIONS OF LIABILITY.

- 6.1 TO THE GREATEST EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL OF SOFTWARE LTD. BE LIABLE TO YOU OR ANY OTHER PERSON FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING WITHOUT LIMITATION, LEGAL EXPENSES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF REVENUE, LOST OR DAMAGED DATA, LOSS OF COMPUTER TIME, COST OF SUBSTITUTE GOODS OR SERVICES, OR FAILURE TO REALIZE EXPECTED SAVINGS OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, EVEN IF OF SOFTWARE LTD. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES, OR SUCH LOSSES OR DAMAGES ARE FORESEEABLE.
- 6.2 THE ENTIRE LIABILITY OF OF SOFTWARE LTD. AND YOUR EXCLUSIVE REMEDY WITH RESPECT TO THE SOFTWARE AND TECHNICAL SUPPORT AND ANY OTHER PRODUCTS OR SERVICES SUPPLIED BY OF SOFTWARE LTD. IN CONNECTION WITH THIS AGREEMENT FOR DAMAGES FOR ANY CAUSE AND REGARDLESS OF THE CAUSE OF ACTION, WHETHER IN CONTRACT OR IN TORT, INCLUDING FUNDAMENTAL BREACH OR NEGLIGENCE, WILL BE LIMITED IN THE AGGREGATE TO THE AMOUNTS PAID BY YOU FOR THE SOFTWARE, TECHNICAL SUPPORT OR SERVICES GIVING RISE TO THE CLAIM.
- 6.3 THE DISCLAIMER OF REPRESENTATIONS, WARRANTIES AND CONDITIONS AND LIMITATION OF LIABILITY CONSTITUTE AN ESSENTIAL PART OF THIS AGREEMENT. YOU ACKNOWLEDGE THAT BUT FOR THE DISCLAIMER OF REPRESENTATIONS, WARRANTIES AND CONDITIONS AND LIMITATION OF LIABILITY, NEITHER OF SOFTWARE LTD. NOR ANY OF ITS LICENSORS OR SUPPLIERS WOULD GRANT THE RIGHTS GRANTED IN THIS AGREEMENT.

7. TERM AND TERMINATION

- 7.1 The term of this Agreement will begin on download of the Software and, in respect of an Evaluation License, shall continue for the Evaluation Period, and in respect of all other license types defined in Section 1, shall continue for as long as You use the Software, unless earlier terminated sooner under this section 7.
- 7.2 OF Software Ltd. may terminate this Agreement in the event of any breach by You if such breach has not been cured within five (5) days of notice to You. No termination of this Agreement will entitle You to a refund of any amounts paid by You to OF Software Ltd. or its applicable distributor or reseller or affect any obligations You may have to pay any outstanding amounts owing to OF Software Ltd. or its distributor.
- 7.3 Your rights to use the Software will immediately terminate upon termination or expiration of this Agreement. Within five (5) days of termination or expiration of this Agreement, You shall purge all Software and all copies thereof from all computer systems and storage devices on which it was stored, and certify such to OF Software Ltd.

8. GENERAL PROVISIONS

- 8.1 **No Waiver.** No delay or failure in exercising any right under this Agreement, or any partial or single exercise of any right, will constitute a waiver of that right or any other rights under this Agreement. No consent to a breach of any express or implied term set out in this Agreement constitutes consent to any subsequent breach, whether of the same or any other provision.
- 8.2 **Severability.** If any provision of this Agreement is, or becomes, unenforceable, it will be severed from this Agreement and the remainder of this Agreement will remain in full force and effect.
- 8.3 **Assignment.** You may not transfer or assign this Agreement (whether voluntarily, by operation of law, or otherwise) without OF Software Ltd.'s prior written consent. OF Software Ltd. may assign this Agreement at any time without notice. This Agreement is binding upon and will inure to the benefit of both parties, and their respective successors and permitted assigns.
- 8.4 **Governing Law and Venue.** This Agreement shall be governed by the laws of the Province of Ontario. No choice of laws rules of any jurisdiction shall apply to this Agreement. You consent and agree that the courts of the Province of Ontario shall have jurisdiction over any legal action or proceeding brought by You arising out of or relating to this Agreement, and You consent to the jurisdiction of such courts for any such action or proceeding.

8.5 **Entire Agreement.** This Agreement is the entire understanding and agreement between You and OF Software Ltd. with respect to the subject matter hereof, and it supersedes all prior negotiations, commitments and understandings, verbal or written, and purchase order issued by You. This Agreement may be amended or otherwise modified by OF Software Ltd. from time to time and the most recent version of the Agreement will be available on the OF Software website www.docorigin.com.

Last Updated: [July 18 2013]



Exhibit D MyGovPay/VirtualPay and IVR

1. MyGovPay/VirtualPay Licensing. Access to MyGovPay and/or Virtual Pay is hereby granted if Customer elects to use MyGovPay or VirtualPay, products of Tyler Technologies (*Powered by Persolvent*), designed for Citizen Users to use for processing online payments.

(a) Special MyGovPay/VirtualPay Definitions.

"Merchant Agreement" means the agreement between Customer and Persolvent that provides for the Merchant Fees.

"Merchant Fees" means direct costs levied by Visa/Mastercard/Discover or other payment card companies for Interchange Fees, Dues, Assessments and Occurrence Fees, over which Tyler Technologies has no authority.

"MyGovPay" means the Product of Tyler Technologies that allows members of the public to pay for Customer's services with a credit or other payment card on the Customer's citizen-facing web portal.

"Persolvent" means Persolvent, formerly BankCard Services Worldwide, a Payment Card Industry (PCI) compliant processing agent through which the EnerGov Software passes credit card transactions.

"Use Fees" means the Technology Fees, Authorization Fees and Program/Convenience Fees as listed in Use Fees Table in Section 2, titled *MyGovPay/VirtualPay*.

"VirtualPay" means the Product of Tyler Technologies that allows the Customer to accept and process citizen user's credit or other payment card using the EnerGov Software.

(b) Conditions of Use. If customer elects to use MyGovPay and/or VirtualPay the following terms apply:

- (1) Customer must apply for and agree to a Merchant Agreement with Persolvent.
- (2) Customer agrees that Citizen Users will be subject to Use Fees as listed in Use Fees table in Section 2.
- (3) Customer agrees that Use Fees are separate from and independent of Merchant Fees.
- (4) Customer agrees that this Agreement does not represent any modification to Customer's Merchant Agreement with Persolvent.
- (5) Customer agrees that Use Fees are for use on the MyGovPay/VirtualPay online system and will not be deposited or owed to Customer in any way.
- (6) Customer agrees that MyGovPay's and VirtualPay's ability to assess Use Fees is dictated by the Card Associations whose rules may change at any time and for any reason. If MyGovPay and/or VirtualPay, for any reason, are unable to process payments using Use Fees, Customer agrees that MyGovPay/VirtualPay reserves the right to negotiate a new pricing model with Customer for the continued use of MyGovPay and/or VirtualPay.

2. MyGovPay/VirtualPay Fees. Customer agrees that the Use Fees set forth on the following page will apply if Customer elects to use MyGovPay/VirtualPay.

USE FEES TABLE FOLLOWS ON NEXT PAGE



Use Fees

EnerGov’s MyGovPay (Online / card-not-present payments)**

	MyGovPay (Online Payments)	MyGovPay (Online Payments)
	Percentage Based Fee	+ Transaction Fee
Option 1: Government Entity Paid	2.79%	\$0.20
Option 2: Patron Paid	3.29%	N/A

**ACH processing is available for a fee of \$20 per month and \$0.30 per transaction.

EnerGov’s VirtualPay (retail card present)

	VirtualPay (Retail Payments)	Virtual Pay (Retail Payments)
	Percentage Based Fee	+ Transaction Fee
Option 1: Government Entity Paid	2.59%	\$0.15
Option 2: Patron Paid	2.99%	N/A

Patron Paid fees will be communicated as "Service Fees" to the cardholder, at the time of transaction. In the event that the average monthly transaction amount is below \$30, Contractor reserves the right to apply an additional \$0.20 service fee above the quoted rates above.

3. **Interactive Voice Response (“IVR”).** If IVR is selected by Customer and included in the pricing, the following additional terms and conditions shall apply of this Agreement:

- (a) **Network Security.** Customer acknowledges that a third-party is used by Tyler Technologies to process IVR data. Customer’s content will pass through and be stored on the third-party servers and will not be segregated or in a separate physical location from servers on which other customers’ content is or will be transmitted or stored.
- (b) **Content.** Customer is responsible for the creation, editorial content, control, and all other aspects of content to be used solely in conjunction with the EnerGov Software.
- (c) **Lawful Purposes.** Customer shall not use the IVR system for any unlawful purpose.
- (d) **Critical Application.** Customer will not use the IVR system for any life-support application or other critical application where failure or potential failure of the IVR system can cause injury, harm, death, or other grave problems, including, without limitation, loss of aircraft control, hospital life-support system, and delays in getting medicate care or other emergency services.
- (e) **No Harmful Code.** Customer represents and warrants that no content designed to delete, disable, deactivate, interfere with or otherwise harm any aspect of the IVR system now or in the future, shall be knowingly transmitted by Customer or Users.
- (f) **IVR WARRANTY.** Except as expressly set forth in this Agreement, TYLER TECHNOLOGIES MAKES NO REPRESENTATION AND EXTENDS NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR IVR.



Exhibit E

Statement of Work

TO BE INSERTED



SOFTWARE AS A SERVICE AGREEMENT¹

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

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

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

SECTION A – DEFINITIONS

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

¹ HIGHLIGHTED PROVISIONS INDICATE PROVISIONS THAT MAY OR MAY NOT APPLY TO THE PARTICULAR CLIENT/CONTRACT. DURING CONTRACT NEGOTIATIONS, THOSE PROVISIONS WILL BE ADJUSTED AS NECESSARY.

- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. **Rights Granted.** We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Concurrent Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(8).
2. **SaaS Fees.** You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Concurrent Users and amount of Data Storage Capacity. You may add additional concurrent users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Concurrent Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s).

3. Ownership.

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

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

3.3 You retain all ownership and intellectual property rights to the Data.

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

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(8), below, the SLA and our then current Support Call Process.

6. SaaS Services.

6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 16, Type 2. We have attained, and will maintain, Type II SSAE compliance, or its equivalent, for so long as you are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our SSAE-16 compliance report or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.

6.2 You will be hosted on shared hardware in a Tyler data center, but in a database dedicated to you, which is inaccessible to our other customers.

6.3 We 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 any of your data has been lost or damaged due to an act or omission of Tyler or its subcontractors or due to a defect in Tyler's software, we will use best commercial efforts to restore all the data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any data loss as greatly as possible. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which your data may be lost, measured in relation to a disaster we declare, said declaration will not be unreasonably withheld.

- 6.4 In the event we declare a disaster, our Recovery Time Objective (“RTO”) is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.
- 6.5 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.
- 6.6 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule.
- 6.7 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned data. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.
- 6.8 We provide secure data transmission paths from each of your workstations to our servers.
- 6.9 For at least the past ten (10) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Our data centers are accessible only by authorized personnel with a unique key entry. All other visitors 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.

SECTION C – OTHER PROFESSIONAL SERVICES

1. Other Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work/our industry standard implementation plan. We will finalize that documentation with you upon execution of this Agreement.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.

3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. If travel is required, we will make all reasonable efforts to schedule travel for our personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
8. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:
 - 8.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version);
 - 8.2 provide telephone support during our established support hours;
 - 8.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software, if any, in order to provide maintenance and support services;
 - 8.4 make available to you all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and

8.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

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

SECTION D – THIRD PARTY PRODUCTS

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

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in

the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is **five (5)** years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).
 - 2.1 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
 - 2.2 For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
 - 2.3 Force Majeure. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
 - 2.4 Lack of Appropriations. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a

substitute for termination for convenience.

2.5 Fees for Termination without Cause during Initial Term.² If you terminate this Agreement during the initial term for any reason other than cause, Force Majeure, or lack of appropriations, or if we terminate this Agreement during the initial term for your failure to pay SaaS Fees, you shall pay us the following early termination fees:

- a. if you terminate during the first year of the initial term, 100% of the SaaS Fees through the date of termination plus 75% of the SaaS Fees then due for the remainder of the initial term;
- b. if you terminate during the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 50% of the SaaS Fees then due for the remainder of the initial term; and
- c. if you terminate after the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 25% of the SaaS Fees then due for the remainder of the initial term.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

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

² **IF SERVICES HAVE BEEN PRICED SEPARATELY FROM SAAS FEES, THEN THE APPLICABLE PERCENTAGES ARE 25%, 15% AND 10%.**

for the year in which the Agreement terminates. We will pursue those options in the order listed herein. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

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

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

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

4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(2), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).**

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

6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000; (b) Automobile Liability of at least \$1,000,000; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured

to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION H – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of,

either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.

9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties.

Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
- (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
- (c) a party receives from a third party who has a right to disclose it to the receiving party; or
- (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

18. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
19. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
22. Contract Documents. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement Schedule 1: Support Call Process
Exhibit D	Third Party Terms
Exhibit E	Statement of Work

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.

[INSERT CLIENT NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

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

Address for Notices:

[INSERT CLIENT NAME]
[INSERT]
[INSERT]
Attn:



Exhibit A

Investment Summary

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

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK



Exhibit B Invoicing and Payment Policy

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

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

1. SaaS Fees. SaaS Fees are invoiced on an annual basis, beginning on the commencement of the initial term as set forth in Section F (1) of this Agreement. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates.

2. Other Tyler Software and Services.

2.1 *Project Planning Services:* Project planning services are invoiced upon delivery of the implementation planning document.

2.2 *VPN Device:* The fee for the VPN device will be invoiced upon installation of the VPN.

2.3 *Implementation and Other Professional Services (including training):* Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.³

2.4 *Consulting Services:* If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Business System Design document, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.

2.5 *Conversions:* Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you the actual services delivered on a time and materials basis.⁴

³ IF IMPLEMENTATION SERVICES, ETC. ARE QUOTED AS PART OF SAAS FEES, REPLACE THIS TEXT WITH: "IMPLEMENTATION AND CONVERSION SERVICES ARE QUOTED AS PART OF YOUR SAAS FEES, AND WILL BE INVOICED AS SET FORTH ABOVE."

⁴ REMOVE IF IMPLEMENTATION AND CONVERSION SERVICES FEES ROLLED INTO SAAS FEES.

- 2.6 *Requested Modifications to the Tyler Software*: Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in the Maintenance and Support Agreement.
- 2.7 *Other Fixed Price Services*: Other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where “Project Planning Services” are provided, payment will be due upon delivery of the Implementation Planning document.
- 2.8 *Change Management Services*: If you have purchased any change management services, those services will be invoiced in the following amounts and upon the following milestones:

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

3. Third Party Products.

- 3.1 *Third Party Software License Fees*: License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.
- 3.2 *Third Party Software Maintenance*: The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.
- 3.3 *Third Party Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

4. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.
5. Credit for Prepaid Maintenance and Support Fees for Tyler Software. Client will receive a credit for the maintenance and support fees prepaid for the Tyler Software for the time period commencing on the first day of the SaaS Term.⁵

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We

⁵ USE FOR FLIP CONTRACTS WHERE THE SAAS TERM BEGINS BEFORE THE END OF THE ANNUAL MAINTENANCE TERM.

prefer to receive payments electronically. Our electronic payment information is:

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



Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

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

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

Except in the case of international travel where a segment of continuous air travel is scheduled to exceed six hours, only economy or coach class seating is reimbursable.

B. Baggage Fees

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

- Up to five days = one checked bag
- Six or more days = two 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; 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.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status 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.

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.



Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. 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.

Attainment: The percentage of time the Tyler Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

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

Downtime: Those minutes during which the Tyler Software is not available for your use. Downtime does not include those instances in which only a Defect is present.

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 maintenance windows, Client Error Incidents and Force Majeure.

III. Service Availability

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

a. Your Responsibilities

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

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

The documentation you provide must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). We will also work with you to resume normal operations.

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. Client Relief

When a Service Availability goal is not met due to confirmed Downtime, we will provide you with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the Client Relief Schedule below.

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 5% of one quarter of the then-current SaaS Fee. The total credits confirmed by us in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Every quarter, we will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<95%	5% credit of fee for affected calendar quarter will be posted to next billing cycle

You may request a report from us that documents the preceding quarter's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

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

V. Force Majeure

You will not hold us responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, we will file with you a signed request that said failure be excused. That writing will at least include the essential details and circumstances supporting our request for relief pursuant to this Section. You will not unreasonably withhold its acceptance of such a request.



Exhibit C Schedule 1 Support Call Process

Support Channels

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

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

Support Resources

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

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

Support Availability

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

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

Issue Handling

Incident Tracking

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

Incident Priority

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

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

Incident Escalation

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

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

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

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

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

Remote Support Tool

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



Exhibit D
End User License Agreement⁶

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⁶ INCLUDE ONLY WHERE TYLERFORMS ARE PART OF LICENSED MODULES.

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DocOrigin

SOFTWARE LICENSE

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- A. Per-CPU.** The total number of CPUs on a computer used to operate the Software may not exceed the licensed quantity of CPUs. For purposes of this license metric: (a) CPUs may contain more than one processing core, each group of two (2) processing cores is consider one (1) CPU., and any remaining unpaired processing core, will be deemed a CPU. (b) all CPUs on a computer on which the Software is installed shall be deemed to operate the Software unless You configure that computer (using a reliable and verifiable means of hardware or software partitioning) such that the total number of CPUs that actually operate the Software is less than the total number on that computer.
 - B. Per-Document.** This is defined as a fee per document based on the total number of documents generated annually by merging data with a template created by the Software. The combined data and template produce documents of one or more pages. A document may contain 1 or more pages. For instance a batch of invoices for 250 customers may contain 1,000 pages, this will be counted as 250 documents which should correspond to 250 invoices.
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- 1.5 Disaster Recovery License.** You may request a Disaster Recovery license of the Software for each production license You have purchased as a failover in the event of loss of use of the production server(s). This license is for disaster recovery purposes only and under no circumstance may the disaster recovery license be used for production simultaneously with a production license with which it is paired.
- 1.6 Backup Copies.** After installation of the Software pursuant to this EULA, you may store a copy of the installation files for the Software solely for backup or archival purposes. Except as expressly provided in this EULA, you may not otherwise make copies of the Software or the printed materials accompanying the Software.
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- 7.2 OF Software Ltd. may terminate this Agreement in the event of any breach by You if such breach has not been cured within five (5) days of notice to You. No termination of this Agreement will entitle You to a refund of any amounts paid by You to OF Software Ltd. or its applicable distributor or reseller or affect any obligations You may have to pay any outstanding amounts owing to OF Software Ltd. or its distributor.
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8. GENERAL PROVISIONS

- 8.1 **No Waiver.** No delay or failure in exercising any right under this Agreement, or any partial or single exercise of any right, will constitute a waiver of that right or any other rights under this Agreement. No consent to a breach of any express or implied term set out in this Agreement constitutes consent to any subsequent breach, whether of the same or any other provision.
- 8.2 **Severability.** If any provision of this Agreement is, or becomes, unenforceable, it will be severed from this Agreement and the remainder of this Agreement will remain in full force and effect.
- 8.3 **Assignment.** You may not transfer or assign this Agreement (whether voluntarily, by operation of law, or otherwise) without OF Software Ltd.'s prior written consent. OF Software Ltd. may assign this Agreement at any time without notice. This Agreement is binding upon and will inure to the benefit of both parties, and their respective successors and permitted assigns.
- 8.4 **Governing Law and Venue.** This Agreement shall be governed by the laws of the Province of Ontario. No choice of laws rules of any jurisdiction shall apply to this Agreement. You consent and agree that the courts of the Province of Ontario shall have jurisdiction over any legal action or proceeding brought by You arising out of or relating to this Agreement, and You consent to the jurisdiction of such courts for any such action or proceeding.

8.5 **Entire Agreement.** This Agreement is the entire understanding and agreement between You and OF Software Ltd. with respect to the subject matter hereof, and it supersedes all prior negotiations, commitments and understandings, verbal or written, and purchase order issued by You. This Agreement may be amended or otherwise modified by OF Software Ltd. from time to time and the most recent version of the Agreement will be available on the OF Software website www.docorigin.com.

Last Updated: [July 18 2013]



Exhibit D MyGovPay/VirtualPay and IVR

1. MyGovPay/VirtualPay Licensing. Access to MyGovPay and/or Virtual Pay is hereby granted if Customer elects to use MyGovPay or VirtualPay, products of Tyler Technologies (*Powered by Persolvent*), designed for Citizen Users to use for processing online payments.

(a) Special MyGovPay/VirtualPay Definitions.

"Merchant Agreement" means the agreement between Customer and Persolvent that provides for the Merchant Fees.

"Merchant Fees" means direct costs levied by Visa/Mastercard/Discover or other payment card companies for Interchange Fees, Dues, Assessments and Occurrence Fees, over which Tyler Technologies has no authority.

"MyGovPay" means the Product of Tyler Technologies that allows members of the public to pay for Customer's services with a credit or other payment card on the Customer's citizen-facing web portal.

"Persolvent" means Persolvent, formerly BankCard Services Worldwide, a Payment Card Industry (PCI) compliant processing agent through which the EnerGov Software passes credit card transactions.

"Use Fees" means the Technology Fees, Authorization Fees and Program/Convenience Fees as listed in Use Fees Table in Section 2, titled *MyGovPay/VirtualPay*.

"VirtualPay" means the Product of Tyler Technologies that allows the Customer to accept and process citizen user's credit or other payment card using the EnerGov Software.

(b) Conditions of Use. If customer elects to use MyGovPay and/or VirtualPay the following terms apply:

- (1) Customer must apply for and agree to a Merchant Agreement with Persolvent.
- (2) Customer agrees that Citizen Users will be subject to Use Fees as listed in Use Fees table in Section 2.
- (3) Customer agrees that Use Fees are separate from and independent of Merchant Fees.
- (4) Customer agrees that this Agreement does not represent any modification to Customer's Merchant Agreement with Persolvent.
- (5) Customer agrees that Use Fees are for use on the MyGovPay/VirtualPay online system and will not be deposited or owed to Customer in any way.
- (6) Customer agrees that MyGovPay's and VirtualPay's ability to assess Use Fees is dictated by the Card Associations whose rules may change at any time and for any reason. If MyGovPay and/or VirtualPay, for any reason, are unable to process payments using Use Fees, Customer agrees that MyGovPay/VirtualPay reserves the right to negotiate a new pricing model with Customer for the continued use of MyGovPay and/or VirtualPay.

2. MyGovPay/VirtualPay Fees. Customer agrees that the Use Fees set forth on the following page will apply if Customer elects to use MyGovPay/VirtualPay.

USE FEES TABLE FOLLOWS ON NEXT PAGE

Use Fees

EnerGov's MyGovPay (Online / card-not-present payments)**

	MyGovPay (Online Payments)	MyGovPay (Online Payments)
	Percentage Based Fee	+ Transaction Fee
Option 1: Government Entity Paid	2.79%	\$0.20
Option 2: Patron Paid	3.29%	N/A

**ACH processing is available for a fee of \$20 per month and \$0.30 per transaction.

EnerGov's VirtualPay (retail card present)

	VirtualPay (Retail Payments)	Virtual Pay (Retail Payments)
	Percentage Based Fee	+ Transaction Fee
Option 1: Government Entity Paid	2.59%	\$0.15
Option 2: Patron Paid	2.99%	N/A

Patron Paid fees will be communicated as "Service Fees" to the cardholder, at the time of transaction. In the event that the average monthly transaction amount is below \$30, Contractor reserves the right to apply an additional \$0.20 service fee above the quoted rates above.

3. Interactive Voice Response ("IVR"). If IVR is selected by Customer and included in the pricing, the following additional terms and conditions shall apply of this Agreement:

- (a) Network Security. Customer acknowledges that a third-party is used by Tyler Technologies to process IVR data. Customer's content will pass through and be stored on the third-party servers and will not be segregated or in a separate physical location from servers on which other customers' content is or will be transmitted or stored.
- (b) Content. Customer is responsible for the creation, editorial content, control, and all other aspects of content to be used solely in conjunction with the EnerGov Software.
- (c) Lawful Purposes. Customer shall not use the IVR system for any unlawful purpose.
- (d) Critical Application. Customer will not use the IVR system for any life-support application or other critical application where failure or potential failure of the IVR system can cause injury, harm, death, or other grave problems, including, without limitation, loss of aircraft control, hospital life-support system, and delays in getting medicate care or other emergency services.
- (e) No Harmful Code. Customer represents and warrants that no content designed to delete, disable, deactivate, interfere with or otherwise harm any aspect of the IVR system now or in the future, shall be knowingly transmitted by Customer or Users.
- (f) IVR WARRANTY. Except as expressly set forth in this Agreement, TYLER TECHNOLOGIES MAKES NO REPRESENTATION AND EXTENDS NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR IVR.



Exhibit E

Statement of Work

TO BE INSERTED



Quoted By: Jennifer Wahlbrink
 Date: 7/29/2019
 Quote Expiration: 10/31/2019
 Quote Name: City of Oxnard-ERP-Munis
 Quote Number: 2017-38426-12
 Quote Description: 7-29-19 v.9

Sales Quotation For

City of Oxnard
 305 W 3rd St
 Oxnard, CA 93030-5730
 Phone +1 (805) 385-7430

Description	# Years	Annual Fee	One Time Fees		
			Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Accounting/GL	5.0	\$65,987.00	464	\$81,200.00	\$17,000.00
Bid Management	5.0	\$8,570.00	72	\$12,600.00	\$0.00
BMI Asset Track Interface	5.0	\$3,314.00	40	\$7,000.00	\$0.00
BMI CollectIT Interface	5.0	\$3,314.00	40	\$7,000.00	\$0.00
Capital Assets	5.0	\$19,796.00	144	\$25,200.00	\$4,500.00
Cash Management	5.0	\$13,855.00	96	\$16,800.00	\$0.00
Contract Management	5.0	\$8,570.00	72	\$12,600.00	\$6,000.00
Employee Expense Reimbursement	5.0	\$8,113.00	72	\$12,600.00	\$0.00
Inventory	5.0	\$19,796.00	144	\$25,200.00	\$6,200.00
Project & Grant Accounting	5.0	\$14,512.00	112	\$19,600.00	\$7,000.00
Purchasing	5.0	\$33,651.00	328	\$57,400.00	\$4,000.00
Standard Fuel Interface - SeeComments	5.0	\$3,314.00	56	\$9,800.00	\$0.00
Asset Maintenance	5.0	\$24,738.00	456	\$79,800.00	\$17,500.00
Human Capital Management:					
ExecuTime Advance Scheduling - Up to 350 Employees	5.0	\$13,330.00	64	\$11,200.00	\$0.00

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CONFIDENTIAL

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City of Oxnard
RFP for Enterprise Resource Planning (ERP)
RFP Response Forms

SaaS	One Time Fees					
	Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
	ExecuTime Advance Scheduling Mobile Access	5.0	\$2,352.00	0	\$0.00	\$0.00
	ExecuTime IVR Interface	5.0	\$3,196.00	0	\$0.00	\$0.00
	ExecuTime Time & Attendance Import	5.0	\$3,350.00	0	\$0.00	\$0.00
	ExecuTime Time & Attendance Mobile Access	5.0	\$3,003.00	0	\$0.00	\$0.00
	ExecuTime Time & Attendance - Up to 2500 Employees	5.0	\$39,991.00	216	\$37,800.00	\$0.00
	Human Resources & Talent Management	5.0	\$17,642.00	88	\$15,400.00	\$0.00
	Payroll w/ESS	5.0	\$29,726.00	216	\$37,800.00	\$27,800.00
	Recruiting	5.0	\$5,228.00	32	\$5,600.00	\$0.00
Revenue:						
	Accounts Receivable	5.0	\$17,140.00	216	\$37,800.00	\$0.00
	Central Property File	5.0	\$2,701.00	8	\$1,400.00	\$0.00
	General Billing	5.0	\$7,998.00	128	\$22,400.00	\$11,200.00
	Maplink GIS Integration	5.0	\$12,569.00	8	\$1,400.00	\$0.00
	Tyler Cashiering	5.0	\$26,281.00	80	\$14,000.00	\$0.00
	UB Interface	5.0	\$7,541.00	32	\$5,600.00	\$0.00
	Utility Billing CIS	5.0	\$23,424.00	168	\$29,400.00	\$23,400.00
Productivity:						
	Citizen Self Service	5.0	\$15,426.00	80	\$14,000.00	\$0.00
	eProcurement	5.0	\$13,197.00	8	\$1,400.00	\$0.00
	IVR Gateway	5.0	\$7,713.00	48	\$8,400.00	\$0.00
	Munis Analytics & Reporting (SaaS)	5.0	\$60,955.00	128	\$22,400.00	\$0.00
	Postal XPress (Lorton) Annual Subscription	5.0	\$1,649.00	0	\$0.00	\$0.00
	Tyler Content Manager Auto Indexing and Redaction (SE)	5.0	\$2,857.00	16	\$2,800.00	\$0.00
	Tyler Content Manager Self-Service (SE)	5.0	\$4,285.00	24	\$4,200.00	\$0.00
	Tyler Content Manager SE	5.0	\$25,709.00	64	\$11,200.00	\$0.00
	Tyler Forms Processing	5.0	\$11,540.00	0	\$0.00	\$0.00
Additional:						
	CAFR Statement Builder	5.0	\$10,712.00	32	\$5,600.00	\$0.00
	EnerGov Business Management API Toolkit	5.0	\$0.00	0	\$0.00	\$0.00

City of Oxnard
RFP for Enterprise Resource Planning (ERP)
RFP Response Forms

SaaS	One Time Fees					
	Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
	EnerGov Business Management Suite (10)	5.0	\$22,680.00	424	\$74,200.00	\$12,925.00
	EnerGov Citizen Self Service - Business Management	5.0	\$20,000.00	32	\$5,600.00	\$0.00
	EnerGov Citizen Self Service - Community Development	5.0	\$20,000.00	32	\$5,600.00	\$0.00
	EnerGov Community Development API Toolkit	5.0	\$0.00	88	\$15,400.00	\$0.00
	EnerGov Community Development Suite (75)	5.0	\$161,100.00	1096	\$191,800.00	\$25,850.00
	EnerGov e-Reviews	5.0	\$29,000.00	120	\$21,000.00	\$0.00
	EnerGov iG Workforce Apps (15)	5.0	\$0.00	32	\$5,600.00	\$0.00
	EnerGov Report Toolkit	5.0	\$0.00	0	\$0.00	\$0.00
	EnerGov Request & Enforcement Management API Toolkit	5.0	\$0.00	80	\$14,000.00	\$0.00
	Socrata Open Finance	5.0	\$10,836.00	0	\$0.00	\$0.00
	Tyler 311/Incident Management	5.0	\$13,020.00	96	\$16,800.00	\$0.00
	Tyler GIS	5.0	\$0.00	0	\$0.00	\$0.00
	Sub-Total:		\$873,681.00		\$1,006,600.00	\$163,375.00
	<u>Less Discount:</u>		<u>\$37,900.00</u>		<u>\$0.00</u>	<u>\$0.00</u>
	TOTAL:		\$835,781.00	5752	\$1,006,600.00	\$163,375.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
50% of Dedicated Project Manager (Monthly)	38	\$12,000.00	\$0.00	\$456,000.00
70/30 Work Split Effort (473 days)	3784	\$175.00	\$0.00	\$662,200.00
Business Process Consulting - Asset Maintenance	1	\$33,250.00	\$0.00	\$33,250.00
Business Process Consulting - Accounts Payable	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Recruiting	1	\$14,000.00	\$0.00	\$14,000.00
Business Process Consulting - Benefits Enrollment	1	\$5,250.00	\$0.00	\$5,250.00
Business Process Consulting - Budget	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Bid Management	1	\$10,500.00	\$0.00	\$10,500.00
Business Process Consulting - Contract Management	1	\$10,500.00	\$0.00	\$10,500.00
Business Process Consulting - Employee Expense Reimbursement	1	\$10,500.00	\$0.00	\$10,500.00

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Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Business Process Consulting - Capital Assets	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - General Billing	1	\$26,250.00	\$0.00	\$26,250.00
Business Process Consulting - General Ledger	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - HR Management	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - Inventory	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - EnerGov LRM	1	\$33,250.00	\$0.00	\$33,250.00
Business Process Consulting - Miscellaneous Cash	1	\$10,500.00	\$0.00	\$10,500.00
Business Process Consulting - Project/Grant Accounting	1	\$26,250.00	\$0.00	\$26,250.00
Business Process Consulting - EnerGov PLM	1	\$40,250.00	\$0.00	\$40,250.00
Business Process Consulting - Purchasing & Requisitions	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Payroll	1	\$28,000.00	\$0.00	\$28,000.00
Business Process Consulting - Cash Management	1	\$17,500.00	\$0.00	\$17,500.00
Business Process Consulting - Utility Billing	1	\$31,500.00	\$0.00	\$31,500.00
Configuration Postal Xpress (Lorton)	1	\$1,275.00	\$0.00	\$1,275.00
Custom Report Assistance	256	\$175.00	\$0.00	\$44,800.00
EnerGov Business Management Forms Library (6 Forms)	1	\$7,650.00	\$0.00	\$7,650.00
EnerGov Community Development Forms Library (5 Forms)	1	\$6,375.00	\$0.00	\$6,375.00
ExecuTime - Reimplement with Munis	172	\$175.00	\$0.00	\$30,100.00
Functional Acceptance Test	480	\$175.00	\$0.00	\$84,000.00
GIS Implementation	16	\$175.00	\$0.00	\$2,800.00
Implementation Contingency	4228	\$175.00	\$0.00	\$739,900.00
Install Fee - Socrata Open Finance	1	\$7,000.00	\$0.00	\$7,000.00
EnerGov Intelligent Objects Automation	112	\$160.00	\$0.00	\$17,920.00
NTE Contingency Hours	760	\$175.00	\$0.00	\$133,000.00
P-Card Import Format	1	\$5,500.00	\$0.00	\$5,500.00
Performance Bond	1	\$95,300.00	\$0.00	\$95,300.00
Performance Test	320	\$175.00	\$0.00	\$56,000.00
POS Cash Installation (Up to 3)	2	\$1,000.00	\$0.00	\$2,000.00
Reliability Test	720	\$175.00	\$0.00	\$126,000.00

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Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Tyler Forms Library - Financial	1	\$2,800.00	\$0.00	\$2,800.00
Tyler Forms Library - General Billing	1	\$2,500.00	\$0.00	\$2,500.00
Tyler Forms Library - Payroll	1	\$1,500.00	\$0.00	\$1,500.00
Tyler Forms Library - Personnel Action	1	\$1,400.00	\$0.00	\$1,400.00
Tyler Forms Processing Configuration	1	\$3,000.00	\$0.00	\$3,000.00
Tyler Forms Library - Utility Billing	1	\$5,000.00	\$0.00	\$5,000.00
Tyler Forms Work Order/Pick Ticket Library - 4 Forms	1	\$2,800.00	\$0.00	\$2,800.00
Tyler Graphing Agent - Addl Cost	1	\$500.00	\$0.00	\$500.00
Tyler Graphing Agent - Flat Fee	1	\$3,500.00	\$0.00	\$3,500.00
VPN Device	1	\$4,000.00	\$0.00	\$4,000.00
TOTAL:				\$2,935,320.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
BMI AssetTrak Additional Barcode/RFID Data Terminal (MC3190Z)	1	\$3,895.00	\$0.00	\$3,895.00	\$0.00	\$0.00	\$0.00
BMI AssetTrak FA Bar Code/RFID Scanning System	1	\$8,030.00	\$0.00	\$8,030.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Additional Barcode Data Terminal (PA692)	1	\$2,975.00	\$0.00	\$2,975.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Barcode PrinterKit	1	\$795.00	\$0.00	\$795.00	\$0.00	\$0.00	\$0.00
BMI CollectIT Inventory Bar Code Scanning System	1	\$6,490.00	\$0.00	\$6,490.00	\$0.00	\$0.00	\$0.00
Cash Drawer	5	\$230.00	\$0.00	\$1,150.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner - Model 1900GSR	5	\$385.00	\$0.00	\$1,925.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner Stand	5	\$25.00	\$0.00	\$125.00	\$0.00	\$0.00	\$0.00
ID Tech MiniMag USB Reader	5	\$62.00	\$0.00	\$310.00	\$0.00	\$0.00	\$0.00
Printer (TM-S9000)	5	\$1,600.00	\$0.00	\$8,000.00	\$0.00	\$0.00	\$0.00
Touchscreen: No Reader	5	\$2,210.00	\$0.00	\$11,050.00	\$0.00	\$0.00	\$0.00

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3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00
<i>3rd Party Hardware Sub-Total:</i>			\$0.00	\$46,395.00			\$0.00
TOTAL:				\$46,395.00			\$0.00

Summary	One Time Fees	Recurring Fees
Total SaaS	\$0.00	\$835,781.00
Total Tyler Software	\$0.00	\$0.00
Total Tyler Services	\$4,105,295.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$46,395.00	\$0.00
Summary Total	\$4,151,690.00	\$835,781.00
Contract Total	\$8,330,593.00	
(Excluding Estimated Travel Expenses)		
Estimated Travel Expenses	\$787,390.00	

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Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting - Actuals up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Accounting - Budgets up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Accounting Standard COA	\$3,000.00	\$0.00	\$3,000.00
Accounts Payable - Checks up to 5 years	\$3,000.00	\$0.00	\$3,000.00
Accounts Payable - Invoice up to 5 years	\$4,000.00	\$0.00	\$4,000.00
Accounts Payable Standard Master	\$3,000.00	\$0.00	\$3,000.00
Asset Maintenance - Closed Work Order History No Cost Data	\$6,500.00	\$0.00	\$6,500.00
Asset Maintenance - Work Order Asset	\$4,500.00	\$0.00	\$4,500.00
Asset Maintenance - Work Order History With Cost Data	\$6,500.00	\$0.00	\$6,500.00
Capital Assets Std Master	\$4,500.00	\$0.00	\$4,500.00
Contracts	\$6,000.00	\$0.00	\$6,000.00
EnerGov Business Management	\$12,925.00	\$0.00	\$12,925.00
EnerGov Community Development	\$25,850.00	\$0.00	\$25,850.00
General Billing - Bills up to 5 years	\$5,000.00	\$0.00	\$5,000.00
General Billing - Recurring Invoices	\$4,000.00	\$0.00	\$4,000.00
General Billing Std CID	\$2,200.00	\$0.00	\$2,200.00
Inventory - Commodity Codes	\$2,200.00	\$0.00	\$2,200.00
Inventory Std Master	\$4,000.00	\$0.00	\$4,000.00
Payroll - Accrual Balances	\$2,500.00	\$0.00	\$2,500.00
Payroll - Accumulators up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Certifications	\$2,000.00	\$0.00	\$2,000.00
Payroll - Check History up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Deductions	\$2,800.00	\$0.00	\$2,800.00
Payroll - Earning/Deduction Hist up to 5 years	\$3,500.00	\$0.00	\$3,500.00
Payroll - Education	\$2,000.00	\$0.00	\$2,000.00
Payroll - PM Action History up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Payroll - Position Control	\$2,000.00	\$0.00	\$2,000.00
Payroll - Recruiting	\$2,000.00	\$0.00	\$2,000.00

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Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Payroll - Standard	\$3,000.00	\$0.00	\$3,000.00
Payroll - State Retirement Tables	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting - Actuals up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting - Budgets up to 3 years	\$2,000.00	\$0.00	\$2,000.00
Project Grant Accounting Standard	\$3,000.00	\$0.00	\$3,000.00
Purchasing - Purchase Orders - Standard Open PO's only	\$4,000.00	\$0.00	\$4,000.00
Utility Billing - Assessments	\$2,000.00	\$0.00	\$2,000.00
Utility Billing - Backflow	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Balance Forward AR	\$5,000.00	\$0.00	\$5,000.00
Utility Billing - Consumption History up to 5 years	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Service Orders	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Services	\$3,200.00	\$0.00	\$3,200.00
Utility Billing - Standard	\$4,000.00	\$0.00	\$4,000.00
TOTAL:			\$163,375.00

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Optional SaaS Description	# Years	Annual Fee	One Time Fees		
			Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Performance Based Budgeting	5.0	\$23,995.00	264	\$46,200.00	\$0.00
Human Capital Management:					
Risk Management	5.0	\$5,942.00	32	\$5,600.00	\$0.00
Productivity:					
Tyler Content Manager Enterprise Upgrade (Existing CL w/Tyler Content Manager SE)	5.0	\$14,283.00	80	\$14,000.00	\$0.00
Additional:					
Asset Performance (20)	5.0	\$7,100.00	168	\$29,400.00	\$0.00
EnerGov Business Management Feeds	5.0	\$4,000.00	0	\$0.00	\$0.00
EnerGov Community Development Feeds	5.0	\$6,000.00	0	\$0.00	\$0.00
Socrata Citizen Connect	5.0	\$7,000.00	0	\$0.00	\$0.00
TOTAL:		\$68,320.00	544	\$95,200.00	\$0.00

Optional Tyler Software & Related Services							
Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance	
Additional:							
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs - F	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00	
Tyler Content Manager SE - AP - Checks - F	\$0.00	0	\$0.00	\$1,800.00	\$1,800.00	\$0.00	
Tyler Content Manager SE - AP Standard Master - F	\$0.00	0	\$0.00	\$6,500.00	\$6,500.00	\$0.00	
Tyler Content Manager SE - EnerGov Business Management - F	\$0.00	0	\$0.00	\$4,000.00	\$4,000.00	\$0.00	
Tyler Content Manager SE - EnerGov Community Development - F	\$0.00	0	\$0.00	\$6,000.00	\$6,000.00	\$0.00	

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Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices - F	\$0.00	0	\$0.00	\$3,000.00	\$3,000.00	\$0.00
Tyler Content Manager SE - General Billing Standard - CID - F	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Payroll - Certications - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Check History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Deductions - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - PM Action History - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll - Position Control - D	\$0.00	0	\$0.00	\$1,400.00	\$1,400.00	\$0.00
Tyler Content Manager SE - Payroll - Recruiting - D	\$0.00	0	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Tyler Content Manager SE - Payroll Standard - Employee, Address - D	\$0.00	0	\$0.00	\$7,000.00	\$7,000.00	\$0.00
Tyler Content Manager SE - Property Master Standard - F	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's - F	\$0.00	0	\$0.00	\$3,600.00	\$3,600.00	\$0.00
Tyler Content Manager SE - Utility Billing - Backflow - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's - E	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
Tyler Content Manager SE - Work Order - Work Order Asset - F	\$0.00	0	\$0.00	\$1,300.00	\$1,300.00	\$0.00
TOTAL:	\$0.00	0	\$0.00	\$47,000.00	\$47,000.00	\$0.00

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Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Business Process Consulting - Performance Based Budgeting	1	\$33,250.00	\$0.00	\$33,250.00
Change Management Consulting	1	\$60,000.00	\$0.00	\$60,000.00
Custom Fuel Interface	1	\$3,300.00	\$0.00	\$3,300.00
TOTAL:				\$96,550.00

Optional Conversion Details (Prices Reflected Above)

Description	Unit Price	Unit Discount	Extended Price
Tyler Content Manager SE - Accounting - Budgets (total balances only) up to 3yrs	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP - Checks	\$1,800.00	\$0.00	\$1,800.00
Tyler Content Manager SE - AP Standard Master	\$6,500.00	\$0.00	\$6,500.00
Tyler Content Manager SE - EnerGov Business Management	\$4,000.00	\$0.00	\$4,000.00
Tyler Content Manager SE - EnerGov Community Development	\$6,000.00	\$0.00	\$6,000.00
Tyler Content Manager SE - General Billing - Bills (Header,Detail), Payment History, Invoices	\$3,000.00	\$0.00	\$3,000.00
Tyler Content Manager SE - General Billing Standard - CID	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Payroll - Certications	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Check History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Deductions	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - PM Action History	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll - Position Control	\$1,400.00	\$0.00	\$1,400.00
Tyler Content Manager SE - Payroll - Recruiting	\$1,000.00	\$0.00	\$1,000.00
Tyler Content Manager SE - Payroll Standard - Employee, Address	\$7,000.00	\$0.00	\$7,000.00
Tyler Content Manager SE - Property Master Standard	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Purchase Orders - Standard - Open PO's	\$3,600.00	\$0.00	\$3,600.00
Tyler Content Manager SE - Utility Billing - Backflow	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Utility Billing - Standard - UB Account, CID's	\$1,300.00	\$0.00	\$1,300.00
Tyler Content Manager SE - Work Order - Work Order Asset	\$1,300.00	\$0.00	\$1,300.00
TOTAL:			\$47,000.00

Unless otherwise indicated in the contract or amendment thereto, pricing for optional items will be held for six (6) months from the Quote date or the Effective Date of the contract, whichever is later.

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Customer Approval: _____ Date: _____
Print Name: _____ PO #: _____
All primary values quoted in US Dollars

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Comments

Accounting/GL includes Accounts Payable and Budgeting.

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

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

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

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

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. Installations are completed remotely, but can be done onsite upon request at an additional cost.

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

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

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

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

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

In the event Client acquires from Tyler any edition of Tyler Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Tyler Content Manager software with non-Tyler applications, Client must purchase or upgrade to Tyler Content Manager Enterprise Edition.

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

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

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

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

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

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

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

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

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

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

Tyler Content Manager SE includes up to 1TB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of \$5,000 per TB.

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

Additional Scanner, MC3190Z, 48 key, SDIO with program settings, Integrated Laser & RFID reader, Battery, USB com-charging cradle w/ps, AssetTrak PPC & TrakSync PDT Users Licenses.

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

The Munis SaaS fees are based on 100 concurrent users. Should the number of concurrent users be exceeded, Tyler reserves the right to re-negotiate the SaaS fees based upon any resulting changes in the pricing categories.

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

EnerGov e-Reviews requires Bluebeam Studio Prime, at an estimated yearly subscription cost of \$3,000/100 users. Further pricing detail is available by contacting Bluebeam at <https://www.bluebeam.com/solutions/studio-prime>

Business Management Forms Library Includes: 1 Licensing - Business License, 1 Licensing - Business License Renewal, 1 Licensing - Business License Delinquent, 1 Licensing - Profession License, 1 Licensing - Profession License Renewal, 1 Licensing - Profession License Delinquent.

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Comments

Community Development Forms Library Includes: 1 Permits - Building, 1 Permits - Trade, 1 Planning - Certificate, 1 Permits - Occupancy/Completion, 1 Code - Violation Notice.

If a Tyler client desires clocks that do not have direct connectivity back to the network server ExecuTime resides on, then a VPN device installation, to be provided at Tyler's then-current prices, will be needed for every location where a clock may reside.

Clocks will be shipped upon receipt of a signed quote or addendum. The warranty period starts when the clocks are shipped. The warranty period ends whichever occurs first, either 12 months after connecting the clocks to the ExecuTime software or 18 months from shipment.

Clock prices include Tyler instruction regarding clock configuration and connection to the ExecuTime software. Client is responsible for clock installation and connection to applicable network.

Development modifications, interfaces and services, where applicable, shall be invoiced to the client in the following manner: 50% of total upon authorized signature to proceed on program specifications and the remaining 50% of total upon delivery of modifications, interface and services.

EnerGov Business Management: Tyler leads and owns the configuration of 5 unique business transactions, 5 template business transactions, 3 geo-rules and 3 automation events. Configuration elements beyond this will be owned by the client.

EnerGov Community Development: Tyler leads and owns the configuration of 10 unique business transactions, 10 template business transactions, 5 geo-rules and 5 automation events. Configuration elements beyond this will be owned by the client.

EnerGov My GovPay and VirtualPay are included at no cost

EnerGov SaaS includes up to 500GB of storage. Should additional storage be needed it may be purchased as needed at an annual fee of \$3,000 per TB.



PROPOSAL RESPONSE FORMS

RFP Number:	RFP # IS18-14R
RFP Title:	RFP for Enterprise Resource Planning System (ERP) Procurement

RFP TIME LINE:

The **anticipated** schedule for this RFP is as follows:

Activity	Date/Time
RFP Issue Date	December 12, 2017
Pre-Proposal Conference Call	December 21, 2017, 1:30 – 2:30 PM PST
Final Written Questions Due	December 26, 2017, 4:00 PM PST
Final Addenda Posted	January 3, 2018
Proposal Submission Deadline	January 17, 2018, 2:00 PM PST
Shortlist Notification	March 5, 2018
Onsite Demonstrations	March – April 2018
Recommendation to Council	May 2018

Proposal Response Forms

RESPONSE FORMS INSTRUCTIONS

The Contractor is required to use the response forms contained in this document and the additional MS Excel Spreadsheets (Section 2 – Functional Specification Response forms).

The forms were created with Microsoft Word and Excel. Table fields have been added for the convenience of the Contractor. In order to navigate the entire document, use the scroll bar. To proceed to the next form field, press the arrow, tab, or page keys. The cursor will advance directly to the next field.

Attach any supplemental information to the end of each section as directed.

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Section One - Qualifications and References

Please complete the forms below.

PROJECT ORGANIZATION

NAME OF PRIME CONTRACTOR:

Principal Contact Person:

Address 1:

Address 2:

Address 3:

Telephone:

FAX:

E-mail:

Tyler Technologies, Inc.

Jennifer Wahlbrink

One Tyler Drive

Yarmouth, ME 04096

623-760-7566

207-781-2981

jennifer.wahlbrink@tylertech.com

NAME OF INDIVIDUAL PROJECT MANAGER:

Tyler will provide information on Tyler personnel likely to be assigned to the City's project. The resumes presented in Tyler's proposal reflect the caliber and experience that Tyler will assign to this project. Resources are assigned at the point of contract signing, and Tyler warrants that our staff will perform services in a professional, workman-like manner, consistent with industry standards.

Telephone:

FAX:

E-mail:

LOCATION OF PROJECT OFFICE:

Yarmouth, Maine

NAME OF PRINCIPAL SOFTWARE CONTRACTOR¹:

Principal Contact Person:

Address 1:

Address 2:

Address 3:

Telephone:

FAX:

Tyler Technologies, Inc.

Jennifer Wahlbrink

One Tyler Drive

Yarmouth, ME 04096

623-760-7566

207-781-2981

NAME OF SUBCONTRACTOR*:

NAME OF SUBCONTRACTOR*:

NAME OF SUBCONTRACTOR*:

¹ If different from Systems Integrator.

NAME OF MAPPING CONTRACTOR / PRODUCT:
NAMES OF HARDWARE CONTRACTORS:

 _____,
 _____,

Section One - Qualifications and References Response Form

PRIME CONTRACTOR / INTEGRATOR INFORMATION^{2*}

SYSTEMS EXPERIENCE OF INTEGRATOR FIRM

Years in integration business:

RESPONSE

Tyler has been in business since 1966

Total number of municipal administrative systems installed:

Over 1,500

Total systems installed in California municipalities/counties:

77 sites

Total systems installed in California municipalities/counties in last 5 years (minimum 3):

22 sites

FIRM EMPLOYEES involved in System Integration:

National:

4,186

Local (within 50 miles of the City):

Total Full Time Employees:

Total Part Time/Contract Employees:

Percentage of revenue from Systems Integration:

Please see Annual Financial Statements included with Original proposal_____

Percentage of revenue from Other Sources:

Please see Annual Financial Statements included with Original proposal_____

List principal other sources:

Please see Annual Financial Statements included with Original proposal_____

Proposed Project Manager:

Tyler does not name PM before contract signing_____

Project Manager Resume Provided (Mark "X")?

Home office of Project Manager:

Financial Statements Enclosed: (Mark "X")?

Number of lawsuits filed against the firm in the past five years:

Two

* See Section 7 of RFP for related queries

^{2*} If different from Systems Integrator.

Description/Status of lawsuits:*

Tyler’s ERP & Schools Division has been a party to the following litigation within the past ten years:

- Isabella v. Tyler Technologies, Inc. (6:15-cv-00684): In 2015, Tyler’s ERP & Schools division was sued by a single plaintiff in a New York federal district court on claims relating to alleged employment discrimination. Tyler strongly contested the plaintiff’s allegations, and the parties were able to resolve the claims. The lawsuit was dismissed on mutually agreeable terms in 2016.
- Tyler Technologies, Inc. v. VBConversions, LLC (4:14-cv-00150): In 2014, Tyler, on behalf of its ERP & Schools division, filed a declaratory judgment action against a software provider (VBConversions, LLC) in a Texas federal court. In response, VBC sued Tyler for copyright infringement and related statutory violations in a California federal court. VBC is referred to by many in the industry as a “troll,” and Tyler successfully negotiated a mutual release and settlement. Each lawsuit was dismissed.

Have any of these lawsuits involved a Municipal or County Government?
If Yes, Which?

Yes No

Section One - Qualifications and References Response Form

PRIME CONTRACTOR / INTEGRATOR REFERENCES *

Please submit a minimum of four in detail; give system integration client references which have been clients for at least one year, preferably California municipalities.

1. CUSTOMER NAME:

RESPONSE

__City of Victorville__

CUSTOMER LOCATION:

__14343 Civic Drive City of Victorville, CA__

* If different than Systems Integrator.

Section One - Qualifications and References Response Form

PRIME CONTRACTOR / INTEGRATOR REFERENCES *

POPULATION, if Government: _____ 115,000 _____

CUSTOMER CONTACT PERSON : _____ Ms. Carmen Cun, IT
Coordinator _____

CUSTOMER PHONE NUMBER: _____ 760-955-5017 _____

CUSTOMER CONTACT FAX: _____

CUSTOMER CONTACT E-MAIL: _____ ccun@ci.victorville.ca.us _____

PROJECT DESCRIPTION: _____ Original purchase in 2010. Implemented in
a phased approach. _____

2. CUSTOMER NAME:

CUSTOMER LOCATION: _____ City of Hayward _____

POPULATION, if Government: _____ 777 B Street, City of Hayward, CA 94541
140,000 _____

CUSTOMER CONTACT PERSON : _____ Mr. Dustin Claussen, Finance
Director _____

CUSTOMER PHONE NUMBER: _____ 510-583-4010 _____

CUSTOMER CONTACT FAX: _____

CUSTOMER CONTACT E-MAIL: _____ dustin.claussen@hayward-ca.gov _____

PROJECT DESCRIPTION: _____ Original purchase in 2012. Implemented in a
phased approach. _____

3. CUSTOMER NAME:

CUSTOMER LOCATION: _____ City of Newport Beach _____

POPULATION, if Government: _____ 3300 Newport Blvd. City of Newport Beach, CA
92663 _____

CUSTOMER CONTACT PERSON : _____ Ms. Jackie Luengas-Alwafai, IT Manager
949-644-3090 _____

CUSTOMER PHONE NUMBER: _____

CUSTOMER CONTACT FAX: _____

CUSTOMER CONTACT E-MAIL: _____ jluengas@newportbeachca.gov _____

PROJECT DESCRIPTION: _____ Original purchase in 2014. Implemented in a
phased approach. _____

4. CUSTOMER NAME:

CUSTOMER LOCATION: _____ County of Marin _____

POPULATION, if Government: _____ 3501 Civic Center Dr. San Rafael, CA 94903
_____ 247,000 _____

CUSTOMER CONTACT PERSON : _____ Mr. Tim Flanagan, Enterprise Systems Mgr.
415-473-4395 _____

CUSTOMER PHONE NUMBER: _____

CUSTOMER CONTACT FAX: _____

CUSTOMER CONTACT E-MAIL: _____ tflanagan@marincounty.org _____

Section One - Qualifications and References Response Form

PRIME CONTRACTOR / INTEGRATOR REFERENCES *

PROJECT DESCRIPTION:

Original purchase in 2014. Implementing in a phased approach.

MUNICIPAL ADMINISTRATIVE SYSTEM* INFORMATION

	RESPONSE
SYSTEMS EXPERIENCE OF MUNICIPAL ADMINISTRATIVE SYSTEM FIRM	
Years in Municipal Administrative System business:	Same as Prime Contractor / Integrator
Total number of Municipal Administrative Systems installed:	_____
Total systems installed in California municipalities/counties:	_____
Total systems installed in California municipalities/counties in last 5 years (minimum 3):	_____
EMPLOYEES of the Principal Software Firm (only):	
National:	_____
Local (within 50 miles of the City):	_____
Total Full Time Employees:	_____
Total Part Time/Contract Employees:	_____
Percentage of revenue from Municipal Administrative System software:	_____
Percentage of revenue from Other Sources:	_____
List principal other sources:	_____

Section One - Qualifications and References Response Form

MUNICIPAL ADMINISTRATIVE SYSTEM INFORMATION

Proposed Project Manager:

Project Manager Resume Provided (Mark "X")?

Home office of Project Manager:

Financial Statements Enclosed: (Mark "X")?

* If different than Systems Integrator.

Number of lawsuits filed against the firm in the past five years:

Description/Status of lawsuits**:

Have any of these lawsuits involved a Municipal or County Government?
If Yes, Which?

Yes No

MUNICIPAL ADMINISTRATIVE SYSTEM CONTRACTOR REFERENCES*

Please submit a minimum of four in detail; give system integration client references which have been clients for at least one year, preferably California municipalities.

1. CUSTOMER NAME:

RESPONSE

CUSTOMER LOCATION:
POPULATION, if Government:

CUSTOMER CONTACT PERSON :
CUSTOMER PHONE NUMBER:
CUSTOMER CONTACT FAX:
CUSTOMER CONTACT E-MAIL:

PROJECT DESCRIPTION:

Section One - Qualifications and References Response Form

Municipal Administrative System CONTRACTOR REFERENCES*

2. CUSTOMER NAME:

CUSTOMER LOCATION:
POPULATION, if Government:

CUSTOMER CONTACT PERSON :
CUSTOMER PHONE NUMBER:
CUSTOMER CONTACT FAX:
CUSTOMER CONTACT E-MAIL:

PROJECT DESCRIPTION:

3. CUSTOMER NAME:

CUSTOMER LOCATION:
POPULATION, if Government:

** See Section 7 of the RFP for related queries.
* If different than Systems Integrator.
* If different than Systems Integrator.

CUSTOMER CONTACT PERSON : _____
 CUSTOMER PHONE NUMBER: _____
 CUSTOMER CONTACT FAX: _____
 CUSTOMER CONTACT E-MAIL: _____

PROJECT DESCRIPTION: _____

4. CUSTOMER NAME:

CUSTOMER LOCATION: _____
 POPULATION, if Government: _____

CUSTOMER CONTACT PERSON : _____
 CUSTOMER PHONE NUMBER: _____
 CUSTOMER CONTACT FAX: _____
 CUSTOMER CONTACT E-MAIL: _____

PROJECT DESCRIPTION: _____

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

	YES/NO or RESPONSE
1. Have you included all requested products, services and training in your Response? 1a. If no, explain: _____	<input checked="" type="checkbox"/> / <input type="checkbox"/>
2. Will prices be firm for 180 days from date of submission?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
3. Copies of the standard contracts must be included with the Proposal. Indicate which the sample contracts are attached:	<input type="checkbox"/> / <input type="checkbox"/>
▪ Software License Agreement	<input checked="" type="checkbox"/> / <input type="checkbox"/>
▪ Software Maintenance Contract	<input checked="" type="checkbox"/> / <input type="checkbox"/>
▪ Operating System Software License Contract	<input type="checkbox"/> / <input checked="" type="checkbox"/>
▪ Hardware Purchase Agreement	<input type="checkbox"/> / <input checked="" type="checkbox"/>
▪ Hardware Maintenance Contract	<input type="checkbox"/> / <input checked="" type="checkbox"/>
▪ Others (list):	<input type="checkbox"/> / <input type="checkbox"/>
4. What is the cost-free software warranty period?	12 months
5. What is the date the original application software was released?	01 / 01 / 1989

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

	YES/NO or RESPONSE
6 How long have the present software version been on the market?	Munis Version 11 has been on the market since May of 2015. Our most recent upgrade of 2017/V12 has been Generally Available since September of 2017
7. Do you offer a "Help Line" for software problems?	Yes
7a. If so what are the hours of operation?	8:00 AM to 5:00 PM local time
7b. Toll-Free Telephone Number?	Yes
8. What is your average response time for a maintenance call for Software?	Our average response time is 69 minutes with a median time being at 15 minutes.

DRAFT

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

	YES/NO or RESPONSE
<p>9. What agency information technology staffing do you recommend to support your system? Please provide in full time equivalents (FTEs)?</p>	<p>A client must take a number of variables into consideration when determining how many FTE's are required for ongoing Tyler application administration. Based on client analysis and feedback Tyler recommends 1 FTE when combined with Tyler Systems Management services and decentralized application administration. Clients who choose not to use Tyler SystemsManagement services and centrally administer all application administration tasks may require up to 2 FTE's. Clients with advanced server configurations such as high-availability and/or virtualized environments may potentially require 3 FTE's. It is very common however, for client's to utilize existing resources already responsible for these types of tasks such as operating system, database and hardware administration. FTEs</p>
<p>10. What is the name of language in which software is written?</p>	<p>Tyler uses industry leading development tools for our solutions, including Four Js Genero, Microsoft C#, ASP.NET, and HTML5. The core application framework is developed in Microsoft .NET and Four Js Genero Business Development Language. These tools provide Tyler clients with a business application infrastructure that enables the rapid and cost-effective creation of highly responsive enterprise-class software. The user interface is built on an XML-based model controlled dynamically at runtime.</p>

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

	YES/NO or RESPONSE
<p>11. Was the system designed with a relational database management system? If so, which: (specify the database engine employed)</p>	<p><input checked="" type="checkbox"/> / <input type="checkbox"/> MS SQL Server</p>
<p>12. What tool is provided to the customer to develop queries of the database?</p>	<p>Public sector entities need multiple ways to get information out of their ERP software. That’s why Munis provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want— instantly.</p> <p>Nearly every application screen throughout Munis includes the ability to create a report of the current dataset using a variety of output options (print, PDF, Word, Excel). An integrated “query wizard” can be used to guide users through the selection process to create complex queries. These queries can be saved for future and even shared with fellow users to quickly and easily access pre-defined searches at moment’s notice. Leveraging the integrated Munis Scheduler, reports can also be scheduled to automate delivery and printing.</p> <p>Munis Analytics and Reporting includes several tools to help clients improve data management, analysis, information sharing, and delivery. Dashboards and Central applications provide immediate, out-of-the-box views of key information that can be configured by user based on role and preference. Robust Microsoft Office integration provides</p>

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

YES/NO or RESPONSE

seamless data exports to familiar Office formats for further analysis.

Support for industry-leading business intelligence and ad hoc reporting tools offer even further flexibility and customization while still using existing application permissions. Munis database cubes, built on Microsoft SQL Server Analysis Services, allow you to make better business decisions by easily viewing comparisons, patterns, and trends with Microsoft Excel PivotTable and PivotChart reports. Create, manage, and setup subscriptions to complex, interactive reports with SQL Server Reporting Services and deliver them in a variety of formats.

Tyler CAFR Statement Builder simplifies the development of your Comprehensive Annual Financial Report (CAFR), create audit-ready CAFR statements and schedules, streamlining the process from year to year. Additionally, Tyler employs a dedicated Munis State Reporting team responsible for ensuring you maintain compliance with state and federal reporting mandates.

13. Who originally wrote the proposed software; Self, Agent, Licensor or Other?

Self

14. How many customers are using the most current version, and for how long have they been users?

We have over 1,000 customers on Version 11. Our newest version, 2017/V12 has 14 customers. This released was just released in September of 2017

Section One - Qualifications and References Response Form

GENERAL QUESTIONS

	YES/NO or RESPONSE
15. Does any mobile/field automation function support a forms based field entry so that it has the look and feel of standard forms?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
16. Are software maintenance prices stated to mean that all State and Federal mandated changes are included and maintained for the duration of proposed maintenance contract?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
17. Will you provide, at no additional charge, new products, if application(s) are replaced while under warranty or maintenance contract?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
18. Will application software license be a license in perpetuity?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
19. Will the source code for application software be provided to the customer and the costs provided in the cost table for 5 years?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
20. What is your charge (during the contract period) for additional systems work? <ul style="list-style-type: none"> ▪ Programming ▪ Training ▪ File Conversion 	\$175 per hour \$175 per hour \$175 per hour
23. Are all software changes provided to other customers incorporated into the next release of the product to be offered to the agency?	<input checked="" type="checkbox"/> / <input type="checkbox"/>

Section One - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Section Two - Functional Exceptions / Comments / Clarifications

<i>Spec #</i>	<i>Functional Exceptions / Comments / Clarifications</i>	<i>Cost (\$)</i>

DRAFT

Section Two – Data Migration

Data Migration Requirements

- 1) Migration of present data files is required. It is expected that the conversion programs will be thoroughly tested, and that full data sets will be totally converted and loaded into the system during an evening or weekend.

Response: Yes No **EXPLANATION REQUIRED**

- 2) Available programs/scripts for scrubbing data (e.g., addresses) prior to data migration.

Response: Yes No **EXPLANATION REQUIRED**

DRAFT

Section Two - Contractor Supplemental Information

Please add any additional supplemental information or explanations in this section.

Question 1: Data Conversion will take place throughout the project and will be tested and proofed by City and Tyler project team resources. Tyler's approach to data conversion is outlined in the Tyler Data Conversion document. The Tyler Investment Summary outlines the proposed data conversion items for the City's project. The cost associated with this service is based upon a set number of years of history which varies by data type. If the City wishes to convert all historical information into Munis, there may be additional costs associated.

Question 2: Tyler's Data Conversion approach does not include the clean up of data in the City's legacy software environments. Tyler Conversion Programmers will write a custom data conversion program to move the City's data from the existing software into Munis, and through the program will be able to minimize migration of inaccurate data. This approach allows for the clean-up of data that will be used in Munis for processing without making any changes in the old system, allowing for more accuracy in reporting, historical reference, and audit__

Please reference the Data Conversion full outline in our accompanying documentation. _____

DRAFT

Section Three - Hardware and Network Requirements

Please complete the forms below.

GENERAL QUESTIONS	YES/NO or RESPONSE
3.1.1 Are all delivery and installation charges for Contractor supplied hardware included in this Response?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
3.1.2 If Agency provides hardware according to Contractor specifications, will the Contractor warrant the system?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
3.1.3 Which proposed items are priced at State or Federal Contract pricing?	No Hardware proposed, on premises or SaaS options
3.1.4 Does the Workstation use MS Windows as the primary OS for the proposed application?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. If no, what OS is being proposed	
b. How long has the workstation model been on the market?	Entirety of solution
3.1.5 Proposed primary servers Make/Model	Tyler supports several server environment deployment types including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments.
a. How long have they been on the market?	N/A
3.1.6 Do the primary applications (e.g., Finance, Human Resources, Planning & Development) servers operate on MS Windows?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. What version of MS Windows?	Client: Windows 7, 8.1, 10 Server: Windows Server 2012 R2, 2016
b. If not what OS?	N/A
c. Do any of the servers operate on an OS other than MS Windows?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
1. If yes, what OS?	N/A
3.1.7 What is the Mean Time between Failure	On-premises: N/A. Hardware not

GENERAL QUESTIONS	YES/NO or RESPONSE
(MTBF) for Server(s)?	proposed. Tyler SaaS: Standard services guarantees 24 RTO/RPO. SLA guarantees 99% application availability.
a. Mean Time To Repair (MTTR) for Server(s)?	See above
3.1.8 Proposed Firewall/Router Model:	On-premises: N/A. Hardware not proposed. Tyler SaaS: Cisco ASA-5506-x
3.1.9 Proposed Core Network Switch Model:	N/A
3.1.10 Please provide the following Network Switch layer three routing capabilities parameters:	
a. Backplane Capacity (Gb/s)	N/A. Hardware not proposed.
b. Maximum number of ports per stackable (if proposed)	N/A. Hardware not proposed.
c. Maximum number of ports per board in Chassis (if proposed)	N/A. Hardware not proposed.
d. Total number of spare ports on the switch which can be used to the entire network without adding additional ports.	N/A. Hardware not proposed.
3.1.11 Have you included requested network integration services?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
3.1.12 Have you included any required building cabling changes?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
3.1.13 Please identify any new remote switching equipment.	N/A. Hardware not proposed.
3.1.14 Please indicate the minimal and optimal workstation configurations below:	
WORKSTATIONS specifications	MINIMAL / OPTIMAL
What is the Operating System?	Windows 7 / Windows 10 _____
Processor Type	Intel Core i3 1.8 Ghz / Intel Core i3 2.5 Ghz+ _____
Monitor Size	General: 1280 x 800 minimum EnerGov: 1680 x 1050 minimum / __1600

GENERAL QUESTIONS	YES/NO or RESPONSE
Hard Disk Storage	500GB__ / __ 500GB_____
Hard Disk Technology (i.e., SCSI, IDE, etc.)	__ N/A_____ / N/A
Disk Access Time	N/A / N/A
RAM Memory	_____ 4 GB+__ / 4Gb
Cache memory size:	N/A / N/A
Additional: Required Software	<p>Microsoft .NET Framework 4.5: Tyler Cashiering Only</p> <p>Microsoft Silverlight 5.1: required for CAFR Statement Builder, Tyler Incident Management, Tyler Meeting Manager, and select EnerGov applications only</p> <p>Java Runtime Environment: required for advanced Tyler Content Manager functionality only / _____</p>
3.1.15 Please indicate the recommended workstation configuration below:	
MOBILE DEVICE Specifications	MINIMAL / OPTIMAL
What is the Operating System?	iOS/Android__ / _____
Processor Type	Mobile_____ / _____
Screen Size / Specifications	_____ / _____
Hard Disk Storage	_____ / _____
Hard Disk Technology (i.e., SCSI, IDE, etc.)	_____ / _____
Disk Access Time	_____ / _____
RAM Memory	_____ / _____
Cache memory size:	_____ / _____
Additional Features: Refer to System Specifications for detailed requirements	_____ / _____
Vendor-Hosted SaaS Questions	
3.1.16 Primary hosting service provider	_____
a) Data Center locations	Dallas, TX and Yarmouth, ME
b) Description of infrastructure (hardware, software, OS, technology platform) used	<p>Our goal for building hosting infrastructure is no single point of failure. Tyler SaaS hosting server/storage infrastructure is built around enterprise compute systems running virtualized Windows Server and SQL Server. Three Tier's of storage are utilized providing varying levels of performance resiliency. Firewalls, VPN management, routers, and</p>

GENERAL QUESTIONS	YES/NO or RESPONSE
	storage are all setup in a highly available configuration. Multiple ISPs are present with diverse paths to the Internet.
c) Primary storage location of the City's data	Dallas, TX and Yarmouth, ME
d) Does the hosting provider utilize virtualization?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
i. If yes, what software? (VM Ware or Hyper-V)	VMWare_____
e) Network bandwidth that can be provided, and identify options for dedicated bandwidth.	30 kbps per concurrent user
3.1.17 Hosting Service Data Security	
a) Dedicated, single-tenant environment?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
i. If no, how will City's data be kept separated and secured from other systems?	_____
b) Data ownership policy provided with proposal?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
c) Dashboard web-portal provided for viewing load performance, user statistics, and problem records?	Yes. Problems. load performance not provided.

RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
3.2	Architecture Requirements	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler applications are multi-tiered, typically consisting of a 3-tier architecture; web, application, and database tiers. Tyler applications are deployed exclusively on industry leading Microsoft stack of technologies, utilizing Windows Server, SQL Server, Active Directory, Internet Information Services, Office, SQL Server Reporting Services, and SQL Server Analysis Services. Most industry standard server deployments are supported including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments. All Tyler

RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			applications can also be hosted in the cloud by leveraging Tyler’s SaaS hosting service.
3.3	Server Hardware Requirements		
3.3.1	Operating System and Related Software	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Windows Server. Refer to Tyler System Specifications for detailed requirements.
3.3.2	Backup-Failover Solution	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>On-premises: Backup procedures are customized to the clients’ expectations of recovery and down time in the event of a disaster. Tyler applications support all major backup solutions such as Veritas Backup Exec, Microsoft Data Protection Manager, and Veeam Backup and Replication.</p> <p>Tyler SaaS: Full backups are performed daily of each client’s application and database server after normal business hours (21:00-02:00). Tyler’s retention policy is to keep daily backups for 30 days, weekly backups for 1 year, and archive monthly backups for prior years. Clients are able to restore from any of these backups as needed.</p> <p>Tyler maintains two primary datacenters for hosted customers. One is owned by Tyler, located in Yarmouth, ME. The other, a colocation facility, DataBank, is located in Dallas, TX in the old Federal Reserve Building, which was built to withstand a nuclear disaster. Backup data is replicated between each data center nightly using an enterprise backup solution which takes full snapshots of virtual infrastructure. In the event of a catastrophic disaster that</p>

RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			<p>destroys a datacenter, guaranteed recovery point objective (RPO) and recovery time objective (RTO) are each 24 hours. Business continuity options with lower RTO and RPO are available for an additional fee.</p>
3.3.3	Capacity	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>Tyler provides fully scalable solutions to meet the requirements of all organizations, regardless of size, and can grow to meet increasing demands. Tyler’s applications perform well on modest networks with a handful of users—or on large, distributed networks with hundreds of users. Tyler applications have features to ensure large organizations run effectively. And smaller clients don’t outgrow Tyler solutions—they easily expand to meet clients changing needs.</p> <p>Tyler applications are based on an n tier architecture and can scale both vertically or horizontally eliminating limitations for user growth. Based on client feedback and experience, internal testing and running our own SaaS hosting service, we have learned to tailor Tyler applications specific to a client based on their size and needs.</p>
3.3.4	Upgrades and Expansion	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. Application upgrades for on-premises clients are installed by Tyler Systems Management</p>

RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			<p>support services. Tyler SaaS hosted clients request and schedule a time convenient for them to have application upgrades installed by SaaS support engineers during off hours.</p> <p>End-users must be out of the entire application during the upgrade process. The time it takes to apply these upgrades can vary significantly depending on number variables such as modules owned, and database size and can range anywhere between 1 hour to an entire business day. All releases are cumulative allowing clients to can upgrade to the latest application version directly.</p> <p>Some Tyler applications also include incremental software updates that can clients can install themselves. These tools can be used to manually install individual updates or scheduled to install all available updated automatically. The typical install time for this update type can vary depending on the number updates applied, but typically ranges from a couple minutes to an hour.</p> <p>Tyler provides a dedicated Test application environment with most deployments to install new updates. Tyler highly recommends clients use this environment to familiarize themselves with new features and enhancements prior to installing to the Production environment.</p>
3.3.5	Concurrent Operation	<input checked="" type="checkbox"/> / <input type="checkbox"/>	There are no limitations to the number of concurrent users or applications that can be open at

RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			a time.
3.3.6	Server Functionality	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler supports several server environment deployment types including bare-metal and virtualized environments, high availability configurations, and dedicated testing environments
3.3.7	System Backup	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>On-premises hosting: Tyler will work with clients to design a backup plan, however it is the responsibility of the client to implement and maintain it.</p> <p>Tyler SaaS hosting includes backups as part of standard services.</p>
3.3.8	Power and A/C Requirements	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>N/A.</p> <p>On-premises clients should work with their hardware vendor to determine these requirements.</p>
3.3.9	Power and Grounding	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>N/A.</p> <p>On-premises clients should work with their hardware vendor to determine these requirements.</p>
3.3.10	Environmental	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>N/A.</p> <p>On-premises clients should work with their hardware vendor to determine these requirements.</p>
3.3.11	Network Operating System and Protocol	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler applications communicate over TCP/IP. On-premises clients must obtain a 1024-bit (minimum) SSL certificate for all servers to encrypt application communication over HTTPS. Microsoft Active Directory is required.
3.4	Integration		
3.4.1	System Integration and Network Equipment	<input type="checkbox"/> / <input checked="" type="checkbox"/>	N/A. Munis offers a variety of methods of interfacing with

RFP Reference	Description	Conform With Specs Yes/No	Explanation Required
			external third party systems, including file-based import and exports and real-time integration using web services. This includes pre-defined integration points out of the box, requiring little or no setup to many popular third-party system. Special hardware is not used with any integration option
3.5	End User Equipment		
3.5.1	Desktop Workstation	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler applications are supported on a variety of end-user devices, however it is the responsibility of the client to procure and maintain these devices.
3.5.2	Bar Coding	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Bar coding is supported in select Tyler applications, however it is the responsibility of the client to procure and maintain these devices.
3.5.3	Scanners	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Scanning is supported throughout Tyler applications, however it is the responsibility of the client to procure and maintain these devices.
3.5.4	Field Automation Equipment	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler offers several apps designed for field work, however all equipment is the responsibility of the client.
3.5.5	Digital Signature Pads	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Digital signatures supported via mobile device with select apps.
3.5.6	Field Printers	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Supported with select mobile apps, however they are the responsibility of the client to procure and maintain.

Section Three - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Refer to Tyler System Specifications for detailed system requirements.

DRAFT

Section Four - Service and Maintenance Requirements Response Form

Please complete the forms below.

4.1 GENERAL QUESTIONS	YES/NO or RESPONSE
4.1.1 What is your cost-free application warranty period?	One Year
a. Does warranty start at time of acceptance?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
4.1.2 Is the application system license perpetual without any added fees? (This means that the City can use the system without ever paying again. Thus, there will be NO time limit on the application license contract.)	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. If no, how long is the license agreement valid?	N/A
b. Will you sign a 5 year software maintenance agreement with built in escalator?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.3 Will you guarantee to make available 5 years of support for the proposed application systems?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.4 Are annual application upgrades and enhancements included when maintenance is purchased?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.5 Do you offer a "Help Line" for application system problems?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.6 What is your guaranteed response time for an application "Help Line" Call?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
4.1.7 What is your average response time for a software maintenance call?	For Munis, in 2017 we responded to 77% of new requests for service within one hour. Fo EnerGov, our average response time for December 2017 was 31 minutes.
a. What hours of support are you offering?	_Munis Support Team Munis Financials; Monday - Friday; 8:00 AM - 9:00 PM EST Munis Payroll/HR; Monday - Friday; 8:00 AM - 9:00 PM EST

	<p>Payroll State Reporting; Monday - Friday; 8:00 AM - 6:00 PM EST Munis Other Revenue & Collection; Monday - Friday; 8:00 AM - 6:00 PM EST Munis Tax Billing & Collections; Monday - Friday; 8:00 AM - 6:00 PM EST Munis Utility Billing & Collections; Monday - Friday; 8:00 AM - 8:00 PM EST Tyler Forms & Reporting Services; Monday - Friday; 8:00 AM - 9:00 PM EST Tyler Systems Management; Monday - Friday; 8:00 AM - 9:00 PM EST _EnerGov Support Hours_ Unlimited Phone Support is available during our normal support hours (7 a.m. to 8 p.m. EST, Monday through Friday except certain holidays) with our toll-free phone number. _____</p>
<p>4.1.8 Will all equipment be warranted as factory new?</p>	<p><input type="checkbox"/> / <input checked="" type="checkbox"/></p>
<p>4.1.9 What is your cost-free hardware warranty period?</p>	<p>Tyler will provide SAAS clients with a VPN device which has a life time warranty. The warranty claims will be shipped to Tyler with overnight shipping. Hardware peripherals for Tyler Cashiering and ExecuTime come with a year warranty. On Premise server hardware and warranty's will be maintained by the client through the 3rd party hardware vendor. _____</p>
<p>4.1.10 Is equipment maintenance to include preferred response time?</p>	<p><input type="checkbox"/> / <input checked="" type="checkbox"/></p>
<p>a. Hours to respond?</p>	<p>__ See 4.1.7a for support hours __</p>
<p>b. Is on-site warranty coverage provided?</p>	<p>No</p>
<p>c. Where is the hardware support office?</p>	<p>_ Tyler Provided VPN, ExecuTime and Cashiering hardware will be</p>

	shipped to/from Yarmouth, ME or Lubbock Texas. _____
d. Where is the nearest hardware parts office?	_Refer to hardware vendor(s) website _____
4.1.11 Does the proposed equipment maintenance provide:	
a. A loaner unit if unit is not repaired in 24 hours of first call?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
b. On-site support 24 hours and 365 days a year?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
c. Same 24 x 7 support during warranty period?	<input type="checkbox"/> / <input checked="" type="checkbox"/>
On-Premise Questions	
14.1.12 Do you provide a cost-free application maintenance period?	<input checked="" type="checkbox"/> / <input type="checkbox"/>
a. If yes, how long, and when does it begin?	_Tyler waives the first annual maintenance fees on through the earlier of (a) use of the Tyler software in live product; or (b) one (1) year from the effective date of the contract __
Vendor-Hosted SaaS Questions	
14.1.13 Sample Service Level Agreement provided?	<input checked="" type="checkbox"/> / <input type="checkbox"/>

RFP Reference	Description	Conform With Specs Yes/No	Comments
4.2	General Maintenance Provisions	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>4.2.1 - please refer to the Investment Summary and your Account Representative.</p> <p>4.2.4 We support various high availability solutions, but maintenance would require a service disruption. Our support hours are listed previously in this response document.</p> <p>4.2.5: Tyler does not provide hardware. Please refer to 4.1.7a for support hours.</p> <p>4.2.6: Tyler does not provided server hardware</p> <p>4.2.12: Tyler does not provided server hardware</p>
4.3	System Warranty	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Please review our Support offering in the supplemental

RFP Reference	Description	Conform With Specs Yes/No	Comments
			information
4.4	Service and Maintenance Facilities	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler supports our own products. Munis Technical Support is located in Maine and EnerGov Technical Support is located in Georgia. Munis and EnerGov experts are available to you during the listed hours of operation.
4.5	Moves, Changes, and Additions	<input checked="" type="checkbox"/> / <input type="checkbox"/>	

Section Four - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Please refer to the attached Munis and EnerGov Support document for information on Tyler's technical support approach.

Support Call Process

Tyler Technologies

Support Channels

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

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

Support Resources

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

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

Support Availability

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

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

ISSUE HANDLING

INCIDENT TRACKING

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

INCIDENT PRIORITY

Each incident is assigned a priority number, which corresponds to your needs and deadlines. Your team is responsible for reasonably setting the priority of the incident per the chart below. The goal of this structure is to help the client clearly understand and communicate the importance of the issue and to describe expected responses and resolutions.

Priority Level	Characteristics of Support Incident	Resolution Targets
1	Critical Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. Tyler’s responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2	High Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. Tyler’s responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3	Medium Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. Tyler’s responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
4		

1

2

3

4

Non-critical Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level. Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

INCIDENT ESCALATION

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

Level 1: front-line representatives

Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues

Level 3: assist in incident escalations and specialized client issues

Level 4: responsible for the management of support teams for either a single product or a product group

You may contact the appropriate Software Support Manager to ensure you are receiving the service needed if an issue arises. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet your needs.

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

Telephone – for immediate response, call toll-free to either escalate an incident's priority or to escalate an issue through management channels as described above.

Email – clients can send an email to software support in order to escalate the priority of an issue

On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

Section Five – Performance Requirements Response Form

Please complete the forms below.

RFP Reference	Description	Conform With Specs Yes/No	Comments
5.2	Testing	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please review the attached Tyler Testing Plan. A custom Testing Plan will be part of the overall project plan development performed during the planning stage of the project. The City and Tyler Project Teams will co-develop this plan
5.3	System Acceptance	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Tyler will begin the project 60 days following contract signing. The project will begin with installation and then proceed on to Project Planning and Analysis System Acceptance testing is performed prior to Go Live, and is part of the parallel processing recommended as part of each project phase
5.4	Functional Acceptance Test	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler refers to this testing as the System Design Validation task, which is built into the Project Plan and is a demonstration of configured functionality. We have included a bucket of days designed around this requirement.
5.5	Performance Test	<input checked="" type="checkbox"/> / <input type="checkbox"/>	To meet the City's requirements for this test all Live Processing for all modules would have to be performed for 30 days. This would require the City to conduct business twice for all transactions for 30 days, and would mean that all project phases are proceeding at the same time. Tyler is open to discussing a similar test of the system and have included days in our pricing for this on the initial phase of the project. Please review the attached Tyler Testing

RFP Reference	Description	Conform With Specs Yes/No	Comments
			Plan
5.6	Reliability Test	<input checked="" type="checkbox"/> / <input type="checkbox"/>	<p>This test as stated will be conducted after all work has been completed. If this is the case, COA would be Live on Munis Software. Tyler is open to discussing a similar test of the system and have included days in our pricing to ensure reliability testing is complete. Please review the attached Tyler Testing Plan</p>
5.7	Ongoing System Performance	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>5.7.1 Tyler guarantees 99.9% uptime with the SAAS solution. For On Premise solution, no guarantees can be provided due to a number of factors (3rd Party Hardware Vendor, ISP, etc)</p> <p>5.7.2 Tyler generates specs for on premise server configurations based on clients number of concurrent users and products owned. These specs are created for 3 to 5 years worth of growth.</p> <p>Tyler has a dedicated Performance Testing department and lab. Automated testing is completed across all major modules of the ERP system across three primary testing areas; performance, load and stress testing.</p> <ul style="list-style-type: none"> • Performance Testing validates speed, scalability, and/or stability of the system. This allows Tyler to determine current capacity of the software and ensure most performance issues are resolved prior to software releases and updates. Performance testing also aids in determining precise hardware

RFP Reference	Description	Conform With Specs Yes/No	Comments
			<p>requirements and configurations.</p> <ul style="list-style-type: none"> • Load Testing validates the system's performance under normal or peak workload (e.g. number of transactions, concurrent user sessions). Testing modules are created to include common tasks that may be run daily by clients to simulate a typical workload. All of these workloads are run simultaneously to simulate client usage. • Stress Testing validates the system's performance/behavior when pushed beyond normal/peak workloads. In addition, hardware failures simulations are also included in these tests to evaluate bottlenecks and identify potential causes of the failure. <p>Tyler utilizes several client footprints to represent the various configurations that make up our client base. These configurations range from consolidated environments running 1-2 modules to distributed systems running the entire application suite. Dedicated/bare metal and virtualized configurations using real client data are used in these testing scenarios.</p>
5.8	System Performance Profile	<input type="checkbox"/> / <input checked="" type="checkbox"/>	
5.9	System Response Time	<input type="checkbox"/> / <input checked="" type="checkbox"/>	<p>There are a variety of factors that can affect the response time of the system. Properly sizing the servers with the correct amount of CPU cores, appropriate amount of memory, and enough disk space is critical to ensure the system performs as expected. Tyler has found that in virtualized environments, the disk sub-</p>

RFP Reference	Description	Conform With Specs Yes/No	Comments
			<p>system is critical to ensure the performance of the system. Having less than 25ms to 50ms of latency on the disks is important to ensure performance. Additionally, since the Tyler Applications are web based, it is important to have a solid network with no dropped packets. Rendering speed of the application is also dependent on the PC resources, so having a relatively new machine (within the last 4 years) is also helpful with performance. Finally, executing smart queries inside the applications helps with performance. For example, utilizing no search term filters and pulling back 25 years of history, will be slower than executing a more limited search.</p> <p>With the proper server environment configuration, there are no performance limitations of Tyler applications. However due to the number of variables that may affect system response times, Tyler does not make guarantees on application performance or response times.</p>
5.10	Computer System Availability	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Refer to 5.7

Section Five - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Tyler has more than 35 years of experience implementing software for the Public Sector and more than 14,000 clients using our solutions. This experience has led to the current Methodology and Approach to Implementation which is proven to be successful. Tyler's Testing Plan is attached to this response to give the City of Oxnard an overview of the approach and structure of different tests that are built into our Project Plan and Customized to meet the City's needs.

As noted in the above chart, Tyler has taken exception to many of the required tests as outlined in the City's RFP but we are willing to work with the City to develop a mutually agreeable alternative. Tyler believes that the outline of what the City is requesting is covered in our Testing Plan. Please review that attached documents for a more complete picture of Tyler Services and Methodology.

Attached Documents:

Tyler RFP Response Document includes: Tyler Testing Plan and Tyler Implementation Methodology_

Tyler Sample Implementation Plan

City of Oxnard, CA - Gantt Chart_____

Section Six - Implementation Requirements Response Form

Please complete the forms below.

6.1 GENERAL QUESTIONS	YES/NO or RESPONSE
6.1.1 What agency data processing staffing do you recommend to support your system?	Tyler does not recommend specific staffing for support of the Munis and EnerGov System. During the Implementation, certain project roles are required on the part of the City. These roles are explained in the Project Resource Roles section in the sample SOW included with this response. _____
6.1.2 How many copies will you provide of the following documentation?	
a. Hardware Manuals	__ Documentation is available via our KnowledgeBase _____
b. Application Systems Documentation	__ Documentation is available via our KnowledgeBase _____
c. User Operations Manual	__ Documentation is available via our KnowledgeBase _____
6.1.3 How many hours of project management will you provide to Agency?	__ Tyler's Project Management time is included in the overall cost of the implementation services as outlined in the included Investment Summary. Tyler has proposed our 50% Part Time Dedicated Project Management service, which will have a Project Manager of an FTE 0.50 for the City's project and will onsite one trip per month for the duration of your project. _____
6.1.4 Specify and explain any environmental modifications (e.g., electrical, air conditioning) that may be needed in order to install your system?	__ Tyler does not have any specific requirements for On Premise server room configurations or on site infrastructure. Specifications of the servers will be provided which will include server specific items: disk space, memory, CPU requirements, etc. _____

6.1.5 Have you attached your proposed implementation plan and Gantt Chart?	<input checked="" type="checkbox"/> / <input type="checkbox"/>

RFP Reference	Description	Conform With Specs Yes/No	Comments
6.2	General Implementation Requirements		
6.2.1	Conduct of Work	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.2.2	Use of Facilities	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.2.3	Restoration of Premises	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.2.4	Qualifications of Implementation Staff	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Tyler performs background checks as staff do not provide SSNs and addresses to anyone outside of Tyler for security and fraud reasons. Requests to perform additional requests will be billable. Tyler will provide resumes that are representative of the caliber of resources that will be assigned to the City's project. Tyler can not name specific project resources until contract signing in an effort to best use available resources. Please see the attached document for our sample Resumes.
6.2.5	Documentation	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Please reference the below explanation of documentation to be provided and developed during the implementation of Munis and EnerGov. Tyler does not supply hardware and as such, there is no documentation provided.
6.3	Project Management		
6.3.1	Coordination	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Tyler will conduct weekly conference calls throughout the project to ensure that both project teams are up to date. Our 50% part time dedicated PM will be onsite one trip per month for tasks such as kickoff, steering

RFP Reference	Description	Conform With Specs Yes/No	Comments
			<p>committee meetings, go live and go live planning.</p> <p>All project milestones are included in the Custom Project Plan which is developed jointly by the Tyler and City Project Teams. Access to this document and all project documentation is available 365 days 24 hours a day on the dedicated Project SharePoint site.</p>
6.3.2	Scheduling	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.4	Site Planning		
6.4.1	Facility Requirements	<input type="checkbox"/> / <input checked="" type="checkbox"/>	See 6.1.4
6.5	Coordination Meetings	<input type="checkbox"/> / <input checked="" type="checkbox"/>	
6.6	Phase-in Requirements	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.7	Business Process Engineering	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.8	Acceptance Testing	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please refer to the Testing Plan section in the supplemental document
6.9	Training		
6.9.1	Training Guidelines	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please see the attached document, Tyler Training Methodology for an overview of Tyler's approach to training.
6.9.2	System Training and Documentation Requirements	<input checked="" type="checkbox"/> / <input type="checkbox"/>	See comments about documentation below.
6.9.3	Training Schedule	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.9.4	Training Database	<input checked="" type="checkbox"/> / <input type="checkbox"/>	A Training Environment will be created during the initial installation. This environment will be available during Implementation as well as once in production. The train environment shares the same code-base as the production environment, but uses a separate database to store information. This mirrored environment of production

RFP Reference	Description	Conform With Specs Yes/No	Comments
			<p>provides new users learning processes and existing users needing a refresher on existing processes a virtual "sandbox" to play in prior to performing tasks in the production system.</p> <p>Training on maintenance and processes surrounding this environment will be covered with your IT staff during the install, and supported throughout the project by the Tyler project team.</p>
6.9.5	Training Volumes	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Classes sizes are typically limited to 12 attendees. Tyler employs a Train-the-Trainer approach to training, and as such the class sizes will not pose a problem.
6.9.6	Ongoing Training	<input checked="" type="checkbox"/> / <input type="checkbox"/>	
6.10	Implementation Plan	<input checked="" type="checkbox"/> / <input type="checkbox"/>	Please refer to the attached Implementation Methodology and Tyler Sample Implementation Plan.

DRAFT

Section Six - Contractor Supplemental Information

Please add any additional supplemental information in this section.

Munis Documentation

On-Line Help

Munis programs include online help that provides field and procedural information designed to assist you in completing program tasks. When you are in a program and you click the Help, the program displays online help for that program. The help content for each program is formatted to provide you with a general overview of the program or the selected program screen, descriptions of the fields on the screen, and procedures for completing the tasks within the program. The online help content also includes a table of contents, from which you can select help for other programs within a product, as well as information for accessing the Munis KnowledgeBase and the Munis Technical Support group.

EnerGov Documentation

Tyler's application documentation is online and includes end-user functions for all applications in the EnerGov suites. The documentation includes a table of contents, index, key word search, and bookmark capabilities. Users have the ability to print topics on their own, e-mail specific topics and associated topics, and ability to contact support directly from within the application or via Online Help. And, they have linked access to Tyler Community where clients ask support questions, query the knowledge base for frequently asked questions, and participate in user group discussions. Tyler Community also includes release notes for the most current version, and archived release notes for previous versions, in addition to Database Diagrams and Data Dictionaries. Video, audio, and online presentations are coming soon on our customer website for EnerGov applications.

Release Notes

Release notes provide a brief description of each product change, along with a list of programs affected by the changes. Release notes are organized by product so that clients can easily find the changes that affect their organization.

Tyler KnowledgeBase

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

Documentation Development

Tyler Knowledge Base documents will be used or referred to during training sessions. The City may customize these documents, as necessary. As part of the proposed project, Tyler will create custom process documentation for all identified processes within the software as part of our

Business Process Consulting service. This documentation will include the City's codes, settings, and screenshots directly from the software environment. Tyler Process Documentation will be provided in MS Word format, and once complete this documentation will become the sole property of the City. City resources will then be responsible for keeping this documentation up to date as new versions of the software and new functionality are introduced.

During the initial installation of the Munis and EnerGov software, a minimal of four environments will be prepared for use during the City's implementation and in production. These environments will be available at no charge to the City for the life of your Tyler contract.

During Implementation, all training activities will be conducted in the Train and Test environments. As each individual phase goes into Production, these activities will shift into the Live environment, while subsequent phases continue to use the non-production environments. Planning for the use and coordination of work in all environments will be conducted during the planning stage of the project. It will be reviewed during status calls throughout the project to ensure that all tasks can be conducted without impacting other implementation activities.

Attached Documents:

Tyler RFP Response Document includes: Resumes, Tyler Training Methodology, Tyler Implementation Methodology, Testing Plan and Data Conversions Approach

Tyler Sample Implementation Plan

City of Oxnard, CA - Gantt Chart

Draft SOW _____

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Section Seven – City of Oxnard Contractual Requirements & City Forms

Please complete the form below as necessary.

Spec #	Contractual Requirement/Terms and Conditions Exceptions
<p>RFP in its entirety.</p> <p>1.6.4 Proposal Submittal</p> <p>7.2 General Terms & Conditions</p>	<p>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.</p> <p>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. Because it is impossible to negotiate in a vacuum, Tyler reserves the right to review and discuss in good faith at the time of contract negotiations any customer specific sample contract and/or contract terms included in the Request for Proposal. 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.</p> <p>Tyler will comply with the RFP as set forth in its Proposal, including its exceptions thereto.</p>
<p>1.12 Execution of Contract</p>	<p>Tyler will execute a contract with the City within a commercially reasonable time following contract award. As noted, Tyler reserves the right to negotiate all terms to the mutual satisfaction of the parties.</p> <p>For an on premise solution, the agreement between the City and Tyler shall not have a defined term. Tyler does provide maintenance and support services on an annual basis, as set forth in its Maintenance and Support Agreement (Exhibit C to the standard Tyler contract). For a SaaS contract, the term of the contract shall be the agreed upon SaaS term which may renew automatically thereafter on a year-to-year basis, or such other renewal term as the parties may agree.</p>
<p>1.13 Public Records</p>	<p>We reserve the right to protest the public disclosure of our confidential business information/trade secrets but will comply with applicable public records laws.</p>
<p>4.2 General Maintenance Provisions;</p> <p>4.3 System Warranty;</p> <p>5.7 Ongoing System Performance;</p> <p>5.8</p>	<p>Tyler will provide maintenance and support services in accordance with the Maintenance and Support Agreement (Exhibit C to the standard Tyler contract). The initial maintenance term commences on the contract effective date. Maintenance fees are payable according to the schedule set forth in the Invoicing and Payment Policy (Exhibit B) of the standard Tyler contract. Provided the City pays annual maintenance fees on the Tyler Software, Tyler will provide maintenance services on the Tyler Software for at least five years from contract signing. If the City elects a Software as a Service contract, maintenance and support, including system availability, will be provided as part of the SaaS Services in accordance with Tyler's Service Level Agreement, an exhibit to the standard Tyler contract.</p>

Spec #	Contractual Requirement/Terms and Conditions Exceptions
System Performance Profile ; 5.9 System Response Times; 5.10 Computer System Availability	For as long as the City has a current Maintenance Agreement in place, 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
5.3 System Acceptance	<p>Tyler will provide services under a contract with the City as mutually agreed by the parties. The initial project meeting will occur within a commercially reasonable timeframe following contract execution.</p> <p>Tyler is willing to negotiate a mutually agreeable acceptance process. Any such process must provide that final acceptance will be issued when the Tyler software operates in live production without Priority Level 1 Defect, as defined in the support call process attached to Tyler’s standard contract as an exhibit, for a mutually agreeable period of time.</p>
6.2.4 Qualifications of Implementation Staff	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 City. Tyler cannot permit clients to approve project personnel as Tyler must retain the right to assign personnel based on project needs, experience and availability. 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.
6.3.2 Scheduling	Tyler’s proposal includes a sample project plan. Tyler will deliver the actual project plan following contract execution upon obtaining further information from the City.
8.0 Price Requirements	<p>Unless expressly indicated otherwise, our Proposal contains estimates of the amount of services and associated expenses needed, based on our understanding of the size and scope of your project. The actual amount of services and expenses depends on such factors as your level of involvement in the project and the speed of knowledge transfer. If required, we will provide a not-to-exceed quote once the scope of services has been finalized. Unless noted otherwise, our services rates do not include taxes or travel expenses, which are separately estimated.</p> <p>Tyler’s standard payment terms are set forth in the Invoicing and Payment Policy (Exhibit B) to the standard Tyler contract. Payment is due within forty-five days of invoicing.</p>
Attachment A - Sample Professional Services Agreement	As noted, Tyler prefers to use the standard Tyler contract as the basis for beginning contract negotiations. If the City insists on using the Sample Agreement in the RFP as the starting point, Tyler reserves the right to negotiate those terms with the City. For evaluation purposes only, Tyler sets forth the following representative exceptions to the sample Agreement. This list is not exhaustive, and instead represents Tyler’s basic position on the subject provisions. Tyler reserves the right to negotiate any and all contract terms to the mutual satisfaction of the parties.
Attachment	Tyler warrants that it will perform services in a professional, workmanlike manner,

Spec #	Contractual Requirement/Terms and Conditions Exceptions
t A/ 3. Standard of Performance; 7. Correction of Errors	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 City.
Attachment A / 12. Term of Agreement	For an on premise solution, the agreement between the City and Tyler shall not have a defined term. Tyler does provide maintenance and support services on an annual basis, as set forth in its Maintenance and Support Agreement (Exhibit C to the standard Tyler contract). For a SaaS contract, the term of the contract shall be the agreed upon SaaS term which may renew automatically thereafter on a year-to-year basis, or such other renewal term as the parties may agree.
Attachment A/ 13. Termination	Tyler's standard practice is not to include a termination for convenience provision in its contracts, given the significant investments made by both parties to the procurement and implementation. The customer may terminate its contract with Tyler for cause in the event Tyler fails to cure a material breach within thirty days of the customer's invocation of dispute resolution. In the event of such termination the customer 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 customer's remedies, will be determined through the mutually agreed dispute resolution process.
Attachment A / 16. Responsibility for Expenses	The City shall be liable for and Tyler will incur travel expenses in accordance with Tyler's then-current business policy. Tyler's current business travel policy is attached to the contract as an exhibit.
Attachment A/ 17 Non-Appropriation of Funds	If a customer should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in the contract, or other means of performing the same functions of such products, the customer may unilaterally terminate its contract with Tyler upon thirty days' prior written notice to Tyler. Upon termination for non-appropriation, the customer shall remit payment for all products and services delivered to the customer and all expenses incurred by Tyler prior to Tyler's receipt of the termination notice. The customer will not be entitled to a refund or offset of previously paid license and other fees.
Attachment A/18. Records	Tyler does not agree to work for hire provisions. We retain all intellectual property and confidentiality rights in and to our proprietary and/or confidential information and deliverables.
Attachment A/19 Maintenance and Inspection of Records	The City may audit Tyler's books and records relating directly to the contract once per year on one week advance written notice, and at the City's expense.
Attachment A/21.	Tyler shall indemnify, defend and hold harmless its customers from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including

Spec #	Contractual Requirement/Terms and Conditions Exceptions
Indemnity	reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to our performance under its agreement with such customer. The customer must notify Tyler promptly in writing of the claim and give us sole control over its defense or settlement. The customer also agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at our expense.
Attachment A /22 Insurance Attachment B	Tyler's insurance program is established at a corporate level and is no subject to change on an individual customer basis; a copy of Tyler's current Evidence of Insurance certificate is included in Tyler's proposal. 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. Tyler's insurance program does not cover a Tyler subcontractor. Any subcontractor used by Tyler and approved by the City will be required to carry its own insurance. Tyler will require that any such insurance meet the minimum requirements agreed to by Tyler and the City.
Attachment A/26. Assignability of Contract	Tyler reserves the right to, without the prior written consent of the customer, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets.
Attachment A/30. Time of Essence	Tyler does not agree to "time being made of the essence." Tyler will begin and perform services in accordance with the mutually agreed upon implementation plan schedule.

Spec #	Contractual Requirement/Terms and Conditions Exceptions
<p>Attachment A/33. Compliance with Laws</p>	<p>We agree to comply with applicable laws and mutually agreed to customer protocols. The quoted fees are based, in part, on the cost of compliance with applicable laws existing as of the time of the quote. Should laws applicable to Tyler's performance under the agreement change post-signature, Tyler reserves the right to seek a change order for the additional work, time and/or cost that may be required to comply with the new law, ordinance or regulation. We reserve the right to discuss in good faith which laws you consider applicable, and to identify those in the contract.</p>

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Section Seven – City of Oxnard Contractual Requirements & City Forms

You are required to complete the forms in this section. Please submit original signatures on the original proposal submission and a .pdf version electronically. This section includes:

- Contractor Insurance Requirements & Agreement

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**ATTACHMENT
INS-W
INSURANCE REQUIREMENTS FOR CONSULTANTS
(WITH CYBER LIABILITY AND ERRORS AND OMISSIONS REQUIREMENT)**

1. Consultant shall obtain and maintain during the performance of any services under this Agreement the following insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of services hereunder by Consultant, its agents, representatives, employees or subconsultants.

a. Commercial General Liability Insurance, including Contractual Liability, in an amount not less than \$1,000,000 per occurrence for general liability with coverage equivalent to Insurance Services Office Commercial General Liability Coverage (Occurrence Form CG 0001). If a general aggregate limit is used, that limit shall apply separately to the project or shall be twice the occurrence amount;

b. Business automobile liability insurance in an amount not less than \$1,000,000 combined single limit for bodily injury and property damage with coverage equivalent to Insurance Services Office Automobile Liability Coverage (Occurrence Form CA0001) covering Code No. 1, “any auto”;

c. Workers’ compensation insurance in compliance with the laws of the State of California, and employer’s liability insurance in an amount not less than \$1,000,000 Each Accident / \$1,000,000 Disease - Each Employee / \$1,000,000 Disease – Policy Limit .

d. Cyber / Privacy Professional Liability in an amount not less than \$3,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Consultant in this Agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to professional services, multimedia liability, data recovery and loss of business income, privacy regulatory defense and penalties, crisis management, customer notification costs, and customer support and credit monitoring expenses, data extortion, and PCI DSS. If the policy is written on a claims made basis, the retroactive date must be shown and must be before the date of the contract or the beginning of contract work. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, the Consultant must purchase “extended reporting” coverage for a minimum of five (5) years after completion of contract work.

2. Consultant shall, prior to performance of any services, file with the Risk Manager certificates of insurance with endorsements affecting coverage required by this Exhibit INS-W. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received and approved by the Risk Manager before work commences. The certificates of insurance and endorsements shall be sent via email (or fax if necessary) to the Risk Manager, addressed as follows (do not send hard copies):

City of Oxnard
Insurance Compliance
Reference No. _____
P.O. Box 100085 – OX
Duluth, GA 30096
Via Email: cityofoxnard@ebix.com
Via Fax: 678-259-1007

3. Consultant agrees that all insurance coverages shall be provided by a California admitted insurance carrier with an A.M. Best rating of A:VII or better. Coverage may not be suspended, voided, canceled by either party, or reduced below coverage or limits without 30 days’ prior written notice from Tyler to the Risk Manager.

4. Consultant agrees that the commercial general liability and business automobile liability insurance policies shall be endorsed to name City, its City Council, officers, employees and volunteers as additional insureds as respects: liability arising out of activities performed arising out of or relating to the Agreement. by or on behalf of Consultant; products and completed operations of Consultant; premises owned, occupied or used by Consultant; or automobiles owned, leased, hired or borrowed by Consultant.

5. The coverages provided to City shall be primary for claims that arise out of or relate to the Agreement and are between us and you and not contributing to or in excess of any existing City insurance coverages (**this must be endorsed**). Any failure to comply with reporting provisions of the policies shall not affect coverage provided to City, its City Council, **INSTRUCTION FOR SUBMITTING INSURANCE CERTIFICATES AND ENDORSEMENT FORMS**

Certificates of Insurance

The sample accord form on the following page is provided to facilitate your preparation and submission of certificates of insurance. You may use this or any industry form that shows coverage as broad as that shown

on the attached sample. **Please note the certificate holder address must be as shown on the attached sample accord form with the contract number and insurance exhibit identification information completed.** Improperly addressed certificates may delay the contract start-up date because the City's practice is to return unidentifiable insurance certificates to the insured for clarification as to the contract number. **Cancellation provisions must be endorsed to the policy. Modifying the certificate does not change coverage or obligate the carrier to provide notice of cancellation.**

Endorsement Forms

Original endorsements are required for commercial general liability and business automobile liability insurance policies and must be attached to the applicable certificate of insurance. City preference is that the Consultant/insurer use the endorsement forms which are attached. Substitute forms will be accepted, however, as long as they include provisions comparable to the sample accord form.

INS-A.doc

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ACORD CERTIFICATE OF INSURANCE

ISSUE DATE (MM/DD/YY)

PRODUCER		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.			
CODE	SUB-CODE	COMPANIES AFFORDING INSURANCE COVERAGE			
INSURED		COMPANY LETTER A SPECIFY COMPANY NAMES IN THIS SPACE			
		COMPANY LETTER B			
COVERAGES					
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.					
CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY [x] COMMERCIAL GENERAL LIABILITY [] CLAIMS MADE [x] OCCUR. [x] OWNER'S & CONTRACTOR'S PROT.				GENERAL AGGREGATE \$1,000,000 PRODUCTS COMP/OP AGG . \$1,000,000 PERSONAL & ADV. INJURY \$1,000,000 EACH OCCURRENCE \$1,000,000 FIRE DAMAGE (Any one fire) \$ MED. EXPENSE (Any one person) \$
A	AUTOMOBILE LIABILITY [x] ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS GARAGE LIABILITY				COMBINED SINGLE LIMIT \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE \$
A	EXCESS LIABILITY UMBRELLA FORM OTHER THAN UMBRELLA FORM				EACH OCCURRENCE \$ AGGREGATE \$
A	WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY				STATUTORY LIMITS EACH ACCIDENT \$1,000,000 DISEASE-POLICY LIMIT \$1,000,000 DISEASE-EACH EMPLOYEE \$1,000,000
A	OTHER Errors and omissions insurance or malpractice insurance available for the insured's profession				Minimum coverage \$1,000,000 Each consultant/ & listed sub-consultant \$500,000
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/RESTRICTIONS/SPECIAL ITEMS					
CERTIFICATE HOLDER City of Oxnard Attn: Risk Manager Reference No. _____ 300 W. Third Street, Suite 302 Oxnard CA 93030			CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.		
AUTHORIZED REPRESENTATIVE					

Section Eight - Price Proposal

Please complete the forms below.

Summary Sheet: Project Charges

	Description		Charges	
1.	Hardware <i>(Detail on Section 8.1)</i>		\$28,347	Complete
2.	Operating Software <i>(Detail on Section 8.2)</i>		\$	Complete
3.	Application Software <i>(Detail on Section 8.3)</i>		\$1,665,848	Complete
4.	Training <i>(Detail on Section 8.4)</i>			
		Project Hours		
5.	Services <i>(Provide a brief description of the services that will be provided in Section 8.5)</i>			
	1. Requirements Planning and Design	1432 Hours	\$250600	Complete
	2. Business Process Engineering	Fee by module for BPC	\$458500	Complete
	3. Systems Engineering	3723	\$651525	Complete
	4. Project Management	50% dedicated for 38 months + Proj. Planning	\$469000	Complete
	5. Testing	2093 Hours	\$366275	Complete
	6. Travel Expenses		\$312000	Complete
	7. Delivery/Handling		\$ _____	Complete
	8. Data Conversion	flat fee	\$179550	Complete
	9. Performance Bond		\$ _____	Complete
	10. Payment Bond		\$ _____	Complete
	11. Maintenance Bond		\$ _____	Complete
	12. Other Tyler & EnerGov Forms	flat fee	\$43525	Complete
	13. Other Installation, Imports/Exports	flat fee	\$26775	Complete
	14. Other Not To Exceed Contingency	760 Hours	\$133000	Complete
	15. Other Custom Report Assistance	256 Hours	\$44800	Complete
	Total Services:	_____	\$2,935,550	
	Total Project:		\$4,847,120	
		Discount:	\$85,054	
	TOTAL PROJECT:		\$4,762,066	
6.	Maintenance – Annual Cost <i>(Detail in Section 8.6)</i>			
	Hardware & Software <i>(Provide 5-year breakdown)</i>		\$ _____	5-year
	Application Software <i>(Provide 5-year breakdown)</i>		\$2,204,860	5-year
7.	Vendor-Hosted SaaS – Annual Cost <i>(Detail in Section 8.7)</i>			
	Annual Subscription <i>(Provide 5-year breakdown)</i>		\$961,237	Year 1

Summary Sheet: Project Charges

	Annual Escalation		Annual SaaS fee. Does not include Services. 5yr SaaS subscription%	Per year
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Section 8.1 Hardware - Initial - Purchase

List all equipment items (e.g., Servers, Signature Pads, Printers, Network Upgrades as needed, and all related components) included in your proposal. Use additional sheets as required and number all pages. Include any network and mobile hardware. Transfer the total to Summary Sheet, Line 1. Hardware.

Item Number	Description	QTY	Unit Cost \$	Extended Cost \$
Hardware				
_____	BMI AssetTrak Additional Barcode/RFID Data Terminal	1	\$3895	\$3895
_____	BMI AssetTrak FA Bar Code/RFID Scanning System	1	\$8030	\$8030
_____	BMI CollectIT Additional Barcode Data Terminal	1	\$2975	\$2975
_____	BMI CollectIT Barcode Printer Kit	1	\$795	\$795
_____	BMI CollectIT Inventory Bar Code Scanning System	1	\$6490	\$6490
_____	Cash Drawer	1	\$230	\$230
_____	Hand Held Scanner	1	\$385	\$385
_____	Hand Held Scanner Stand	1	\$25	\$25
_____	ID Tech MiniMag USB Reader	1	\$62	\$62
_____	Printer (TM-S9000)	1	\$1600	\$1600
_____	Touchscreen: No Reader	1	\$2210	\$2210
_____	Tyler Secure Signature System w/ 2 keys	1	\$1650	\$1650
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____

Section 8.1 Hardware - Initial - Purchase

List all equipment items (e.g., Servers, Signature Pads, Printers, Network Upgrades as needed, and all related components) included in your proposal. Use additional sheets as required and number all pages. Include any network and mobile hardware. Transfer the total to Summary Sheet, Line 1. Hardware.

_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
TOTAL HARDWARE COST				\$ <u>28,347</u>

Section 8.2 Operating Software - Initial – Purchase

List all operating software items (e.g., Operating Systems, Database Management Systems, and System Utilities) included in your proposal. Use additional sheets as required and number all pages. Include any network and mobile software. Transfer the total to Summary Sheet, Line 2. Operating Software.

Item Number	Description	QTY	Unit Cost \$	Extended Cost \$
Operating Software Database and Utilities				
_____	Tyler does not provide pricing on operating systems. It is typical that the City can receive more aggressive pricing off a state contract.	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
Total Operating Software, Database and Utilities Cost				\$ _____

Section 8.3 Application Software - Initial – Purchase

List all software modules included in your proposal. Use additional sheets as required and number all pages. Transfer the total to Summary Sheet, Line 3. Application Software.

Item Number	Description	Seats or Licenses	Unit Cost \$	Extended Cost \$
Finance				
_____	Accounting/GL/BG/AP, Cash Management, Project & Grant Accounting	site license	\$253050	\$253050
_____	Purchasing, Bid Management, Contract Management, eProcurement	site license	\$167300	\$167300
_____	BMI Asset Track Interface/BMI CollectIT Interface, Capital Assets, Inventory	site license	\$104000	\$104000
_____	Employee Expense Reimbursement	site license	\$18900	\$18900
_____	Asset Maintenance, Standard Fuel Interface	site license	\$63550	\$63550
_____	Accounts Receivable, General Billing, Tyler Cashiering	site license	\$119750	\$119750
_____	CAFR Statement Builder	site license	\$25000	\$25000
Total				\$751550
Human Resources				
_____	ExecuTime Advance Scheduling Mobile	site license	\$3975	\$3975
_____	ExecuTime Advance Scheduling	up to 250 EEs	\$16895	\$16895
_____	ExecuTime Time & Attendance Mobile	site license	\$5075	\$5075
_____	ExecuTime Time & Attendance	up to 1500 EEs	\$45050	\$45050
_____	Human Resource & Talent Mgt.	site license	\$30880	\$30880
_____	Payroll w/Employee Self Service	site license	\$52030	\$52030
_____	Recruiting	site license	\$9150	\$9150
_____	_____	_____	\$_____	\$_____
Total				\$163055
Planning & Development				
_____	EnerGov Citizen Self Service - LRM/PLM	site license	\$59998	\$59998
_____	EnerGov eReviews, EnerGov Report Toolkit	site license	\$66999	\$66999

Section 8.3 Application Software - Initial – Purchase

List all software modules included in your proposal. Use additional sheets as required and number all pages. Transfer the total to Summary Sheet, Line 3. Application Software.

_____	EnerGov SDK - License & Regulatory, Permitting & Land Mgt, Request & Enforcement	site license	\$27500	\$27500
_____	EnerGov Licensing & Regulatory Mgt	up to 10	\$29990	\$29990
_____	EnerGov Permitting & Land Mgt	up to 75	\$224925	\$224925
_____	Tyler GIS	up to 85	\$42500	\$42500
_____	EnerGov iG Workforce Apps	up to 15	\$14985	\$14985
Total				\$466897

Section 8.3 Application Software - Initial – Purchase

Item Number	Description	Seats or Licenses	Unit Cost \$	Extended Cost \$
Other				
_____	Tyler Incident Management	site license	\$33000	\$33000
_____	Tyler Forms Processing	site license	\$19500	\$19500
_____	Tyler Content Manager SE	site license	\$60000	\$60000
_____	Munis Analytics & Reporting	site license	\$158500	\$158500
_____	IVR Gateway	site license	\$18000	\$18000
_____	Utility Billing CIS, UB Interface, Central Property File	site license	\$58400	\$58400
_____	Maplink GIS Integration	site license	\$22000	\$22000
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
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_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____

Section 8.3 Application Software - Initial – Purchase

List all software modules included in your proposal. Use additional sheets as required and number all pages. Transfer the total to Summary Sheet, Line 3. Application Software.

_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
Total Other				\$369400

Section 8.4 Training

Please provide detail regarding proposed application and operating software training, including system administration, and summarize on Summary Sheet, Line 4. Training.

Class Description	Max Class Size	Number of Classes	Hours/Class	Charge \$
A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. The Implementation days quoted include training, in the form of formal classroom training, remote training, and informal troubleshooting training. All training days will be allocated and scheduled collaboratively during the project planning stage. The mutually developed plan will outline this information during the planning stage. Until further analysis and user information is acquired, we cannot commit to total number of trainee/classes. We're going to deliver end user training on each respective topic one time and expect that one of their trainers will then deliver the training to the remaining staff (train-the-trainer).	12	TBD	4 or 8	\$Included in the proposed project - See the provided Investment Summary_____
____ Sample Class Descriptions:	_____	_____	_____	\$ _____
____ Account Payable Inquiries	_____	_____	_____	\$ _____
____ Budget Preparation	_____	_____	_____	\$ _____
Capital Assets	_____	_____	_____	\$ _____
Monthly Reconciliation	_____	_____	_____	\$ _____
Payroll - Job Pay and Accruals	_____	_____	_____	\$ _____
Payroll - Tips and Advanced Topics	_____	_____	_____	\$ _____
Personnel Management Tools—Inquiries and Re	_____	_____	_____	\$ _____
Personnel—Salary and Benefit Projections	_____	_____	_____	\$ _____
Requisition Entry	_____	_____	_____	\$ _____
W-2 / 1099 Processing_____	_____	_____	_____	\$ _____
Fiscal Year End Processing_____	_____	_____	_____	\$ _____
System Administration_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____
_____	_____	_____	_____	\$ _____

Section 8.6 Maintenance

Maintenance must be complete as specified in RFP Section 4. The maintenance or license charges for the first year must be included in the system purchase prices on Line 6. Maintenance – Annual Cost, of the Price Summary Sheet.

Line 4f	\$0	\$3402	\$3572	\$3751	\$3938
Line 5f	\$0	\$11439	\$12011	\$12611	\$13242
Line 6f	\$0	\$21555	\$22633	\$23764	\$24953
Line 7f	\$0	\$4500	\$4725	\$4961	\$5209
	\$_____	\$_____	\$_____	\$_____	\$_____
	\$_____	\$_____	\$_____	\$_____	\$_____

Human Resources

Line 1hr	\$0	\$795	\$835	\$876	\$920
Line 2hr	\$0	\$3379	\$3548	\$3725	\$3912
Line 3hr	\$0	\$1015	\$1066	\$1119	\$1175
Line 4hr	\$0	\$9010	\$9460	\$9934	\$10430
Line 5hr	\$0	\$5558	\$5836	\$6128	\$6434
Line 6hr	\$0	\$9365	\$9833	\$10325	\$10841
Line 7hr	\$0	\$1647	\$1729	\$1816	\$1907
	\$_____	\$_____	\$_____	\$_____	\$_____
	\$_____	\$_____	\$_____	\$_____	\$_____

Planning & Development

Line 1p	\$0	\$12000	\$12600	\$13230	\$13892
Line 2p	\$0	\$13400	\$14070	\$14774	\$15512
Line 3p	\$0	\$5500	\$5775	\$6064	\$6367
Line 4p	\$0	\$6000	\$6300	\$6615	\$6946
Line 5p	\$0	\$45000	\$47250	\$49613	\$52093
Line 6p	\$0	\$8500	\$8925	\$9371	\$9840
Line 7p	\$0	\$3000	\$3150	\$3308	\$3473
	\$_____	\$_____	\$_____	\$_____	\$_____

Other

Line 1o	\$0	\$6600	\$6930	\$7277	\$7640
Line 2o	\$0	\$3900	\$4095	\$4300	\$4515
Line 3o	\$0	\$10800	\$11340	\$11907	\$12502
Line 4o	\$0	\$28530	\$29957	\$31454	\$33027
Line 5o	\$0	\$3240	\$3402	\$3572	\$3751
Line 6o	\$0	\$10806	\$11346	\$11914	\$12509
Line 7o	\$0	\$3960	\$4158	\$4366	\$4584
Disaster Recoery	\$65336	\$68603	\$72033	\$75634	\$79416
System Mgt. Services	\$65336	\$68603	\$72033	\$75634	\$79416

Section 8.6 Maintenance

Maintenance must be complete as specified in RFP Section 4. The maintenance or license charges for the first year must be included in the system purchase prices on Line 6. Maintenance – Annual Cost, of the Price Summary Sheet.

Postal XPress Subscrip	\$1649	\$1732	\$1818	\$1909	\$2004
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____
_____	\$_____	\$_____	\$_____	\$_____	\$_____

Provide the percentage annual charge for application software maintenance, if applicable: Proposed 5% year over year. Year 1 is waived

Provide the general maintenance program proposed (items covered or excluded, response time, hours of coverage, etc.)
 Tyler's standard support has been provided. We do not categorize support levels for different customers/offerings.

Section 8.7 Annual Subscription Costs

If applicable, list all software modules included in your proposal. Use additional sheets as required and number all pages. Provide breakdown of 5-year costs. Transfer the total, 1st year cost and annual escalation percentage to Summary Sheet, Line 7 - Vendor-Hosted SaaS.

Item Number	Description	Seats or Licenses	Unit Cost \$	Annual Cost \$
Applications				
_____	All applications noted for On Premis pricing are included within the SaaS pricing.	up to 100 concurrent users	\$_____	\$961,237
_____	Pricing is annual cost for 5yrs SaaS subscription	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____
_____	_____	_____	\$_____	\$_____

Section 8.7 Annual Subscription Costs

If applicable, list all software modules included in your proposal. Use additional sheets as required and number all pages. Provide breakdown of 5-year costs. Transfer the total, 1st year cost and annual escalation percentage to Summary Sheet, Line 7 - Vendor-Hosted SaaS.

				Total	\$961,237
Other					
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
_____	_____	_____	\$ _____	\$ _____	
Total Other					\$ _____

Implementation Management Plan

Tyler Technologies

SAMPLE

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SAMPLE

Introduction

All successful implementations require strategic planning, performed at various stages throughout the project lifecycle. This Implementation Management Plan is a compilation of what Tyler considers to be some of the most important management plans needed during implementation. Please make sure to add the Client's Change Management Plan to the Project SharePoint, as well as any other relevant management plans that may have been developed.

One of the biggest challenges faced with Management Plans is actually putting them to use. Too often, the burdens of day-to-day project activities seem to outweigh the importance of having a plan in place; especially one that is clearly communicated, carefully followed, and revised as needed. Tyler's implementation methodology carefully establishes a formal placeholder for planning sessions at the onset of each phase and requires acceptance of the Management Plan as a deliverable.

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Scope Management Plan

Purpose

The focus of the Scope Management Plan is on managing the scope of the project as it is defined at the onset of the project/phase and determining when changes are to be considered, how requests are to be processed through the organization, and who is involved in authorizing the change to scope.

This plan documents the scope management approach, roles and responsibilities as they pertain to scope change control. Any project communication which pertains to the project's scope should adhere to the Scope Management Plan.

Scope Management Approach

It is important to clearly define the approach to managing the project's scope. This section provides a summary of the Scope Management Plan and addresses the following:

- Authorities and responsibilities for scope management
- Scope change process (who initiates, who authorizes, etc.)

Scope management will be the responsibility of both the Client and Tyler Project Managers. The scope for this project is defined by the Statement of Work and the Agreement.

Scope Roles and Responsibilities

In order to successfully manage a project's scope, it is important to clearly define all roles and responsibilities for scope management. This section defines all of the project roles of those who are involved in managing the scope of the project. It should state who is responsible for scope management and who is responsible for accepting the deliverables of the project as defined by the project's scope. Any other roles in scope management should also be stated in this section.

The Project Managers, Sponsor and project team will all play key roles in managing the scope of this project. As such, the Project Sponsor, Project Managers, and team members must be aware of their responsibilities in order to ensure that work performed on the project is within the established scope throughout the entire duration of the project. The table below defines the roles and responsibilities for scope management.

Name	Role	Organization	Responsibility
	Project Manager	Client	Evaluate Change Request, Prepare Change Request Form
	Project Manager	Tyler	Prepare response to Change Request Form, Evaluate impact to schedule, budget
	Steering Committee	Client	Evaluate the recommendations from the Project Team, weigh the benefits vs. cost of budget/timeline impact, make decisions on scope changes
	Project Sponsor	Client	

Project Scope Statement

The scope for this project is defined by the Statement of Work and the Agreement.

Scope Verification

As the project progresses, the Client Project Manager will verify project deliverables and control points against the Project Scope Statement. Once the Client Manager verifies that they meet the requirements, the Client Project Manager complete the acceptance of the deliverable/Control Point. This will ensure that project work remains within the scope of the project on a consistent basis throughout the life of the project.

Scope Control

The Project Managers and the project team will work together to control of the scope of project. The project team will ensure that they perform only the work described in the project scope statement. The Project Manager will oversee the project team and the progression of the project to ensure that this scope control process is followed and progress is reported through Project Scope measurements tools as defined above in the project scope statement.

Scope Change

If a change to project scope is needed, the process for recommending and estimating changes to the scope of the project must be carried out. Any Client project team member or Sponsor can request changes to the project scope. All change requests must be submitted to the Client Project Manager in the form of a project change request document. The Client Project Manager will then review the suggested change to the scope of the project. The Client Project Manager will then either reject the change request if it does not apply to the intent of the project, or convene a Change Control meeting with the project team and Steering Committee to review the change request further and determine if the Client is ready to submit a change request to Tyler to gather cost and schedule information, so a full impact assessment of the change can be performed.

Upon receipt of a change request document, Tyler Project Manager will review the request with the appropriate Tyler resources to determine if the scope change can be accomplished and/or meets the

products' requirements, depending on whether the change is one requiring implementation services or product change. If Tyler decides to move forward with the scope change, the Tyler Project Manager will prepare a Scope Change Form, including any budgetary or schedule impacts, and a description of the services and/or product change. The Scope Change Form will be provided to the Client Project Manager for review with the project team and Steering Committee.

If the Client Project Manager and Steering Committee approve the Scope Change Form, the Tyler Project Manager will determine if further action is required before proceeding with the scope change. The Client and Tyler Project Managers will update all project documents and communicate the scope change to all project team members' stakeholders.

SAMPLE

Communication Plan

Purpose

The purpose of the Communication Plan is to detail how communications will be managed throughout the project life cycle. The plan will include all planned and periodic communications occurring between the project stakeholders, scheduled written and oral communication, the frequency of the scheduled communications and the responsible person(s) for providing the information. A routine communication plan will aid all Project team members, of both the Client and Tyler, in understanding the goals, objectives, current status and health of the Project.

Communications Planning

Communication Planning determines the information and communications needs of the project. Here we will identify who needs what information, when they will need it, how it will be given to them, and by whom. Identifying the informational needs of the stakeholders and determining a suitable means of meeting those needs is an important factor for project success. In addition to documenting the approach to communications identification and analysis, the plan should cover who is responsible for managing communications, how communications will be tracked throughout the project lifecycle, and how mitigation and contingency plans are developed and implemented.

Information Distribution

Throughout the project, this plan will be maintained to ensure that necessary information is made available to project stakeholders in a timely manner. This plan will impact the following members:

Members	Inform	Involve	Invoke Action	Gain Buy-In
Project Team	√	√	√	
User Group	√	√		√
Stakeholder Group	√	√		√
External / Public Audience	√			√

Roles and Responsibilities

In order to successfully manage project communication, it is important to clearly define all roles and responsibilities for communication management. This section should define the communication role of the Project Manager, Project Team, Stakeholders and other key persons who are involved in the project. It should state who is responsible for each communication. The participants and stakeholders involved in managing project communications are defined in the Communication Matrix. In some cases, one individual may perform multiple roles in the process. At a minimum, we recommend the items in the Sample Communication Matrix be assigned and implemented.

Sample Communication Plan Matrix

Message	Objective/ goal	Target Audience	Owner(s)	Frequency	Medium or method	Timing	Notes
Stakeholder Presentation	Reasons for upgrade; WIIFM; overall project timeline; who to contact with questions, high level scope outline	Functional Leaders, Project Team, Stakeholders	Client PM, Tyler PM	Start of overall project	Group presentation	Early Nov	Cover: What, Why, When, Who, Where Do we need anything from end users yet?
Project Planning Meetings	Roles and responsibilities will be outlined as well as Implementation Management Plans and initial schedule development.	Client Project Manager, Phase Functional Leaders	Tyler PM, Client PM	Start of overall project	Presentation and Planning Document	Early Nov	Bring blackout dates to meeting
Executive Mandate	Organization will understand the purpose and importance of the project as well as the level of commitment required to make it successful.	Entire Organization	Client Executive Officer	Start of overall project	Email	Early Nov	Recognize challenges and emphasize long term value
Executive Project Status Updates	Provide overall project direction and status.	Client Management; Sponsors	Client PM	Quarterly at Steering Committee meeting	Status Reports, Budget Reports	Start in Jan	

Message	Objective/ goal	Target Audience	Owner(s)	Frequency	Medium or method	Timing	Notes
Client Project Team Meetings	Provide key project participants with detailed information regarding project task status, schedules, progress, and budget.	Functional Leaders, Project Team	Client PM	Weekly	Status Reports, In Person Meetings	Every Tues at 9am in Conference Room A	
Tyler Status Meetings	Provide effective and timely communication to the Client PM on the status of the Tyler Project at a detailed level. The goal is to keep the project team abreast of the current project status, project issues, upcoming events, and project milestones at a detailed level. Delivery point will be to Client PM for distribution to the Project Team.	Tyler PM and Client PM	Tyler PM	Bi-Weekly until 90 days from LIVE, then Weekly	Status Report	Every other Wed at 9am	Review schedule, issues and actions, deliverables
Project Plan	Communicate clearly defined tasks, milestones, schedules and dependencies.	Client Project Manager, Functional Leaders, Project Team	Tyler PM	Evolving	SharePoint	Updated weekly	

Message	Objective/ goal	Target Audience	Owner(s)	Frequency	Medium or method	Timing	Notes
Project Sign-Offs	Provide clear acceptance and authorization to proceed to next step in implementation.	Client Project Manager, Functional Leaders, Project Team, Tyler PM	Tyler PM	Evolving	Hardcopy, or Electronic Approval		
Project Web Space	Provide information and support for the project goals to the community and organization	Functional Leaders, Project Team, Organization, Community	Client PM	Evolving	Client Intranet and Website		
FAQ Document	Answer frequently asked questions about the project and its benefits	Organization	Client PM	Evolving	TBD		

Resource Management Plan

Purpose

The purpose of the Resource Management Plan is to identify and define the necessary roles and positions needed to support the project successfully, as well as other types of needed project resources such as training facilities, meeting space, offices, and equipment. Knowing when, and for how long, each resource is needed is critical to planning and controlling project costs, staff backfill requirements, and everyday project management logistics.

Physical Resource Requirements

- Analysis Facility
 - Conference Room or open meeting space free of interruptions to accommodate all users comfortably
 - Space for attendees to take notes and organize documents
 - Internet connection
 - Projector and screen
 - White board/smart board or flip chart
 - Speaker phone

- Training Facility – Functional Leads, Power Users and End Users
 - Training environment free of interruptions
 - Space for trainees to take notes and organize documents
 - Internet connection
 - Access to the Tyler system
 - Projector and screen
 - A working networked Tyler printer
 - Speakerphone
 - White board/smart board or flip chart
 - Ideally one computer per user being trained and a trainer computer

Facility Resource Matrix

	Analysis 1	Analysis 2	Training 1	Training 2
Room name/number				
Exact location				
Purpose (analysis, training, decentralized training, backup)				
Number of computers				

Is there a separate station for the instructor?				
Total capacity				
Networked printer available?				
Is there access to the Tyler system? Or estimated date for access.				
Number of internet connections (or note if wireless)				
Speakerphone?				
Whiteboard or flipchart?				
First date available				
End date available				
Is room dedicated to project? If not, who reserves it?				
Is there a permanent projector & screen? If not, who reserves them?				
Is the room locked? If so, who will have access?				
Other room considerations				

Human Resources Requirements Matrix

ID	Role	When needed?	Desired Skill Level				Actual Skill Level				Skill Development Strategy
			A	B	C	D	A	B	C	D	
01	Project Manager	Project Initiation through Project Closure	X								

A=proficient, B = well experienced, C = experienced, D = basic

Quality Management Plan

Purpose

The purpose of the quality management plan is to define the responsibilities, activities, and metrics used in measuring and ensuring quality throughout the project. As with all projects, quality crosses various layers of work; implementation, processes, deliverables, software, and management. All layers require scrutiny and continuous adjustment in order to ensure project success, more commonly known as: Plan, Do, Check, Act.

Quality Approach

The project quality approach for this project involves stakeholders and all other project team members beginning at the inception of project stages. This allows the team to focus on items related to quality in the initial stages so that specific quality activities and standards are incorporated right from the start. The project will also use status reports as a tool to communicate any quality risks or issues that arise.

Quality Planning

Identify Quality Metrics

The Project Team must agree on the metrics by which quality will be measured. For instance, if a process can be achieved in the software "out of the box," but requires a process change that users are resisting because it represents change, the Project Team should agree to assign a metric of "Pass." Likewise, if a core software process required for production processing cannot be completed successfully in a test scenario, there are no viable work-arounds available, the Project Team should agree to assign a metric of "Fail," and submit it for re-testing.

Establish Quality Control Checklist

The quality management plan identifies the quality control checklist that will be used throughout the project. A baseline quality control checklist has been attached as a starting point for the project but may be modified or added to as needed.

Issue Resolution

The Client Project Manager will schedule separate meetings, as needed, to discuss project process improvements and determine corrective actions. The results of the meeting activities are then documented and acted on, where possible, so that future project phases are improved by incorporating lessons learned. This approach minimizes issues at the end of the project and facilitates a successful production cutover. These meetings should be addressed as part of the Schedule Management Plan.

Quality Assurance

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Quality assurance is focused on the project's processes and, when executed properly, provides confidence that quality requirements can be fulfilled. The iterative process for providing quality assurance will include review and completion of the following for each phase of the project:

- Control Point 1: Initiate & Plan Stage Acceptance
- Control Point 2: Assess & Define Stage Acceptance
- Control Point 3: Build & Validate Stage Acceptance
- Control Point 4: Final Testing & Training Stage Acceptance
- Control Point 5: Production Cutover Stage Acceptance
- Control Point 6: Phase/Project Closure Stage Acceptance

Quality Control

Quality control is focused on the project's product as opposed to its processes. It involves listing all of the expected deliverables, testing activities, acceptance criteria, and quality control owners. This list may include items that extend beyond Tyler's involvement, but should be maintained as one, cohesive quality control checklist. The checklist is a document that will likely change over the life of the project as lessons learned influence future quality planning.

Risk Management Plan

Purpose

A Risk Management Plan defines methods and procedures for assessing and dealing with internal or external threats that could potentially undermine the implementation. The following diagram illustrates the key elements of a comprehensive risk management plan and the lifecycle of how risk can be defined and managed during the project.



Risk Assessment Procedures

The risk assessment process should identify the likelihood of all potential risks and the impact on the organization if that threat occurred.

The following tables should be customized for this project, based on the organizational structure and complexity of the Client.

Process	Owner	Time Estimate
A meeting with Functional Leads and other identified team members will be held to identify risks using a SWOT analysis.	Tyler PM Client PM	1 hour session
The Risk Register is updated with the identified risks, and other required information.	Client PM enters Client risks; Tyler PM enters Tyler risks, collaborates with Client PM	1 hour effort
E-mail: At the end of each of the above activities, the Project Team and other Client attendees will be asked to e-mail the Client PM with any additional opportunities or risks that occur to them after the session. Client PM will update the Risk Register with the identified risks.	Stakeholders Client PM	1 hour for responses 1 hour documentation

Risk Management Procedures

Process	Owner	Time Estimate
Risks with scores higher than 14 will be assigned to the Project Team, Power Users, and Executive Sponsor/Management if necessary. Each risk owner will be assigned to develop strategies avoid, if possible, or mitigate/transfer the risk, or to increase the chance for an opportunity. Risk owners are given 1 week to complete.	Project Team Client Executive Sponsor (if needed), Tyler Executive Management (if needed)	4 hours
The Project Team will discuss the risk response strategies and agree on the response to be taken should a risk trigger occur, or if it's about to occur. These responses should be documented in the risk register.	Project Team	2 hours

Risk Measuring and Control Procedures

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Process	Owner	Time Estimate
Monitoring: Risk owners are responsible for monitoring their risks and notifying the appropriate PM via e-mail when a trigger occurs and that the response plan has been initiated.	Risk Owners	4 hours
New Risk Identification: Any stakeholder can identify additional risks. The stakeholder should notify the PM of the new risk (or possible risk) via e-mail.	Stakeholders	1 hour
Audits: The PM will be responsible for overseeing risk activities and ensuring the risk register is updated.	Client PM Tyler PM	2 hours per month
Review: The project team will review the project's high priority risks biweekly and all risks monthly.	Project Team Tyler PM Client PM	1 hour per month
Reporting: Risks will be reported in two ways. First, the Tyler PM and Client PM maintain a Risk Register in a central location accessible by both parties. The Risk Register will contain a list of risks identified for the project, the priority of the risk, the risk owner, and a current status of any active risks. Second, the status report will contain a summary of the high priority risks and any new risks identified and added to the Risk Register.	Client PM Tyler PM Tyler PM	1 hour per month

Risk Register

The project's risk register will be created and maintained during the risk management process and will become part of the Implementation Management Plan. All identified risks should be entered in the register.

Entered in the risk register during or after Risk Assessment¹:

- **Risk ID** – A unique identifier for the risk. To be used when referring to risks in meetings and communications.
- **Title** – A description of the risk.
- **Description of Impact on Project if Risk Occurs** – If the risk occurs, will it impact scope, schedule, cost, user satisfaction, etc.?
- **Possible Triggers** – Listing of the triggers of the risk.
- **Date Reported** – The date the risk was identified.
- **Status** – Identifies whether the risk is a priority, on the watch list, or closed (see risk response section below).
- **Probability** – The likelihood that the risk will occur. See the Risk Evaluation section below for possible values.

¹ Exact headings may vary.

- **Impact** – The effect on project objects if the risk event occurs.
- **Risk Score** – Reflects the severity of the risks effect on objectives. The risk score is determined by multiplying the risk probability and risk impact values. The intent is to assign a relative value to the impact on project objectives if the risk in question should occur.

Entered in the risk register during or after Risk Management Planning:

- **Current Owner** – Person(s) responsible for the risk if it should occur.
- **Response Strategy** – The strategy that is most likely to be effective.
- **Risk Response Plan** – Specific actions to enhance opportunities and reduce threats to the project’s objectives based on the most likely strategy.

Risk Assessment

For the purpose of this Implementation Management Plan, Tyler has selected the SWOT Analysis risk assessment technique. While there are other options available, and the Client may augment their Risk Analysis using other techniques, the following outline will be used for the Tyler Implementation.

SWOT Analysis

A SWOT Analysis is a strategic planning tool used to evaluate the Strengths, Weaknesses, Opportunities, and Threats involved in a project or in a business venture. Strengths and weaknesses are internal to an organization. Opportunities and threats originate from outside the organization.

SWOT analysis, usually performed early in the project development process, helps organizations evaluate the environmental factors and internal situations facing a project. Strengths and weaknesses are attributes that measure your internal capability.

Opportunities and threats refer to how the external environment affects your team/business/group. Ideally a cross-functional team or a task force that represents a broad range of perspectives should carry out SWOT analyses.

SWOT Analysis Template

Project Name:
Prepared by:
Date:
Project Manager:
SWOT Analysis Facilitator:
SWOT Analysis Participants:

SWOT Analysis Recorder:
Date of SWOT Analysis:
Project Strengths: (What potential strengths exist about the project, the project team, the sponsor, the organization structure, the client, the project schedule, the project budget, the product of the project, and so on?)
1.
2.
3.
4.
Project Weaknesses: (What potential weaknesses exist about the project, the project team, the sponsor, the organization structure, the client, the project schedule, the project budget, the product of the project, and so on?)
1.
2.
3.
4.
Project Opportunities: (What potential opportunities exist in regard to achieving the project requirements, the product requirements, the project schedule, the project resources, the project quality, and so on?)
1.
2.
3.
4.
Project Threats: (What potential threats exist in regard to achieving the project requirements, the product requirements, the project schedule, the project resources, the project quality, and so on?)
1.
2.
3.
4.

Risk Evaluation

Each identified risk should be assigned a probability score and an impact score and these should be recorded on the risk register. The scores may change over the course of the project, so should be reviewed

and updated regularly. For instance, a risk may have a low impact at the start of the project, but may have a high impact as the project progresses.

Likelihood or Probability of each risk

5	Very likely to occur
4	Probably will occur
3	May occur
2	Unlikely to occur
1	Very unlikely to occur

Potential Impact of each risk on the project

5	Event poses very high cost, schedule, or other failure
4	Event poses major cost, schedule, or other increases
3	Event poses moderate increases, but requirements may still be met
2	Event poses small increases, but requirements may still be met
1	Event has little impact on the project

Probability and Impact Matrix

After determining risk scores for each risk's probability and impact, use the following scale to determine the risk priority. Risks with ratings (Risk rating = probability score x impact score) of 10 or higher should be evaluated and reviewed regularly, and should appear on the status reports. Medium and Low risks should be monitored and scores should be re-evaluated throughout the project, as impact and probability change.

		Impact				
		1	2	3	4	5
Probability	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

After determining the risk ratings for each identified risk, the Risk Register should be updated to reflect the appropriate status for each risk. At this time, each risk will have a status of either "Watch List" for risk scores less than 10, or "Priority" for risk scores of 10 or higher.

Risk Management Planning

Management of risk should be planned for all high priority risks (risk score of 10 or greater) to plan for what will need to happen if the risk is triggered. Risks will be assigned risk owners who will be responsible for watching the risks and implementing these responses if the causes that trigger the risks have occurred, or are about to occur. The risk owners should also identify secondary risks that occur as a result of implementing the risk response, or risks that remain after the response has been implemented.

The following strategies will be used for determining the appropriate response for each risk or opportunity and should be recorded for each high priority risk, along with the chosen response for the risk.

- **Threats:**
 - *Avoid* – Risk avoidance entails changing the Project Plan to eliminate the risk or condition or to protect the project objectives from its impact.
 - *Transfer* – Risk transference is seeking to shift the consequence of a risk to a third party together with ownership of the response. Transferring the risk simply gives another party responsibility for its management; it does not eliminate it.
 - *Mitigate* – Risk mitigation seeks to reduce the probability and/or consequences of an adverse risk event to an acceptable threshold. Taking early action to reduce the probability of a risk's occurring or its impact on the project is more effective than trying to repair the consequences after it occurs.
 - *Accept* – This technique indicates that the project team has decided not to change the Project Plan to deal with a risk or is unable to identify any other suitable response strategy.
- **Opportunities:**
 - *Exploit* – Exploitation entails taking actions to ensure that the opportunity will occur and that the project will benefit from it.
 - *Share* – Sharing the opportunity is seeking to shift the consequence of a risk to a third party in order to gain benefit for the project. Transferring the risk simply gives another party responsibility for its management; it does not eliminate it.
 - *Enhance* – Enhancing seeks to increase the probability and/or impact of an opportunity. Taking early action to increase the probability of an opportunity occurring or its impact on the project is more effective than taking no proactive action, yet hoping that it might occur.
 - *Accept* – This technique indicates that the project team has decided not to change the Project Plan to deal with an opportunity or is unable to identify any other suitable response strategy.
- **Opportunities:**
 - *Exploit* – Exploitation entails taking actions to ensure that the opportunity will occur and that the project will benefit from it.
 - *Share* – Sharing the opportunity is seeking to shift the consequence of a risk to a third party in order to gain benefit for the project. Transferring the risk simply gives another party responsibility for its management; it does not eliminate it.
 - *Enhance* – Enhancing seeks to increase the probability and/or impact of an opportunity. Taking early action to increase the probability of an opportunity occurring or its impact on the project is more effective than taking no proactive action, yet hoping that it might occur.
 - *Accept* – This technique indicates that the project team has decided not to change the Project Plan to deal with an opportunity or is unable to identify any other suitable response strategy.

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The Risk Register should be updated upon completion of risk management planning. If the risk plan is to mitigate, the original probability and impact scores should be updated to reflect the current status, as the scores will likely be lower than before risk management planning. Risk Owners should be assigned to all risks at this time.

The Project Plan should be updated to incorporate any activities associated with risk response plans that will be implemented. Risk response activities that will be implemented only if a risk trigger has occurred or is about to occur should not be entered into the Project Plan at this time.

Risk Measuring and Control

Risks must be continuously measured, monitored and controlled throughout the project. Newly identified risks should be added to the risk registers and the steps performed earlier in the process (risk assessment and risk management planning) should be performed. In addition, identified risks should be monitored and updated, as probability and impact change throughout a project. Risks may also no longer pose a threat or opportunity and may be closed.

Risk Owners should review their assigned risks regularly to determine if a trigger is about to occur, or if it has occurred, so they can implement the risk response plan.

Regular updates to the Risk Register and the Project Plan are necessary throughout this process.

There are many different tools that can be used to create a risk register including MS Word, MS Excel, SharePoint, OneNote etc. Make sure the register is updated frequently and includes the elements discussed earlier in this document and outlined in the sample below.

Sample Risk Register:

Project Documents	ID	Title	Description of Impact	Possible Triggers	Date Reported	Status	Category	Probability	Impact	Risk Score (Prob x Impact)	Current Owner	Strategy	Response Plan	Risk Type	Issue/Action?
Agenda Status Reports Implementation/roll Reports Communication Documents Task Plans Process Documentation	70	Headline/Travel Issues (date & planned return to be forecast or forecast)	If the day is critical, the schedule can be impacted. Scope is unlikely to be impacted.	Header Return	8/14/2015	New	Training	3-High Occur	2-Critical power and internet, but resources may still be met	6 = Watch list	Tyler and Client Project Manager	Accept	Sessions can be conducted remotely Additional time may need to be built into schedule	Risk	No
Agenda Status Reports Implementation/roll Reports Communication Documents Task Plans Process Documentation	71	Employee Turnover	Key employees retiring or leaving current position. Can impact schedule and budget depending on timing.	Retirement, change position	8/20/2015	High Risk	Personnel	3-High Occur	3-Medium could miss high end, schedule, or other future	15 = Priority	Client PM and Dept Leads	Mitigate	Will have discussions with key employees on-going will discuss use of contractors, etc clients will adjust any critical representatives as needed	Risk	No
Agenda Status Reports Implementation/roll Reports Communication Documents Task Plans Process Documentation															

Quality Control Checklist

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
1	D	Implementation Management Plan	The Implementation Management Plan addresses how communication, quality control, risks/issues, resources and schedules, and Software Upgrades (if applicable) will be managed throughout the lifecycle of the Project.	Review and acknowledge receipt of Implementation Management Plan						
2	D	Project Plan/Schedule	Task list, assignments and due dates	Acceptance of schedule based on resource availability and Project budget and goals						
3	CP	Hardware Installed (if applicable)								
4	CP	System infrastructure audit complete and verified	Client complete the system infrastructure audit, ensuring vital system infrastructure information is available to the Tyler implementation team, and verifies all hardware compatibility with Tyler solutions	N/A			x			

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
5	CP	Stakeholder Presentation complete	Client stakeholders join Tyler Project Management to communicate successful Project criteria, Project goals, Deliverables, a high-level milestone schedule, and roles and responsibilities of Project participants	N/A			x			
6	D	Completed analysis Questionnaire (Design Document)	Provide comprehensive answers to all questions on Questionnaire(s)	Acceptance of completed Questionnaire based on thoroughness of capturing business practices to be achieved through Tyler solution.						
7	D	Data conversion summary and specification documents	Data conversion approach defined, data extract strategy, conversion and reconciliation strategy	Data conversion document(s) delivered to the Client, reflecting complete and accurate conversion decisions						
8	D	Modification specification documents, if contracted	Design solution for Modification	Client accepts Custom Specification Document(s) and agrees that the proposed solution meets their requirements						
9	D	Completed Forms options and/or packages	Complete Forms package(s) included in agreement and identify Reporting needs	Identify Forms choices and receive supporting documentation						

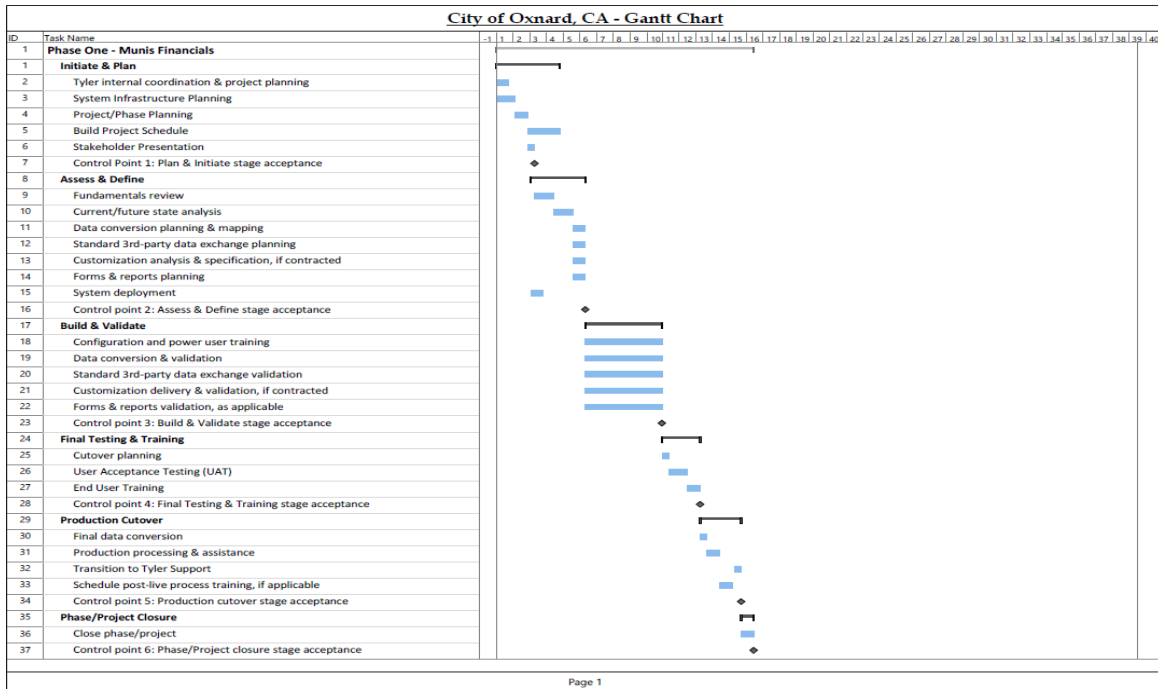
ID	TYPE	TITLE	SCOPE	ACCEPTANCE CRITERIA	ACCEPTED			REVIEWER	DATE	COMMENTS
					Yes	No	N/A			
10	D	Installation checklist	Tyler will conduct an initial coordination call, perform an installation of the software included in the Agreement, conduct follow up to ensure all tasks are complete, and complete server system administration training	Tyler software is successfully installed and available to authorized users, Client team members are trained on applicable system administration tasks						
11	CP	Tyler software is installed	Purchased software and required peripheral software is installed	Installation completes successfully and applications can be opened						
12	CP	Fundamentals review is complete	Fundamentals review provided, including the use of eLearning, videos, documentation, and/or walkthroughs	Basic understanding of system functionality						
13	CP	Current/Future state analysis completed	Evaluate current state processes, options within the new software, pros and cons of each option based on current or desired state	Questionnaires delivered and reviewed						
14	CP	Data conversion mapping and extractions completed and provided to Tyler					x			

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
15	CP	Standard 3rd Party Data Exchange Planning	Define/confirm which Data Exchanges are needed (if not outlined in the Agreement). Tyler will provide a file layout for each Standard Data Exchange				x			
16	CP	Modification Analysis & Specification, if contracted	Tyler staff conducts additional analysis and develops specifications	Specifications meet Client requirements						
17	D	Initial data conversion	Data conversion program complete; deliver converted data for review	Initial error log available for review						
18	D	Data conversion verification document	Provide self-guided instructions to verify specific data components in Tyler system	Client acknowledges data conversion delivery; Client completes data issues log.						
19	D	Installation of Modifications on the Client's server(s)	Program for Modification is complete and available in Tyler software	Client acknowledges Delivery of Modification(s) meeting objectives described in the Client-signed specification						
20	D	Standard Forms & Reports Delivered	Installation of all Standard Forms & Reports included in the Agreement	Client acknowledges that Standard Forms & Reports available in Tyler software for testing						
22	CP	Application configuration completed	Review of primary configuration areas	Configuration complete and ready for testing						

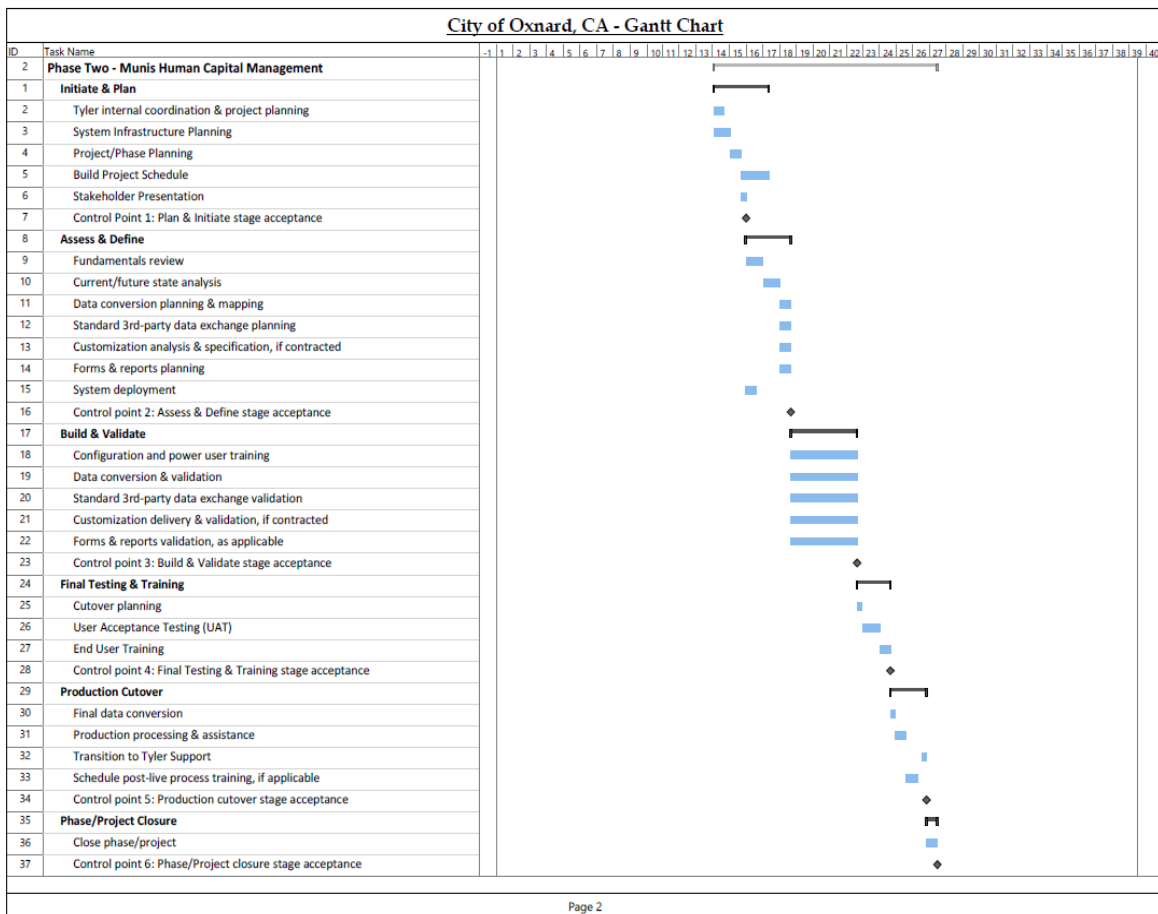
ID	TYPE	TITLE	SCOPE	ACCEPTANCE CRITERIA	ACCEPTED			REVIEWER	DATE	COMMENTS
					Yes	No	N/A			
23	CP	Data conversions (except final pass) delivered	Subsequent passes of data conversions delivered and validated	Conversions are validated and ready for final pass						
24	CP	Standard 3rd party Data Exchange training provided	Use of standard data exchange tools is trained	Users have tools and have been trained						
25	D	Production Cutover checklist	Dates for final conversion, date(s) to cease system processing in Legacy System, date(s) for first processing in Tyler system, contingency plan for processing	Client acknowledges the checklist delivery including definition of all pre-production tasks, assignment of owners and establishment of due dates						
26	D	User Acceptance Test Plan	Testing steps for Standard business processes	Client acknowledges that Testing steps have been provided for Standard business processes						
27	CP	Modification(s) tested and accepted, if applicable	Client performs test of modification	Modification performs as outlined in specification						
28	CP	Standard 3rd party Data Exchange programs tested and accepted	Client performs test of 3rd party data exchange	3rd party data exchanges perform as expected						
29	CP	Standard Forms & Reports tested and accepted	Client performs test of Forms & Reports	Forms & Reports perform as expected						
30	CP	User acceptance testing completed	Client performs User Acceptance Testing using provided scripts or customized scripts	Client to determine						

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
31	CP	End User training completed	End User Training performed according to scope	End Users trained						
32	D	Final data conversion, if applicable	Final passes of all conversions completed in this Phase	Client acknowledges that data is available in production environment						
33	D	Support transition documents	Define support strategy for day-to-day processing, conference call with Client project manager(s) and Tyler Support team, define roles and responsibilities, define methods for contacting Support	Client acknowledges receipt of tools to contact Support and understands proper support procedures.						
34	CP	Final data conversion(s) delivered	Client provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final data conversion, Client reviews final pass	Final pass is free of errors, or meets an acceptable level of error that may be fixed manually in Production						
35	CP	Transition to Tyler Support is completed	Tyler project manager(s) introduce the Client to the Tyler Support team	Call is completed						
36	CP	Post-live services have been scheduled, if applicable	Prior to scheduling services, the Tyler project manager(s) collaborate with Client project manager(s) to identify needs	Remaining services scheduled						

D – Deliverable CP – Control Point



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Proprietary and Confidential - Subject to Restrictions on Disclosure



Exhibit G

Tyler's Subsequent Responses to Client's Requests for Clarifications

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CITY OF OXNARD

REQUEST FOR CLARIFICATION No. 1
ENTERPRISE RESOURCE PLANNING SYSTEM (ERP)

2/21/2018

Subject to restrictions on disclosure identified on following page



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, if included, will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Response to the Functional Requirements, or "Checklist"
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots
- Customized Statement of Work/Implementation Plan

Each of these sections, if included, has separately been labeled "Proprietary and Confidential – Subject to Restrictions on Disclosure."

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.

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Section 1 Request for Clarification No . 1 1

Section 1 REQUEST FOR CLARIFICATION No . 1

Please reference Tyler's response to the City's RFC #1 provided on the following pages.

Tyler Technologies, Inc.



REQUEST FOR CLARIFICATION NO. 1
Enterprise Resource Planning (ERP)
February 13, 2018

CERTIFICATION OF RECEIPT OF CLARIFICATION (RFC-COVER PAGE)

I certify that I have received this (RFC) on behalf of the company listed below.

Signed:  Dated: February 19, 2018

Print Name: Christopher P. Hepburn Title: President, Tyler ERP & School Division

Company: Tyler Technologies, Inc.

Email: christopher.hepburn@tylertech.com

REQUEST FOR CLARIFICATION NO. 1

1.0 This Request for Clarification (RFC) is considered to be part of the Solicitation. All other terms of the RFP remain unchanged and in effect. This RFC is intended to solicit additional information in regard to the quote/proposal submitted by the Vendor of the above referenced solicitation. Any information contained herein will be considered part of the Vendor's quote/proposal and as such will be used in the evaluation of the bid responses.

1.1 The request in this RFC is primarily the result of your company's response to Enterprise Resource Planning (ERP).

1.2 Receipt of Clarification Request Cover Page

To verify that you have received a copy of this RFC, please sign the cover page of this RFC and return it no later than February 28, 2018 on or before noon PT by email (as a PDF with signature) is acceptable and with a hard copy to follow in the mail as optional.

1.3 Please submit the signed response via email to Lisa.Boerner@oxnard.org or Patricia.Garcia@oxnard.org which states in the subject line: "Request for Clarification No. 1, Solicitation # IS18-14R".

2.0 GENERAL REQUIREMENTS & RESPONSE SUBMITTAL

2.1 Procedures for Submitting Response to Request for Clarification

All responses must be submitted in accordance with the standards and specifications contained within this Request for Clarification (RFC) and must be returned with the certification of receipt cover page to meet the requirements specified.

The cover page must be signed appropriately and completed with the date, company name, and name and title of a company officer/owner authorized to sign on behalf of the company.

2.2 Signature on Response

- a) A cover page, which shall be considered an integral part of the response, shall be signed by individual(s) who is/are authorized to bind Vendor contractually. Each authorized individual must include printed name, signature(s) and indicate the classification or position that the individual(s) hold in the firm.
- b) The Vendor must provide only the information requested in this RFC, and must not provide any information different from what is specifically requested or which in any other way supplements or changes the Vendor's proposal.

3.0 Clarification questions from the City:

Request for Clarification

As identified in the Request for Proposal, Section 1.3.2 City’s Preferred Solution, the City will choose the best functional fit to meet its needs. Therefore, the City is requesting that vendors who have quoted more than one module provide us with a breakdown of pricing by module consistent with the breakout provided in the Functional Requirements.

General Definitions:

True-Cloud - SaaS

Software as a service (SaaS) is a model for the distribution of software where customers access software over the Internet. In SaaS, a service provider hosts the application at its data center and a customer accesses it via a standard web browser. There are a few major characteristics that apply to most SaaS vendors:

- Updates are applied automatically without customer intervention
- The service is purchased on a subscription basis
- No hardware is required to be installed by the customer

Cloud-Hosted

Software that is designed to run On-Premises, but is hosted at a location other than their client’s servers. This is typically accomplished by putting it into containers, like Virtual Machines, that can be hosted in the cloud by the provider or other third party hosting services like Amazon or Google.

On-Premises

(Often abbreviated as on-prem software, and also called “on-premises” software) is installed and run on servers and computers on the premises (in the building) of the organization using the software, rather than at a remote facility, such as at a server farm or cloud somewhere on the internet. On-premises software is sometimes referred to as “shrink-wrap” software, and off-premises software is commonly called “software as a service (SaaS)”.

Please complete the pricing sheet below:

Module	Component	True-Cloud-SaaS (if proposed)	Cloud-Hosted (if proposed)	On-Premises (if proposed)
Financial	1. Hardware	\$	\$ 19,877	\$ 15,877
	2. Application Software Year 1	\$	\$ 459,335	\$ 855,100
	3. Training	\$	\$ 347,200	\$ 350,000
	4. Services	\$	\$ 281,850	\$ 290,850
	5. Discount	\$	\$	\$ 42,756
	6. Third Party Software	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 459,335	\$ 154,308
	Annual Escalation Percentage	%	Same annual cost 5yrs	5% cap years 2- 5
Human Resources/ Payroll	1. Hardware	\$	\$ 2,210	\$ 2,210
	2. Application Software Year 1	\$	\$ 105,408	\$ 181,955

RFC Rev. Date 10/18/17
 Proprietary & Confidential - Subject to Restrictions on Disclosure

City of Oxnard Purchasing Department

Solicitation No. IS 18-14R Clarification No. 1

	3. Training	\$	\$ 113,400	\$ 113,400
	4. Services	\$	\$ 126,700	\$ 126,700
	5. Discount	\$	\$	\$ 9,100
	6. Third Party Software (including Kronos)	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 105,408	\$ 34,171
	Annual Escalation Percentage	%	Same annual cost 5yrs	5% cap years 2-5
Utility Billing	1. Hardware	\$	\$	\$
	2. Application Software Year 1	\$	\$ 58,168	\$ 98,400
	3. Training	\$	\$ 46,200	\$ 46,200
	4. Services	\$	\$ 65,175	\$ 65,175
	5. Discount	\$	\$	\$ 4,920
	6. Third Party Software *annual maint – Lorton Postal Xpress	\$	\$	\$ 1649
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 58,168	\$ 18,066
		Annual Escalation Percentage	%	Same annual cost 5yrs
Community Development	1. Hardware	\$	\$	\$
	2. Application Software Year 1	\$	\$ 272,309	\$ 499,897
	3. Training	\$	\$ 350,000	\$ 350,000
	4. Services	\$	\$ 163,175	\$ 161,775
	5. Discount	\$	\$	\$ 22,500
	6. Third Party Software	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 272,309	\$ 100,000
		Annual Escalation Percentage	%	Same annual cost 5yrs
Asset Management	1. Hardware	\$	\$ 10,260	\$ 10,260
	2. Application Software Year 1	\$	\$ 66,017	\$ 115,550
	3. Training	\$	\$ 121,800	\$ 121,800
	4. Services	\$	\$ 84,850	\$ 84,850
	5. Discount	\$	\$	\$ 5,778
	6. Third Party Software	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 66,017	\$ 20,799
		Annual Escalation Percentage	%	Same annual cost 5yrs

RPC Rev. Date 10/18/17
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Vendor's Response: There are services that cross all module suites based on the current scope of work:

50% Dedicated Project Management	\$456,000
Custom Report Assistance	\$44,800
Functional Acceptance Test	\$84,000
Not To Exceed Contingency	\$133,000
Performance Test	\$56,000
Proj Planning	\$13,000
Reliability Test	\$126,000
Total	\$912,800

There are 2 Annual Costs that are impacted by modules in scope (crossing all modules). These costs are not included above as they do not fall into one category. Tyler Disaster Recovery at \$65,336 and Tyler System Management Services at \$65336.

Tyler's Cloud solution is hosted by Tyler, managed by Tyler staff.

CITY OF OXNARD

REQUEST FOR CLARIFICATION No. 2
ENTERPRISE RESOURCE PLANNING SYSTEM (ERP)

3/1/2018

Subject to restrictions on disclosure identified on following page



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, if included, will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Response to the Functional Requirements, or "Checklist"
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots
- Customized Statement of Work/Implementation Plan

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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.

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Section 1 REQUEST FOR CLARIFICATION No. 2

Please reference Tyler's response to the City's RFC #2 provided on the following pages.



REQUEST FOR CLARIFICATION NO. 2
Enterprise Resource Planning (ERP)
Issued February 26, 2018

CERTIFICATION OF RECEIPT OF CLARIFICATION (RFC-COVER PAGE)

I certify that I have received this (RFC) on behalf of the company listed below.

Signed: Abigail Diaz Dated: March 1, 2018

Print Name: Abigail Diaz Title: Chief Legal Officer

Company: Tyler Technologies, Inc.

Email: abigail.diaz@tylertech.com

REQUEST FOR CLARIFICATION NO. 2

1.0 This Request for Clarification (RFC) is considered to be part of the Solicitation. All other terms of the RFP remain unchanged and in effect. This RFC is intended to solicit additional information in regard to the quote/proposal submitted by the Vendor of the above referenced solicitation. Any information contained herein will be considered part of the Vendor's quote/proposal and as such will be used in the evaluation of the bid responses.

1.1 The request in this RFC is primarily the result of your company's response to Enterprise Resource Planning (ERP).

1.2 Receipt of Clarification Request Cover Page

To verify that you have received a copy of this RFC, please sign the cover page of this RFC and return it no later than **March 2, 2018** on or before **noon** PT by email (as a PDF with signature) is acceptable and with a hard copy to follow in the mail as optional.

1.3 Please submit the signed response via email to Lisa.Boerner@oxnard.org or Patricia.Garcia@oxnard.org which states in the subject line: "**Request for Clarification No. 2, Solicitation # IS18-14R**".

2.0 GENERAL REQUIREMENTS & RESPONSE SUBMITTAL**2.1 Procedures for Submitting Response to Request for Clarification**

All responses must be submitted in accordance with the standards and specifications contained within this Request for Clarification (RFC) and must be returned with the certification of receipt cover page to meet the requirements specified.

The cover page must be signed appropriately and completed with the date, company name, and name and title of a company officer/owner authorized to sign on behalf of the company.

2.2 Signature on Response

- a) A cover page, which shall be considered an integral part of the response, shall be signed by individual(s) who is/are authorized to bind Vendor contractually. Each authorized individual must include printed name, signature(s) and indicate the classification or position that the individual(s) hold in the firm.
- b) The Vendor must provide only the information requested in this RFC, and must not provide any information different from what is specifically requested or which in any other way supplements or changes the Vendor's proposal.

3.0 Clarification questions from the City:

3.1 Request for Clarification

The City is intending to price out each module separately and, as such, requested module by module pricing from Tyler. Tyler indicated that there are services that cross all module suites based on the current scope. This does not allow the City to understand Tyler's pricing should it purchase one or a few of the modules and not the entire suite from Tyler. Please provide costing for these services as if the City buys only one module, for each of the modules proposed.

Without specifics from Tyler as to how these services are to be allocated across modules, the City will assume that these costs will replicate with each module. Specifically, if Tyler does not allocate these costs so that the City can evaluate the cost of each module separately, the City will assume these costs apply to each module, and increase the one-time cost of each module by \$912,800. Should the City divide this cost by each module proposed? Please explain how to allocate the proposed cost to each module.

Vendor's Response:

We have updated the below chart from RFC 1 to reflect adding the services listed below into the Modules/Phases. It is important to note that these services are only billed as incurred. If not used, for example the Not-To-Exceed contingency days, the City will not be billed.

Custom Report Assistance, Functional Acceptance Test, Not-To-Exceed Contingency, Performance Test, Project Planning and Reliability Test.

Module	Component	True-Cloud-SaaS (if proposed)	Cloud-Hosted (if proposed)	On-Premises (if proposed)
Financial	1. Hardware	\$	\$ 19,877	\$ 15,877
	2. Application Software Year 1	\$	\$ 459,335	\$ 855,100
	3. Training	\$	\$ 347,200	\$ 350,000
	4. Services	\$	\$ 452,307	\$ 461,307
	5. Discount	\$	\$	\$ 42,756
	6. Third Party Software	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 459,335	\$ 154,308
	Annual Escalation Percentage	%	Same annual cost 5yrs	5% cap years 2-5
Human Resources/ Payroll	1. Hardware	\$	\$ 2,210	\$ 2,210
	2. Application Software Year 1	\$	\$ 105,408	\$ 181,955
	3. Training	\$	\$ 113,400	\$ 113,400
	4. Services	\$	\$ 178,127	\$ 178,127
	5. Discount	\$	\$	\$ 9,100
	6. Third Party Software (including Kronos)	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$

RFC Rev. Date 10/18/17

City of Oxnard Purchasing Department

Solicitation No. IS 18-14R Clarification No. 2

	8. Year 2 Costs	\$	\$ 105,408	\$ 34,171
	Annual Escalation Percentage	%	Same annual cost 5yrs	5% cap years 2-5
Utility Billing	1. Hardware	\$	\$	\$
	2. Application Software Year 1	\$	\$ 58,168	\$ 98,400
	3. Training	\$	\$ 67,152	\$ 67,152
	4. Services	\$	\$ 65,175	\$ 65,175
	5. Discount	\$	\$	\$ 4,920
	6. Third Party Software *annual maint - Lorton Postal Xpress	\$	\$	\$ 1649
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 58,168	\$ 18,066
		Annual Escalation Percentage	%	Same annual cost 5yrs
Community Development	1. Hardware	\$	\$	\$
	2. Application Software Year 1	\$	\$ 272,309	\$ 499,897
	3. Training	\$	\$ 350,000	\$ 350,000
	4. Services	\$	\$ 321,902	\$ 320,502
	5. Discount	\$	\$	\$ 22,500
	6. Third Party Software	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 272,309	\$ 100,000
		Annual Escalation Percentage	%	Same annual cost 5yrs
Asset Management	1. Hardware	\$	\$ 10,260	\$ 10,260
	2. Application Software Year 1	\$	\$ 66,017	\$ 115,550
	3. Training	\$	\$ 121,800	\$ 121,800
	4. Services	\$	\$ 140,087	\$ 140,087
	5. Discount	\$	\$	\$ 5,778
	6. Third Party Software	\$	\$	\$
	7. Interfaces	\$	\$	\$
	Total Project Cost	\$	\$	\$
	8. Year 2 Costs	\$	\$ 66,017	\$ 20,799
		Annual Escalation Percentage	%	Same annual cost 5yrs

In Regards to Tyler’s 50% Dedicated Project Management service, this service is a monthly service. With the current proposed scope of work, we have priced 38 months @ \$12,000 per month (total cost of \$456,000). As you can see from the proposed schedule below, there is overlap. When this happens, we do not double charge for PM services. If a particular modules/phase is removed, we can reduce the total months of Project Management monthly charge. However, to break down Project Management services by module/phase it is not a true representation of the actual cost since it is a monthly cost across the entire project. For example, if EnerGov Community Development is removed, this would not reduce the total cost of the 50% Dedicated Project Management services because the project would still be 38 months, unless we worked together to shorten the entire project timeline. I hope this explanation helps. I am happy to answer any questions on this item.

Phase	Module	Duration (Months)	Project Plan in Months																																																
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38											
1	Munis Financials	15	█																																																
2	Munis Human Capital Management	13																																																	
3	EnerGov Community Development	15																																																	
4	Tyler Asset Maintenance	9																																																	
5	Munis Utility Billing	12																																																	

3.2 Request for Clarification

The City is intending to price out each module separately and, as such, requested module by module pricing from Tyler. Tyler indicated that its Annual Costs for Disaster Recovery (\$65,336) and Tyler System Management Services (\$65,336) cross all modules. This does not allow the City to understand Tyler’s pricing should it purchase one or a few of the modules and not the entire suite from Tyler. Please provide costing for these services as if the City buys only one module, for each of the modules proposed.

Without specifics from Tyler as to how these services are to be allocated, the City will assume that these costs will replicate with each module. Specifically, if Tyler does not allocate these costs so that the City can evaluate the cost of each module separately, the City will assume these costs apply to each module, and increase the Annual Costs of each module by \$130,672. Should the City divide this cost by each module proposed? Please explain how to allocate the proposed cost to each module.

Vendor’s Response:

Both Disaster Recovery and Tyler System Management Services are calculated at 25% of the annual maintenance of the Munis modules. For any Munis module removed, these costs would be reduced accordingly. It is important to note that these services are calculated based on the entire scope of Munis annual maintenance. However, I have provided a breakdown per your request:

- Financial, Disaster Recovery and Tyler Systems Management Services: \$45,488
- Human Resource/Payroll Disaster Recovery and Tyler Systems Management Services: \$8,524
- Utility Billing Disaster Recovery and Tyler Systems Management Services: \$4,516
- Community Development Disaster Recovery and Tyler Systems Management Services: \$1,608
- Asset Management Disaster Recovery and Tyler Systems Management Services: \$5,200



REQUEST FOR CLARIFICATION NO. 3
Enterprise Resource Planning (ERP)
Issued October 2, 2018

CERTIFICATION OF RECEIPT OF CLARIFICATION (RFC-COVER PAGE)

I certify that I have received this (RFC) on behalf of the company listed below.

Signed: William Lane Dated: 10/15/18

Print Name: WILLIAM LANE Title: VP, SALES

Company: TYLER TECHNOLOGIES

Email: BILL.LANE@TYLERTECH.COM

REQUEST FOR CLARIFICATION NO. 3

1.0 This Request for Clarification (RFC) is considered to be part of the Solicitation. All other terms of the RFP remain unchanged and in effect. This RFC is intended to solicit additional information in regard to the quote/proposal submitted by the Vendor of the above referenced solicitation. Any information contained herein will be considered part of the Vendor's quote/proposal and as such will be used in the evaluation of the bid responses.

1.1 The request in this RFC is primarily the result of your company's response to Enterprise Resource Planning (ERP).

1.2 Receipt of Clarification Request Cover Page

To verify that you have received a copy of this RFC, please sign the cover page of this RFC and return it no later than **October 5, 2018** on or before **noon** PT by email (as a PDF with signature) is acceptable and with a hard copy to follow in the mail as optional.

1.3 Please submit the signed response via email to Lisa.Boerner@oxnard.org or Patricia.Garcia@oxnard.org which states in the subject line: **"Request for Clarification No. 3, Solicitation # IS18-14R"**.

2.0 GENERAL REQUIREMENTS & RESPONSE SUBMITTAL

2.1 Procedures for Submitting Response to Request for Clarification

All responses must be submitted in accordance with the standards and specifications contained within this Request for Clarification (RFC) and must be returned with the certification of receipt cover page to meet the requirements specified.

The cover page must be signed appropriately and completed with the date, company name, and name and title of a company officer/owner authorized to sign on behalf of the company.

2.2 Signature on Response

- a) A cover page, which shall be considered an integral part of the response, shall be signed by individual(s) who is/are authorized to bind Vendor contractually. Each authorized individual must include printed name, signature(s) and indicate the classification or position that the individual(s) hold in the firm.
- b) The Vendor must provide only the information requested in this RFC, and must not provide any information different from what is specifically requested or which in any other way supplements or changes the Vendor's proposal.

3.0 Clarification from the City:**3.1 Request for Product Demonstration**

The City of Oxnard wishes for Tyler to provide an interactive demonstration of certain Munis and EnerGov product functionality on **October 12, 2018 8:00 am to noon** (Or agreed upon date and time) and Tyler will have **4 hours** to demonstrate its product. In addition to this functionality, we wish to see seamless integration between the modules being demonstrated to eliminate the need for manual uploads of information or reentry of data.

Please **RSVP** with the team from your company that will be in attendance to me **on or before October 5, 2018 via email.**

Please ensure that these individuals have the technical expertise of the module he/she will be presenting and able to answer technical questions as they arise.

EnerGov (Civic Services) including, but not limited to:**Asset Management (Tyler/Munis), Work Orders, GIS**

- Demonstrate
 - Inventory
 - Department entering, approving requisitioning stock from a warehouse; warehouse issues item out of stock and charges department
 - Inventory tracking through barcode and/or RFID capabilities
 - Keep physical and parts inventories
 - Automated invoice to packing slip receipt matching for payment authorization
 - Notify assigned staff when inventories need replenishing
 - Fleet
 - Track asset preventative maintenance
 - Schedule preventative maintenance
 - System alerts user regarding preventative maintenance
 - Enter and track online vehicle replacement
 - Notify assigned staff when PM needs to be performed
 - Work Orders
 - Entering and tracking work orders for both Utilities and Public Works types
 - Citizen Self-Service Service Request Entry
 - Supervisory ability to assign and manage work orders, including assignment of resources
 - Work order workflow, including notifications and assignments
 - Generating multiple work orders from one request
 - Preventative maintenance work orders
 - Automatic work order routing
 - Associating work order costs to CIP and other project types
 - Discuss your system's current GIS touch points, strengths and challenges, and roadmap

- Identify subsystems and their integration to layers within the GIS (read only, write only, read/write), including but not limited to:
 - Utility Billing
 - Asset Tracking
 - Permits
 - Code Enforcement
 - Business Licenses
 - AVL
 - Demonstrate map integration and display for use in routing of work orders
 - Show standard reports available, including Ad Hoc reporting

Plan Review

- Demonstrate
 - Digital review capabilities in real time
 - Integration of all information with a single case code
 - Attach scanned documents, plans, imaged files to a permit application that can be launched for viewing within the application
 - Attach multimedia file to a record
 - Drill down on all relevant information through the entry of unique geographic identifier
 - Key word search capabilities
 - Show standard reports available, including Ad Hoc reporting

Permits

- Demonstrate
 - Initiating a new permit by selecting parcel on a map
 - Electronic plan submission and review
 - Apply, assess fees, accept payments, and issue a permit
 - Track contractor cash funds
 - Schedule inspections and report results
 - Schedule re-inspections
 - Issue a Certificate of Occupancy, Certificate of Completion
 - How to close a permit
 - Single master location/property file
 - Citizen self-service
 - Show standard reports available, including Ad Hoc reporting, Permit History, and a single report of all Permit, Code, Lien and other PZB payments for the business day (sorted by cashier, fee/permit type)

Business License

- Demonstrate
 - Apply, issue, maintain and renew multiple business licenses
 - Perform an inspection, issue documents
 - Single master location/property index
 - Citizen self-service

- Show standard reports available, including Ad Hoc reporting

Code Enforcement

- Demonstrate
 - Initiating a new case by selecting parcel on a map
 - Manage code violations workflow (e.g., intake, assignment)
 - Drill down on code violations, including by inspector, violation
 - Interface with permits to determine additional fees
 - Enter, track liens
 - Perform a health risk assessment and issue an environmental health permit
 - Field mobility access
 - Document management storage and access
 - Integration with Microsoft Word
 - Show standard reports available, including Ad Hoc reporting

Mobile workforce from Development Services and Public Works

- Demonstrate
 - End-to-end workflow walkthrough for permit/inspection, enforcement and work order use cases.
 - Integrated system data flow user request through service delivery
 - Fully functional field user mobile application for Android and iOS
 - Integrated Citizen access WEB portal
 - Reporting Capabilities
 - An overview of the Neogov features that exist in the HR Module

Utility Billing

- Demonstrate
 - Cash-handling and Payments
 - E-bills
 - Online Payments
 - IVR Payment
 - Adjustments
- Business Licensing
 - Overpayments
 - Refunds

Vendor's Response:



**REQUEST FOR CLARIFICATION NO. 4
Enterprise Resource Planning (ERP)
Issued April 18, 2019**

CERTIFICATION OF RECEIPT OF CLARIFICATION (RFC-COVER PAGE)

I certify that I have received this (RFC) on behalf of the company listed below.

Signed:

A handwritten signature in blue ink, appearing to read "Rob Kennedy-Jensen".

Dated: April 23, 2019

Print Name: Rob Kennedy-Jensen

Title: Director of Contracts

Company: Tyler Technologies, Inc.

Email: rob.kennedy-jensen@tylertech.com

REQUEST FOR CLARIFICATION NO. 4

1.0 This Request for Clarification (RFC) is considered to be part of the Solicitation. All other terms of the RFP remain unchanged and in effect. This RFC is intended to solicit additional information in regard to the quote/proposal submitted by the Vendor of the above referenced solicitation. Any information contained herein will be considered part of the Vendor's quote/proposal and as such will be used in the evaluation of the bid responses.

1.1 The request in this RFC is primarily the result of your company's response to Enterprise Resource Planning (ERP).

1.2 Receipt of Clarification Request Cover Page

To verify that you have received a copy of this RFC, please sign the cover page of this RFC and return it no later than **April 25, 2019** on or before **noon** PT by email (as a PDF with signature) is acceptable and with a hard copy to follow in the mail as optional.

1.3 Please submit the signed response via email to Lisa.Boerner@oxnard.org which states in the subject line: **"Request for Clarification No. 4, Solicitation # IS18-14R"**.

2.0 GENERAL REQUIREMENTS & RESPONSE SUBMITTAL**2.1 Procedures for Submitting Response to Request for Clarification**

All responses must be submitted in accordance with the standards and specifications contained within this Request for Clarification (RFC) and must be returned with the certification of receipt cover page to meet the requirements specified.

The cover page must be signed appropriately and completed with the date, company name, and name and title of a company officer/owner authorized to sign on behalf of the company.

2.2 Signature on Response

- a) A cover page, which shall be considered an integral part of the response, shall be signed by individual(s) who is/are authorized to bind Vendor contractually. Each authorized individual must include printed name, signature(s) and indicate the classification or position that the individual(s) hold in the firm.
- b) The Vendor must provide only the information requested in this RFC, and must not provide any information different from what is specifically requested or which in any other way supplements or changes the Vendor's proposal.

3.0 Clarification from the City:**3.1 Request for Product Demonstration**

Please clarify the use and the importance of the following three software applications:

- ✓ DocOrigin
- ✓ BMI
- ✓ AssetTrak ARS

Vendor's Response: DocOrigin, licensed by the client, is the necessary engine that drives TylerForms processing.

BMI Asset Trak and BMI CollectIT were both proposed in response to the City's functional checklist requirements. There were 5 questions in regard to bar coding. In order to meet those specific requirements, we proposed BMI and our interface from their product. The items where BMI was noted are: Inventory 3 & 4, Fleet 67 and Asset Tracking 6 & 7. If the City feels this product and interface line items are not needed we can remove them from the current investment summary and shift them to optional. I have included some product information on each item.

CollectIT:

BMI's Collect-IT software is a barcode scanning system that interfaces with the Munis Inventory module, barcode printers, and BMI's CollectIT mobile scanning applications. Receiving, issuing and inventory functions are automated and extremely efficient with the use of barcode scanning. CollectIT can interface directly with Munis inventory tables via an ODBC connection on the front end to populate the matching fields in CollectIT with up to (10) fields of current data. Valid data is synced to the CollectIT application on the mobile terminal via a USB connection, a wireless 802.11 b/g connection or a GSM/GPRS/EDGE mobile broadband connection. Using a portable terminal with data validation eliminates most human errors and increases productivity. Collected data can be reviewed and edited prior to exporting, uploading and posting into Munis.

AssetTrak:

BMI's AssetTrak ARS software is a barcode scanning system that interfaces with the Munis Capital Assets module. It allows users to employ barcode scanning, reconciliation, and automated asset posting. Users export a copy of their master assets from Munis and import the file into AssetTrak ARS. The file can then be loaded into a Mobile Scanning Device programmed with AssetTrak ARS. Master and scanned file lookups are available on the scanner to assist in the inventory process. Existing data in Munis, such as description, make, model # & serial # can be viewed and updated during the scanning process. Missing and new assets can be displayed on the scanner when leaving a site/location. Reports can be generated from the Mobile Scanning Device or the AssetTrak ARS application on a desktop computer to assist in the reconciliation process once all assets have been scanned and reconciled in AssetTrak ARS. The updated asset information is then exported from AssetTrak ARS and posted to Munis utilizing the required interface program supplied.



**REQUEST FOR CLARIFICATION NO. 5
Enterprise Resource Planning (ERP)
August 16, 2019**

CERTIFICATION OF RECEIPT OF CLARIFICATION (RFC-COVER PAGE)

I certify that I have received this (RFC) on behalf of the company listed below.

Signed: *Andrea Fravert*

Dated: August 19, 2019

Print Name: Andrea Fravert

Title: Director of Legal Affairs

Company: Tyler Technologies, Inc.

Email: andrea.fravert@tylertech.com

REQUEST FOR CLARIFICATION NO. 5

1.0 This Request for Clarification (RFC) is considered to be part of the Solicitation. All other terms of the RFP remain unchanged and in effect. This RFC is intended to solicit additional information in regard to the quote/proposal submitted by the Vendor of the above referenced solicitation. Any information contained herein will be considered part of the Vendor's quote/proposal and as such will be used in the evaluation of the bid responses.

1.1 The request in this RFC is primarily the result of your company's response to Enterprise Resource Planning (ERP).

1.2 Receipt of Clarification Request Cover Page

To verify that you have received a copy of this RFC, please sign the cover page of this RFC and return it no later than **August 19, 2019 on or before noon PT** by email (as a PDF with signature) is acceptable and with a hard copy to follow in the mail as optional.

1.3 Please submit the signed and completed response via email to Lisa.Boerner@oxnard.org

2.0 GENERAL REQUIREMENTS & RESPONSE SUBMITTAL**2.1 Procedures for Submitting Response to Request for Clarification**

All responses must be submitted in accordance with the standards and specifications contained within this Request for Clarification (RFC) and must be returned with the certification of receipt cover page to meet the requirements specified.

The cover page must be signed appropriately and completed with the date, company name, and name and title of a company officer/owner authorized to sign on behalf of the company.

2.2 Signature on Response

- a) A cover page, which shall be considered an integral part of the response, shall be signed by individual(s) who is/are authorized to bind Vendor contractually. Each authorized individual must include printed name, signature(s) and indicate the classification or position that the individual(s) hold in the firm.
- b) The Vendor must provide only the information requested in this RFC, and must not provide any information different from what is specifically requested or which in any other way supplements or changes the Vendor's proposal.

3.0 Clarification questions from the City:

- A. Provide pricing and detail for yearly SAAS fees to cover all Tyler Munis APIs and remove any existing individual Tyler Munis or other API pricing that is included in the Tyler APIs so there is no double billing.

Tyler Response: Tyler has updated Investment Summary 2017-38426-13 with Munis API Toolkits Bundle and 4 API Connectors per our discussion on 8/16/19. The Bundle entitles the City an open license to API Toolkits available with the MUNIS application. The API Connectors include:

- Applicant Tracking Connector
- 3rd Party Cashiering
- IVR Connector Gateway
- Web Portal Connector

- B. Confirm that all applications quoted under the SaaS agreement will run under Google Chrome browser without any additional plug-ins and that Google Chrome, rather than Internet Explorer version 11 (as mentioned in the Proposal) is the preferred browser.

Tyler Response:

Yes, all applications will be supported with Google Chrome at the time of implementation for Oxnard, CA. The only exceptions are:

- Tyler Cashiering, Tyler's point-of-sale solution, is a .NET client application only supported on Microsoft Windows.
- Select Tyler Content Manager (TCM) functionality such as batch scanning, auto indexing and redaction, and select administration tasks require the TCM Java client. All other access and functionality is supported in Google Chrome.

- C. Confirm that Tyler will synchronize all documents they store in SharePoint with the Google Shared drive location designated by the City of Oxnard utilizing Microsoft's built-in SharePoint Online Files to Google Drive Files Template. Confirm that no SharePoint accounts, logins or licensing will be required and that all project and support documentation will be provided in the Google Shared drive designated.

Tyler Response: The SharePoint site is where all project documentation is housed. It also syncs with the MS Project plan to populate the calendar and generate status reports. All of implementation has access to this and it is the tool used to manage all aspects of the project. Tyler hosts this site. Tyler is unable to commit to the synchronization of all documents/plans, etc. to Google Shared Drive. As discussed, the SharePoint site is much more than a document storage utility.

- D. Confirm that Tyler will utilize Google Hangouts Meet for all video conferencing and remote training and that the City of Oxnard will not be required to install Webex/GoToMeeting or other third party tools for these services. The City of Oxnard will record all conferences and trainings with Google Hangouts Meet and they will be stored on the designated City of Oxnard Shared drives.

Tyler Response: We use GoToMeeting for web meetings based on the licenses we have for Tyler. We own these licenses and the city is not required to have any licenses to access these meetings.

- E. Under the Proposal dated 1/17/18 on page numbers 51, 55, and 185 it listed IE 11 as the only browser that supports all Tyler modules. Microsoft is planning to end the support for IE on January 14, 2020; Chrome has limited functionality listed by Tyler. Could Tyler provide us with updated verbiage with functionality for Google Chrome?

Tyler Response:

See response B.

- F. Confirm that there are alternative methods to retrieve report data other than Excel Cubes and that training for creating those reports is included in the Proposal? If "Optional customizable report generation through Tyler Reporting Services" line items are required, please include the pricing.

Tyler Response:

Tyler provides multiple ways to report and analyze data throughout the system.

Tyler's database cubes enables users to make better business decisions by easily viewing comparisons, patterns, and trends with Microsoft Excel PivotTable and PivotChart reports. Tyler has found this is the preferred ad-hoc reporting method for many clients anyone familiar with Excel can easily create reports. Tyler provides dedicated training on and support for using cubes with Excel.

Users can easily create reports of their current dataset from Tyler applications to a variety of output formats (print, PDF, Word, Excel). An integrated "query wizard" can be used to guide users through the selection process to create complex queries. These queries can be saved for future and even shared with fellow users to quickly and easily access pre-defined searches at moment's notice. Leveraging the integrated Application Scheduler, reports can also be scheduled to automate delivery and printing.

Tyler's Analytics and Reporting includes several tools to help clients improve data management, analysis, information sharing, and delivery. Dashboards and Central applications provide immediate, out-of-the-box views of key information that can be configured by user based on role and preference. Tyler Hub provides a centralized starting point for accessing, analyzing, and aggregating data from the full breadth of Tyler applications. Tyler Hub offers a variety of configurable and extensible card components that allow the end user to visualize metric and KPIs. Users can access to out-of-the-box pages and cards customized to their needs. Tyler Hub combines the power of multiple dashboards into a single viewpoint for centralized and consistent search, analysis, and monitoring for various Tyler and non-Tyler products simultaneously. Robust Microsoft Office integration provides seamless data exports to familiar Office formats for further analysis.

Support for industry-leading business intelligence and ad hoc reporting tools offer even further flexibility and customization while still using existing application permissions. In addition to cubes with Excel, users can create, manage, and setup subscriptions to complex, interactive reports with SQL Server Reporting Services and deliver them in a variety of formats.

- G. Under the Proposal dated 1/17/18 item 10 from page 55 to the question "Provide bug fixes, corrections, modifications, enhancements, upgrades, and new releases to the Services to ensure: (a) the functionality of the Services..." states, "...latest version of Google Chrome for HTML applications only". Please list any applications that are not HTML that was quoted in the SaaS.

Tyler Response:

See response B.

Exhibit H

Insurance Exhibits (INS- W)

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/28/2019

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 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 Hays Companies Inc. 133 Federal Street, 4th Floor Boston MA 02110		CONTACT NAME: Moira Crosby PHONE (A/C No. Ext): _____ FAX (A/C No): _____ E-MAIL ADDRESS: mcrosby@hayscompanies.com															
INSURED Tyler Technologies, Inc. 5101 Tennyson Parkway Plano TX 75024		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Hartford Fire Insurance Company</td> <td>19682</td> </tr> <tr> <td>INSURER B: Hartford Casualty Insurance Company</td> <td>29424</td> </tr> <tr> <td>INSURER C: Lloyds of London Syndicates</td> <td>048337 &</td> </tr> <tr> <td>INSURER D:</td> <td>048945</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Hartford Fire Insurance Company	19682	INSURER B: Hartford Casualty Insurance Company	29424	INSURER C: Lloyds of London Syndicates	048337 &	INSURER D:	048945	INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #																
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INSURER C: Lloyds of London Syndicates	048337 &																
INSURER D:	048945																
INSURER E:																	
INSURER F:																	

COVERAGES **CERTIFICATE NUMBER:** 19-20 GL Auto **REVISION NUMBER:**

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	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			080ZENAY8572	4/1/2019	4/1/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			080ZENAY8572	4/1/2019	4/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			08XHUAZ8392	4/1/2019	4/1/2020	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	08WHEEL5271	4/1/2019	4/1/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Cyber/Privacy Prof Liab			B0621PTYLE000218	12/17/2018	12/17/2019	Occurrence Limit \$20,000,000
C	Cyber/Privacy Prof Liab			B0621PTYLE000318	12/17/2018	12/18/2019	Aggregate Limit \$20,000,000

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

CERTIFICATE HOLDER Evidence of Insurance	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE James Hays/MCROSBY

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ACORD 25 (2014/01)
INS025 (2014/01)

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Policy number 08 UEN AY8572



COMMERCIAL GENERAL LIABILITY COVERAGE FORM

Various provisions in this policy restrict coverage. Read the entire policy carefully to determine rights, duties and what is and is not covered.

Throughout this policy the words "you" and "your" refer to the Named Insured shown in the Declarations, and any other person or organization qualifying as a Named Insured under this policy. The words "we", "us" and "our" refer to the stock insurance company member of The Hartford providing this insurance.

The word "insured" means any person or organization qualifying as such under Section II - Who Is An Insured.

Other words and phrases that appear in quotation marks have special meaning. Refer to Section V - Definitions.

SECTION I - COVERAGES

COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY

1. Insuring Agreement

a. We will pay those sums that the insured becomes legally obligated to pay as damages because of "bodily injury" or "property damage" to which this insurance applies. We will have the right and duty to defend the insured against any "suit" seeking those damages. However, we will have no duty to defend the insured against any "suit" seeking damages for "bodily injury" or "property damage" to which this insurance does not apply. We may, at our discretion, investigate any "occurrence" and settle any claim or "suit" that may result. But:

- (1) The amount we will pay for damages is limited as described in Section III - Limits Of Insurance; and
- (2) Our right and duty to defend ends when we have used up the applicable limit of insurance in the payment of judgments or settlements under Coverages A or B or medical expenses under Coverage C.

No other obligation or liability to pay sums or perform acts or services is covered unless explicitly provided for under Supplementary Payments - Coverages A and B.

b. This insurance applies to "bodily injury" and "property damage" only if:

- (1) The "bodily injury" or "property damage" is caused by an "occurrence" that takes place in the "coverage territory";
- (2) The "bodily injury" or "property damage" occurs during the policy period; and
- (3) Prior to the policy period, no insured listed under Paragraph 1. of Section II - Who Is An Insured and no "employee" authorized by you to give or receive notice of an "occurrence" or claim, knew that the "bodily injury" or "property damage" had occurred, in whole or in part. If such a listed insured or authorized "employee" knew, prior to the policy period, that the "bodily injury" or "property damage" occurred, then any continuation, change or resumption of such "bodily injury" or "property damage" during or after the policy period will be deemed to have been known prior to the policy period.

c. "Bodily injury" or "property damage" will be deemed to have been known to have occurred at the earliest time when any insured listed under Paragraph 1. of Section II - Who Is An Insured or any "employee" authorized by you to give or receive notice of an "occurrence" or claim:

- (1) Reports all, or any part, of the "bodily injury" or "property damage" to us or any other insurer;
- (2) Receives a written or verbal demand or claim for damages because of the "bodily injury" or "property damage"; or
- (3) Becomes aware by any other means that "bodily injury" or "property damage" has occurred or has begun to occur.

d. Damages because of "bodily injury" include damages claimed by any person or organization for care, loss of services or death resulting at any time from the "bodily injury".

e. Incidental Medical Malpractice And Good Samaritan Coverage

"Bodily injury" arising out of the rendering of or failure to render the following health care services by any "employee" or "volunteer worker" shall be deemed to be caused by an "occurrence" for:

- (1) Professional health care services such as:
 - (a) Medical, surgical, dental, laboratory, x-ray or nursing services or treatment, advice or instruction, or the related furnishing of food or beverages;
 - (b) Any health or therapeutic service, treatment, advice or instruction; or
 - (c) The furnishing or dispensing of drugs or medical, dental, or surgical supplies or appliances; or
- (2) First aid services, which include:
 - (a) Cardiopulmonary resuscitation, whether performed manually or with a defibrillator; or
 - (b) Services performed as a Good Samaritan.

For the purpose of determining the limits of insurance, any act or omission together with all related acts or omissions in the furnishing of these services to any one person will be considered one "occurrence".

However, this Incidental Medical Malpractice And Good Samaritan Coverage provision applies only if you are not engaged in the business or occupation of providing any of the services described in this provision.

2. Exclusions

This insurance does not apply to:

a. Expected Or Intended Injury

"Bodily injury" or "property damage" expected or intended from the standpoint of the insured. This exclusion does not apply to "bodily injury" or "property damage" resulting from the use of reasonable force to protect persons or property.

b. Contractual Liability

"Bodily injury" or "property damage" for which the insured is obligated to pay damages by reason of the assumption of liability in a contract or agreement. This exclusion does not apply to liability for damages:

- (1) That the insured would have in the absence of the contract or agreement; or
- (2) Assumed in a contract or agreement that is an "insured contract", provided the "bodily injury" or "property damage" occurs subsequent to the execution of the contract or agreement. Solely for the purposes of liability assumed in an "insured contract", reasonable attorney fees and necessary litigation expenses incurred by or for a party other than an insured are deemed to be damages because of "bodily injury" or "property damage", provided:

- (a) Liability to such party for, or for the cost of, that party's defense has also been assumed in the same "insured contract"; and
- (b) Such attorney fees and litigation expenses are for defense of that party against a civil or alternative dispute resolution proceeding in which damages to which this insurance applies are alleged.

c. Liquor Liability

"Bodily injury" or "property damage" for which any insured may be held liable by reason of:

- (1) Causing or contributing to the intoxication of any person;
- (2) The furnishing of alcoholic beverages to a person under the legal drinking age or under the influence of alcohol; or
- (3) Any statute, ordinance or regulation relating to the sale, gift, distribution or use of alcoholic beverages.

This exclusion applies even if the claims against any insured allege negligence or other wrongdoing in:

- (a) The supervision, hiring, employment, training or monitoring of others by that insured; or
- (b) Providing or failing to provide transportation with respect to any person that may be under the influence of alcohol;

if the "occurrence" which caused the "bodily injury" or "property damage", involved that which is described in Paragraph (1), (2) or (3) above.

However, this exclusion applies only if you are in the business of manufacturing, distributing, selling, serving or furnishing alcoholic beverages. For the purposes of this exclusion, permitting a person to bring alcoholic beverages on your premises, for consumption on your premises, whether or not a fee is charged or a license is required for such activity, is not by itself considered the business of selling, serving or furnishing alcoholic beverages.

d. Workers' Compensation And Similar Laws

Any obligation of the insured under a workers' compensation, disability benefits or unemployment compensation law or any similar law.

e. Employer's Liability

"Bodily injury" to:

- (1) An "employee" of the insured arising out of and in the course of:

- (a) Employment by the insured; or
- (b) Performing duties related to the conduct of the insured's business; or
- (2) The spouse, child, parent, brother or sister of that "employee" as a consequence of Paragraph (1) above.

This exclusion applies:

- (1) Whether the insured may be liable as an employer or in any other capacity; and
- (2) To any obligation to share damages with or repay someone else who must pay damages because of the injury.

This exclusion does not apply to liability assumed by the insured under an "insured contract".

f. Pollution

- (1) "Bodily injury" or "property damage" arising out of the actual, alleged or threatened discharge, dispersal, seepage, migration, release or escape of "pollutants":

- (a) At or from any premises, site or location which is or was at any time owned or occupied by, or rented or loaned to, any insured. However, this subparagraph does not apply to:

- (i) "Bodily injury" if sustained within a building and caused by smoke, fumes, vapor or soot produced by or originating from equipment that is used to heat, cool or dehumidify the building, or equipment that is used to heat water for personal use, by the building's occupants or their guests;

- (ii) "Bodily injury" or "property damage" for which you may be held liable, if you are a contractor and the owner or lessee of such premises, site or location has been added to your policy as an additional insured with respect to your ongoing operations performed for that additional insured at that premises, site or location and such premises, site or location is not and never was owned or occupied by, or rented or loaned to, any insured, other than that additional insured; or

- (iii) "Bodily injury" or "property damage" arising out of heat, smoke or fumes from a "hostile fire";

- (b) At or from any premises, site or location which is or was at any time used by or for any insured or others for the handling, storage, disposal, processing or treatment of waste;

- (c) Which are or were at any time transported, handled, stored, treated, disposed of, or processed as waste by or for:

- (i) Any insured; or
- (ii) Any person or organization for whom you may be legally responsible;

- (d) At or from any premises, site or location on which any insured or any contractors or subcontractors working directly or indirectly on any insured's behalf are performing operations if the "pollutants" are brought on or to the premises, site or location in connection with such operations by such insured, contractor or subcontractor. However, this subparagraph does not apply to:

- (i) "Bodily injury" or "property damage" arising out of the escape of fuels, lubricants or other operating fluids which are needed to perform the normal electrical, hydraulic or mechanical functions necessary for the operation of "mobile equipment" or its parts, if such fuels, lubricants or other operating fluids escape from a vehicle part designed to hold, store or receive them. This exception does not apply if the "bodily injury" or "property damage" arises out of the intentional discharge, dispersal or release of the fuels, lubricants or other operating fluids, or if such fuels, lubricants or other operating fluids are brought on or to the premises, site or location with the intent that they be discharged, dispersed or released as part of the operations being performed by such insured, contractor or subcontractor;

- (ii) "Bodily injury" or "property damage" sustained within a building and caused by the release of gases, fumes or vapors from materials brought into that building in connection with operations being performed by you or on your behalf by a contractor or subcontractor; or

- (iii) "Bodily injury" or "property damage" arising out of heat, smoke or fumes from a "hostile fire"; or

- (e) At or from any premises, site or location on which any insured or any contractors or subcontractors working directly or indirectly on any insured's behalf are performing operations if the

operations are to test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of, "pollutants".

(2) Any loss, cost or expense arising out of any:

(a) Request, demand, order or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of, "pollutants"; or

(b) Claim or suit by or on behalf of a governmental authority for damages because of testing for, monitoring, cleaning up, removing, containing, treating, detoxifying or neutralizing, or in any way responding to, or assessing the effects of, "pollutants".

However, this paragraph does not apply to liability for damages because of "property damage" that the insured would have in the absence of such request, demand, order or statutory or regulatory requirement, or such claim or "suit" by or on behalf of a governmental authority.

g. Aircraft, Auto Or Watercraft

"Bodily injury" or "property damage" arising out of the ownership, maintenance, use or entrustment to others of any aircraft, "auto" or watercraft owned or operated by or rented or loaned to any insured. Use includes operation and "loading or unloading".

This exclusion applies even if the claims against any insured allege negligence or other wrongdoing in the supervision, hiring, employment, training or monitoring of others by that insured, if the "occurrence" which caused the "bodily injury" or "property damage" involved the ownership, maintenance, use or entrustment to others of any aircraft, "auto" or watercraft that is owned or operated by or rented or loaned to any insured.

This exclusion does not apply to:

- (1) A watercraft while ashore on premises you own or rent;
- (2) A watercraft you do not own that is:
 - (a) Less than 51 feet long; and
 - (b) Not being used to carry persons for a charge;
- (3) Parking an "auto" on, or on the ways next to, premises you own or rent, provided the "auto" is not owned by or rented or loaned to you or the insured;

(4) Liability assumed under any "insured contract" for the ownership, maintenance or use of aircraft or watercraft;

(5) "Bodily injury" or "property damage" arising out of:

(a) The operation of machinery or equipment that is attached to, or part of, a land vehicle that would qualify under the definition of "mobile equipment" if it were not subject to a compulsory or financial responsibility law or other motor vehicle insurance law where it is licensed or principally garaged; or

(b) The operation of any of the machinery or equipment listed in Paragraph f.(2) or f.(3) of the definition of "mobile equipment"; or

(6) An aircraft that is not owned by any insured and is hired, chartered or loaned with a paid crew. However, this exception does not apply if the insured has any other insurance for such "bodily injury" or "property damage", whether the other insurance is primary, excess, contingent or on any other basis.

h. Mobile Equipment

"Bodily injury" or "property damage" arising out of:

- (1) The transportation of "mobile equipment" by an "auto" owned or operated by or rented or loaned to any insured; or
- (2) The use of "mobile equipment" in, or while in practice for, or while being prepared for, any prearranged racing, speed, demolition, or stunting activity.

i. War

"Bodily injury" or "property damage", however caused, arising, directly or indirectly, out of:

- (1) War, including undeclared or civil war;
- (2) Warlike action by a military force, including action in hindering or defending against an actual or expected attack, by any government, sovereign or other authority using military personnel or other agents; or
- (3) Insurrection, rebellion, revolution, usurped power, or action taken by governmental authority in hindering or defending against any of these.

j. Damage To Property

"Property damage" to:

- (1) Property you own, rent, or occupy, including any costs or expenses incurred by you, or any other person, organization or entity, for repair, replacement,

enhancement, restoration or maintenance of such property for any reason, including prevention of injury to a person or damage to another's property;

- (2) Premises you sell, give away or abandon, if the "property damage" arises out of any part of those premises;
- (3) Property loaned to you;
- (4) Personal property in the care, custody or control of the insured;
- (5) That particular part of real property on which you or any contractors or subcontractors working directly or indirectly on your behalf are performing operations, if the "property damage" arises out of those operations; or
- (6) That particular part of any property that must be restored, repaired or replaced because "your work" was incorrectly performed on it.

Paragraphs (1), (3) and (4) of this exclusion do not apply to "property damage" (other than damage by fire) to premises, including the contents of such premises, rented to you for a period of seven or fewer consecutive days. A separate limit of insurance applies to Damage To Premises Rented To You as described in Section III - Limits Of Insurance.

Paragraph (2) of this exclusion does not apply if the premises are "your work" and were never occupied, rented or held for rental by you.

Paragraphs (3) and (4) of this exclusion do not apply to "property damage" arising from the use of elevators.

Paragraphs (3), (4), (5) and (6) of this exclusion do not apply to liability assumed under a sidetrack agreement.

Paragraphs (3) and (4) of this exclusion do not apply to "property damage" to borrowed equipment while not being used to perform operations at the job site.

Paragraph (6) of this exclusion does not apply to "property damage" included in the "products-completed operations hazard".

k. Damage To Your Product

"Property damage" to "your product" arising out of it or any part of it.

l. Damage To Your Work

"Property damage" to "your work" arising out of it or any part of it and included in the "products-completed operations hazard".

This exclusion does not apply if the damaged work or the work out of which the damage arises was performed on your behalf by a subcontractor.

m. Damage To Impaired Property Or Property Not Physically Injured

"Property damage" to "impaired property" or property that has not been physically injured, arising out of:

- (1) A defect, deficiency, inadequacy or dangerous condition in "your product" or "your work"; or
- (2) A delay or failure by you or anyone acting on your behalf to perform a contract or agreement in accordance with its terms.

This exclusion does not apply to the loss of use of other property arising out of sudden and accidental physical injury to "your product" or "your work" after it has been put to its intended use.

n. Recall Of Products, Work Or Impaired Property

Damages claimed for any loss, cost or expense incurred by you or others for the loss of use, withdrawal, recall, inspection, repair, replacement, adjustment, removal or disposal of:

- (1) "Your product";
- (2) "Your work"; or
- (3) "Impaired property";

if such product, work, or property is withdrawn or recalled from the market or from use by any person or organization because of a known or suspected defect, deficiency, inadequacy or dangerous condition in it.

o. Personal And Advertising Injury

"Bodily injury" arising out of "personal and advertising injury".

p. Access or Disclosure Of Confidential Or Personal Information And Data-related Liability

Damages arising out of:

- (1) Any access to or disclosure of any person's or organization's confidential or personal information, including patents, trade secrets, processing methods, customer lists, financial information, credit card information, health information or any other type of nonpublic information; or
- (2) The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate electronic data.

This exclusion applies even if damages are claimed for notification costs, credit monitoring expenses, forensic expenses, public relations expenses or any other loss, cost or expense incurred by you or others arising out of that which is described in Paragraph (1) or (2) above.

However, unless Paragraph (1) above applies, this exclusion does not apply to damages because of "bodily injury".

As used in this exclusion, electronic data means information, facts or programs stored as or on, created or used on, or transmitted to or from computer software, including systems and applications software, hard or floppy disks, CD-ROMS, tapes, drives, cells, data processing devices or any other media which are used with electronically controlled equipment.

q. Employment-Related Practices

"Bodily injury" to:

- (1) A person arising out of any "employment-related practices"; or
- (2) The spouse, child, parent, brother or sister of that person as a consequence of "bodily injury" to that person at whom any "employment-related practices" are directed.

This exclusion applies:

- (1) Whether the injury-causing event described in the definition of "employment-related practices" occurs before employment, during employment or after employment of that person;
- (2) Whether the insured may be liable as an employer or in any other capacity; and
- (3) To any obligation to share damages with or repay someone else who must pay damages because of the injury.

r. Asbestos

- (1) "Bodily injury" or "property damage" arising out of the "asbestos hazard".
- (2) Any damages, judgments, settlements, loss, costs or expenses that:
 - (a) May be awarded or incurred by reason of any claim or suit alleging actual or threatened injury or damage of any nature or kind to persons or property which would not have occurred in whole or in part but for the "asbestos hazard";
 - (b) Arise out of any request, demand, order or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, encapsulate, contain, treat, detoxify or neutralize or in any way respond to or assess the effects of an "asbestos hazard"; or
 - (c) Arise out of any claim or suit for damages because of testing for, monitoring, cleaning up, removing, encapsulating, containing, treating,

detoxifying or neutralizing or in any way responding to or assessing the effects of an "asbestos hazard".

s. Recording And Distribution Of Material Or Information In Violation Of Law

"Bodily injury" or "property damage" arising directly or indirectly out of any action or omission that violates or is alleged to violate:

- (1) The Telephone Consumer Protection Act (TCPA), including any amendment of or addition to such law;
- (2) The CAN-SPAM Act of 2003, including any amendment of or addition to such law;
- (3) The Fair Credit Reporting Act (FCRA), and any amendment of or addition to such law, including the Fair and Accurate Credit Transaction Act (FACTA); or
- (4) Any federal, state or local statute, ordinance or regulation, other than the TCPA or CAN-SPAM Act of 2003 or FCRA and their amendments and additions, that addresses, prohibits or limits the printing, dissemination, disposal, collecting, recording, sending, transmitting, communicating or distribution of material or information.

Damage To Premises Rented To You - Exception For Damage By Fire, Lightning Or Explosion

Exclusions c. through h. and j. through n. do not apply to damage by fire, lightning or explosion to premises while rented to you or temporarily occupied by you with permission of the owner. A separate limit of insurance applies to this coverage as described in Section III - Limits Of Insurance.

COVERAGE B PERSONAL AND ADVERTISING INJURY LIABILITY

1. Insuring Agreement

- a. We will pay those sums that the insured becomes legally obligated to pay as damages because of "personal and advertising injury" to which this insurance applies. We will have the right and duty to defend the insured against any "suit" seeking those damages. However, we will have no duty to defend the insured against any "suit" seeking damages for "personal and advertising injury" to which this insurance does not apply. We may, at our discretion, investigate any offense and settle any claim or "suit" that may result. But:
 - (1) The amount we will pay for damages is limited as described in Section III - Limits Of Insurance; and
 - (2) Our right and duty to defend end when we have used up the applicable limit of insurance in the payment of judgments or

settlements under Coverages A or B or medical expenses under Coverage C.

No other obligation or liability to pay sums or perform acts or services is covered unless explicitly provided for under Supplementary Payments - Coverages A and B.

- b. This insurance applies to "personal and advertising injury" caused by an offense arising out of your business but only if the offense was committed in the "coverage territory" during the policy period.

2. Exclusions

This insurance does not apply to:

a. Knowing Violation Of Rights Of Another

"Personal and advertising injury" arising out of an offense committed by, at the direction or with the consent or acquiescence of the insured with the expectation of inflicting "personal and advertising injury".

b. Material Published With Knowledge Of Falsity

"Personal and advertising injury" arising out of oral, written or electronic publication, in any manner, of material, if done by or at the direction of the insured with knowledge of its falsity.

c. Material Published Prior To Policy Period

"Personal and advertising injury" arising out of oral, written or electronic publication, in any manner, of material whose first publication took place before the beginning of the policy period.

d. Criminal Acts

"Personal and advertising injury" arising out of a criminal act committed by or at the direction of the insured.

e. Contractual Liability

"Personal and advertising injury" for which the insured has assumed liability in a contract or agreement. This exclusion does not apply to liability for damages that the insured would have in the absence of the contract or agreement.

f. Breach Of Contract

"Personal and advertising injury" arising out of a breach of contract, except an implied contract to use another's "advertising idea" in your "advertisement".

g. Quality Or Performance Of Goods - Failure To Conform To Statements

"Personal and advertising injury" arising out of the failure of goods, products or services to conform with any statement of quality or performance made in your "advertisement".

h. Wrong Description Of Prices

"Personal and advertising injury" arising out of the wrong description of the price of goods, products or services.

i. Infringement Of Intellectual Property Rights

(1) "Personal and advertising injury" arising out of any actual or alleged infringement or violation of any intellectual property rights such as copyright, patent, trademark, trade name, trade secret, trade dress, service mark or other designation of origin or authenticity; or

(2) Any injury or damage alleged in any claim or "suit" that also alleges an infringement or violation of any intellectual property right, whether such allegation of infringement or violation is made by you or by any other party involved in the claim or "suit", regardless of whether this insurance would otherwise apply.

However, this exclusion does not apply if the only allegation in the claim or "suit" involving any intellectual property right is limited to:

- (1) Infringement, in your "advertisement", of:
 - (a) Copyright;
 - (b) Slogan; or
 - (c) Title of any literary or artistic work; or
- (2) Copying, in your "advertisement", a person's or organization's "advertising idea" or style of "advertisement".

j. Insureds In Media And Internet Type Businesses

"Personal and advertising injury" committed by an insured whose business is:

- (1) Advertising, broadcasting, publishing or telecasting;
- (2) Designing or determining content of web sites for others; or
- (3) An Internet search, access, content or service provider.

However, this exclusion does not apply to Paragraphs a., b. and c. of the definition of "personal and advertising injury" under the Definitions Section.

For the purposes of this exclusion, the placing of frames, borders or links, or advertising, for you or others anywhere on the Internet, is not by itself, considered the business of advertising, broadcasting, publishing or telecasting.

k. Electronic Chatrooms Or Bulletin Boards

"Personal and advertising injury" arising out of an electronic chatroom or bulletin board the

insured hosts, owns, or over which the insured exercises control.

i. Unauthorized Use Of Another's Name Or Product

"Personal and advertising injury" arising out of the unauthorized use of another's name or product in your e-mail address, domain name or metatags, or any other similar tactics to mislead another's potential customers.

m. Pollution

"Personal and advertising injury" arising out of the actual, alleged or threatened discharge, dispersal, seepage, migration, release or escape of "pollutants" at any time.

n. Pollution-Related

Any loss, cost or expense arising out of any:

- (1) Request, demand, order or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, contain, treat, detoxify or neutralize, or in any way respond to, or assess the effects of, "pollutants"; or
- (2) Claim or suit by or on behalf of a governmental authority for damages because of testing for, monitoring, cleaning up, removing, containing, treating, detoxifying or neutralizing, or in any way responding to, or assessing the effects of, "pollutants".

o. War

"Personal and advertising injury", however caused, arising, directly or indirectly, out of:

- (1) War, including undeclared or civil war;
- (2) Warlike action by a military force, including action in hindering or defending against an actual or expected attack, by any government, sovereign or other authority using military personnel or other agents; or
- (3) Insurrection, rebellion, revolution, usurped power, or action taken by governmental authority in hindering or defending against any of these.

p. Internet Advertisements And Content Of Others

"Personal and advertising injury" arising out of:

- (1) An "advertisement" for others on your web site;
- (2) Placing a link to a web site of others on your web site;
- (3) Content, including information, sounds, text, graphics, or images from a web site of others displayed within a frame or border on your web site; or

(4) Computer code, software or programming used to enable:

- (a) Your web site; or
- (b) The presentation or functionality of an "advertisement" or other content on your web site.

q. Right Of Privacy Created By Statute

"Personal and advertising injury" arising out of the violation of a person's right of privacy created by any state or federal act.

However, this exclusion does not apply to liability for damages that the insured would have in the absence of such state or federal act.

r. Violation Of Anti-Trust law

"Personal and advertising injury" arising out of a violation of any anti-trust law.

s. Securities

"Personal and advertising injury" arising out of the fluctuation in price or value of any stocks, bonds or other securities.

t. Recording And Distribution Of Material Or Information In Violation Of Law

"Personal and advertising injury" arising directly or indirectly out of any action or omission that violates or is alleged to violate:

- (1) The Telephone Consumer Protection Act (TCPA), including any amendment or addition to such law;
- (2) The CAN-SPAM Act of 2003, including any amendment of or addition to such law;
- (3) The Fair Credit Reporting Act (FCRA), and any amendment of or addition to such law, including the Fair and Accurate Credit Transaction Act (FACTA); or
- (4) Any federal, state or local statute, ordinance or regulation, other than the TCPA or CAN-SPAM Act of 2003 or FCRA and their amendments and additions, that addresses, prohibits or limits the printing, dissemination, disposal, collecting, recording, sending, transmitting, communicating or distribution of material or information.

u. Employment-Related Practices

"Personal and advertising injury" to:

- (1) A person arising out of any "employment-related practices"; or
- (2) The spouse, child, parent, brother or sister of that person as a consequence of "personal and advertising injury" to that person at whom any "employment-related practices" are directed.

This exclusion applies:

- (1) Whether the injury-causing event described in the definition of "employment-related practices" occurs before employment, during employment or after employment of that person;
- (2) Whether the insured may be liable as an employer or in any other capacity; and
- (3) To any obligation to share damages with or repay someone else who must pay damages because of the injury.

v. Asbestos

- (1) "Personal and advertising injury" arising out of the "asbestos hazard".
- (2) Any damages, judgments, settlements, loss, costs or expenses that:
 - (a) May be awarded or incurred by reason of any claim or suit alleging actual or threatened injury or damage of any nature or kind to persons or property which would not have occurred in whole or in part but for the "asbestos hazard";
 - (b) Arise out of any request, demand, order or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, encapsulate, contain, treat, detoxify or neutralize or in any way respond to or assess the effects of an "asbestos hazard"; or
 - (c) Arise out of any claim or suit for damages because of testing for, monitoring, cleaning up, removing, encapsulating, containing, treating, detoxifying or neutralizing or in any way responding to or assessing the effects of an "asbestos hazard".

w. Access Or Disclosure Of Confidential Or Personal Information

"Personal and advertising injury" arising out of any access to or disclosure of any person's or organization's confidential or personal information, including patents, trade secrets, processing methods, customer lists, financial information, credit card information, health information or any other type of nonpublic information.

This exclusion applies even if damages are claimed for notification costs, credit monitoring expenses, forensic expenses, public relations expenses or any other loss, cost or expense incurred by you or others arising out of any access to or disclosure of any person's or organization's confidential or personal information.

COVERAGE C MEDICAL PAYMENTS

1. Insuring Agreement

- a. We will pay medical expenses as described below for "bodily injury" caused by an accident:
 - (1) On premises you own or rent;
 - (2) On ways next to premises you own or rent; or
 - (3) Because of your operations;
 provided that:
 - (1) The accident takes place in the "coverage territory" and during the policy period;
 - (2) The expenses are incurred and reported to us within three years of the date of the accident; and
 - (3) The injured person submits to examination, at our expense, by physicians of our choice as often as we reasonably require.
- b. We will make these payments regardless of fault. These payments will not exceed the applicable limit of insurance. We will pay reasonable expenses for:
 - (1) First aid administered at the time of an accident;
 - (2) Necessary medical, surgical, X-ray and dental services, including prosthetic devices; and
 - (3) Necessary ambulance, hospital, professional nursing and funeral services.

2. Exclusions

We will not pay expenses for "bodily injury":

- a. **Any Insured**
To any insured, except "volunteer workers".
- b. **Hired Person**
To a person hired to do work for or on behalf of any insured or a tenant of any insured.
- c. **Injury On Normally Occupied Premises**
To a person injured on that part of premises you own or rent that the person normally occupies.
- d. **Workers Compensation And Similar Laws**
To a person, whether or not an "employee" of any insured, if benefits for the "bodily injury" are payable or must be provided under a workers' compensation or disability benefits law or a similar law.
- e. **Athletics Activities**
To a person injured while practicing, instructing or participating in any physical exercises or games, sports, or athletic contests.

- f. **Products-Completed Operations Hazard**
Included within the "products-completed operations hazard".
- g. **Coverage A Exclusions**
Excluded under Coverage A.

SUPPLEMENTARY PAYMENTS - COVERAGES A AND B

1. We will pay, with respect to any claim we investigate or settle, or any "suit" against an insured we defend:
 - a. All expenses we incur.
 - b. Up to \$1,000 for cost of bail bonds required because of accidents or traffic law violations arising out of the use of any vehicle to which the Bodily Injury Liability Coverage applies. We do not have to furnish these bonds.
 - c. The cost of appeal bonds or bonds to release attachments, but only for bond amounts within the applicable limit of insurance. We do not have to furnish these bonds.
 - d. All reasonable expenses incurred by the insured at our request to assist us in the investigation or defense of the claim or "suit", including actual loss of earnings up to \$500 a day because of time off from work.
 - e. All court costs taxed against the insured in the "suit". However, such costs do not include attorneys' fees, attorneys' expenses, witness or expert fees, or any other expenses of a party taxed to the insured.
 - f. Prejudgment interest awarded against the insured on that part of the judgment we pay. If we make an offer to pay the applicable limit of insurance, we will not pay any prejudgment interest based on that period of time after the offer.
 - g. All interest on the full amount of any judgment that accrues after entry of the judgment and before we have paid, offered to pay, or deposited in court the part of the judgment that is within the applicable limit of insurance.

These payments will not reduce the limits of insurance.
2. If we defend an insured against a "suit" and an indemnitee of the insured is also named as a party to the "suit", we will defend that indemnitee if all of the following conditions are met:
 - a. The "suit" against the indemnitee seeks damages for which the insured has assumed the liability of the indemnitee in a contract or agreement that is an "insured contract";
 - b. This insurance applies to such liability assumed by the insured;
 - c. The obligation to defend, or the cost of the defense of, that indemnitee, has also been

- assumed by the insured in the same "insured contract";
- d. The allegations in the "suit" and the information we know about the "occurrence" are such that no conflict appears to exist between the interests of the insured and the interests of the indemnitee;
- e. The indemnitee and the insured ask us to conduct and control the defense of that indemnitee against such "suit" and agree that we can assign the same counsel to defend the insured and the indemnitee; and
- f. The indemnitee:
 - (1) Agrees in writing to:
 - (a) Cooperate with us in the investigation, settlement or defense of the "suit";
 - (b) Immediately send us copies of any demands, notices, summonses or legal papers received in connection with the "suit";
 - (c) Notify any other insurer whose coverage is available to the indemnitee; and
 - (d) Cooperate with us with respect to coordinating other applicable insurance available to the indemnitee; and
 - (2) Provides us with written authorization to:
 - (a) Obtain records and other information related to the "suit"; and
 - (b) Conduct and control the defense of the indemnitee in such "suit".

So long as the above conditions are met, attorneys' fees incurred by us in the defense of that indemnitee, necessary litigation expenses incurred by us and necessary litigation expenses incurred by the indemnitee at our request will be paid as Supplementary Payments. Notwithstanding the provisions of Paragraph 2.b.(2) of Section I - Coverage A - Bodily Injury And Property Damage Liability, such payments will not be deemed to be damages for "bodily injury" and "property damage" and will not reduce the limits of insurance.

Our obligation to defend an insured's indemnitee and to pay for attorneys' fees and necessary litigation expenses as Supplementary Payments ends when:

- a. We have used up the applicable limit of insurance in the payment of judgments or settlements; or
- b. The conditions set forth above, or the terms of the agreement described in Paragraph f. above, are no longer met.

SECTION II - WHO IS AN INSURED

1. If you are designated in the Declarations as:

- a. An individual, you and your spouse are insureds, but only with respect to the conduct of a business of which you are the sole owner.
- b. A partnership or joint venture, you are an insured. Your members, your partners, and their spouses are also insureds, but only with respect to the conduct of your business.
- c. A limited liability company, you are an insured. Your members are also insureds, but only with respect to the conduct of your business. Your managers are insureds, but only with respect to their duties as your managers.
- d. An organization other than a partnership, joint venture or limited liability company, you are an insured. Your "executive officers" and directors are insureds, but only with respect to their duties as your officers or directors. Your stockholders are also insureds, but only with respect to their liability as stockholders.
- e. A trust, you are an insured. Your trustees are also insureds, but only with respect to their duties as trustees.

2. Each of the following is also an insured:

a. Employees And Volunteer Workers

Your "volunteer workers" only while performing duties related to the conduct of your business, or your "employees", other than either your "executive officers" (if you are an organization other than a partnership, joint venture or limited liability company) or your managers (if you are a limited liability company), but only for acts within the scope of their employment by you or while performing duties related to the conduct of your business.

However, none of these "employees" or "volunteer workers" are insureds for:

- (1) "Bodily injury" or "personal and advertising injury":
 - (a) To you, to your partners or members (if you are a partnership or joint venture), to your members (if you are a limited liability company), to a co-"employee" while in the course of his or her employment or performing duties related to the conduct of your business, or to your other "volunteer workers" while performing duties related to the conduct of your business;
 - (b) To the spouse, child, parent, brother or sister of that co-"employee" or that

"volunteer worker" as a consequence of Paragraph (1)(a) above;

- (c) For which there is any obligation to share damages with or repay someone else who must pay damages because of the injury described in Paragraphs (1)(a) or (1)(b) above; or
- (d) Arising out of his or her providing or failing to provide professional health care services.

If you are not in the business of providing professional health care services:

- (a) Subparagraphs (1)(a), (1)(b) and (1)(c) above do not apply to any "employee" or "volunteer worker" providing first aid services; and
- (b) Subparagraph (1)(d) above does not apply to any nurse, emergency medical technician or paramedic employed by you to provide such services.

(2) "Property damage" to property:

- (a) Owned, occupied or used by,
- (b) Rented to, in the care, custody or control of, or over which physical control is being exercised for any purpose by you, any of your "employees", "volunteer workers", any partner or member (if you are a partnership or joint venture), or any member (if you are a limited liability company).

b. Real Estate Manager

Any person (other than your "employee" or "volunteer worker"), or any organization while acting as your real estate manager.

c. Temporary Custodians Of Your Property

Any person or organization having proper temporary custody of your property if you die, but only:

- (1) With respect to liability arising out of the maintenance or use of that property; and
- (2) Until your legal representative has been appointed.

d. Legal Representative If You Die

Your legal representative if you die, but only with respect to duties as such. That representative will have all your rights and duties under this Coverage Part.

e. Unnamed Subsidiary

Any subsidiary, and subsidiary thereof, of yours which is a legally incorporated entity of which you own a financial interest of more than 50% of the voting stock on the effective date of the Coverage Part.

The insurance afforded herein for any subsidiary not named in this Coverage Part as a named insured does not apply to injury or damage with respect to which such insured is also a named insured under another policy or would be a named insured under such policy but for its termination or the exhaustion of its limits of insurance.

3. Newly Acquired Or Formed Organization

Any organization you newly acquire or form, other than a partnership, joint venture or limited liability company, and over which you maintain financial interest of more than 50% of the voting stock, will qualify as a Named Insured if there is no other similar insurance available to that organization. However:

- a. Coverage under this provision is afforded only until the 180th day after you acquire or form the organization or the end of the policy period, whichever is earlier;
- b. Coverage A does not apply to "bodily injury" or "property damage" that occurred before you acquired or formed the organization; and
- c. Coverage B does not apply to "personal and advertising injury" arising out of an offense committed before you acquired or formed the organization.

4. Nonowned Watercraft

With respect to watercraft you do not own that is less than 51 feet long and is not being used to carry persons for a charge, any person is an insured while operating such watercraft with your permission. Any other person or organization responsible for the conduct of such person is also an insured, but only with respect to liability arising out of the operation of the watercraft, and only if no other insurance of any kind is available to that person or organization for this liability.

However, no person or organization is an insured with respect to:

- a. "Bodily injury" to a co-"employee" of the person operating the watercraft; or
- b. "Property damage" to property owned by, rented to, in the charge of or occupied by you or the employer of any person who is an insured under this provision.

5. Additional Insureds When Required By Written Contract, Written Agreement Or Permit

The following person(s) or organization(s) are an additional insured when you have agreed, in a written contract, written agreement or because of a permit issued by a state or political subdivision, that such person or organization be added as an additional insured on your policy, provided the injury or damage occurs subsequent to the execution of the contract or agreement.

A person or organization is an additional insured under this provision only for that period of time required by the contract or agreement.

However, no such person or organization is an insured under this provision if such person or organization is included as an insured by an endorsement issued by us and made a part of this Coverage Part.

a. Vendors

Any person(s) or organization(s) (referred to below as vendor), but only with respect to "bodily injury" or "property damage" arising out of "your products" which are distributed or sold in the regular course of the vendor's business and only if this Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".

(1) The insurance afforded the vendor is subject to the following additional exclusions:

This insurance does not apply to:

- (a) "Bodily injury" or "property damage" for which the vendor is obligated to pay damages by reason of the assumption of liability in a contract or agreement. This exclusion does not apply to liability for damages that the vendor would have in the absence of the contract or agreement;
- (b) Any express warranty unauthorized by you;
- (c) Any physical or chemical change in the product made intentionally by the vendor;
- (d) Repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;
- (e) Any failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;
- (f) Demonstration, installation, servicing or repair operations, except such operations performed at the vendor's premises in connection with the sale of the product;
- (g) Products which, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for the vendor; or

(h) "Bodily injury" or "property damage" arising out of the sole negligence of the vendor for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:

- (i) The exceptions contained in Sub-paragraphs (d) or (f); or
- (ii) Such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.

(2) This insurance does not apply to any insured person or organization, from whom you have acquired such products, or any ingredient, part or container, entering into, accompanying or containing such products.

b. Lessors Of Equipment

(1) Any person(s) or organization(s) from whom you lease equipment; but only with respect to their liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your maintenance, operation or use of equipment leased to you by such person(s) or organization(s).

(2) With respect to the insurance afforded to these additional insureds this insurance does not apply to any "occurrence" which takes place after the equipment lease expires.

c. Lessors Of Land Or Premises

Any person or organization from whom you lease land or premises, but only with respect to liability arising out of the ownership, maintenance or use of that part of the land or premises leased to you.

With respect to the insurance afforded these additional insureds the following additional exclusions apply:

This insurance does not apply to:

- 1. Any "occurrence" which takes place after you cease to lease that land; or
- 2. Structural alterations, new construction or demolition operations performed by or on behalf of such person or organization.

d. Architects, Engineers Or Surveyors

Any architect, engineer, or surveyor, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or

omissions of those acting on your behalf:

- (1) In connection with your premises; or
- (2) In the performance of your ongoing operations performed by you or on your behalf.

With respect to the insurance afforded these additional insureds, the following additional exclusion applies:

This insurance does not apply to "bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of or the failure to render any professional services by or for you, including:

- 1. The preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; or
- 2. Supervisory, inspection, architectural or engineering activities.

This exclusion applies even if the claims against any insured allege negligence or other wrongdoing in the supervision, hiring, employment, training or monitoring of others by that insured, if the "occurrence" which caused the "bodily injury" or "property damage", or the offense which caused the "personal and advertising injury", involved the rendering of or the failure to render any professional services by or for you.

e. Permits Issued By State Or Political Subdivisions

Any state or political subdivision, but only with respect to operations performed by you or on your behalf for which the state or political subdivision has issued a permit.

With respect to the insurance afforded these additional insureds, this insurance does not apply to:

- (1) "Bodily injury", "property damage" or "personal and advertising injury" arising out of operations performed for the state or municipality; or
- (2) "Bodily injury" or "property damage" included within the "products-completed operations hazard".

f. Any Other Party

Any other person or organization who is not an additional insured under Paragraphs a. through e. above, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- (1) In the performance of your ongoing operations;

- (2) In connection with your premises owned by or rented to you; or
- (3) In connection with "your work" and included within the "products-completed operations hazard", but only if
 - (a) The written contract or agreement requires you to provide such coverage to such additional insured; and
 - (b) This Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".

However:

- (1) The insurance afforded to such additional insured only applies to the extent permitted by law; and
- (2) If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

With respect to the insurance afforded to these additional insureds, this insurance does not apply to:

"Bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of, or the failure to render, any professional architectural, engineering or surveying services, including:

- (1) The preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; or
- (2) Supervisory, inspection, architectural or engineering activities.

This exclusion applies even if the claims against any insured allege negligence or other wrongdoing in the supervision, hiring, employment, training or monitoring of others by that insured, if the "occurrence" which caused the "bodily injury" or "property damage", or the offense which caused the "personal and advertising injury", involved the rendering of or the failure to render any professional services by or for you.

The limits of insurance that apply to additional insureds is described in Section III - Limits Of Insurance.

How this insurance applies when other insurance is available to the additional insured is described in the Other Insurance Condition in Section IV - Commercial General Liability Conditions.

No person or organization is an insured with respect to the conduct of any current or past partnership, joint venture or limited liability company that is not shown as a Named Insured in the Declarations.

SECTION III - LIMITS OF INSURANCE

1. The Most We Will Pay

The Limits of Insurance shown in the Declarations and the rules below fix the most we will pay regardless of the number of:

- a. Insureds;
- b. Claims made or "suits" brought; or
- c. Persons or organizations making claims or bringing "suits".

2. General Aggregate Limit

The General Aggregate Limit is the most we will pay for the sum of:

- a. Medical expenses under Coverage C;
- b. Damages under Coverage A, except damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard"; and
- c. Damages under Coverage B.

3. Products-Completed Operations Aggregate Limit

The Products-Completed Operations Aggregate Limit is the most we will pay under Coverage A for damages because of "bodily injury" and "property damage" included in the "products-completed operations hazard".

4. Personal And Advertising Injury Limit

Subject to 2. above, the Personal and Advertising Injury Limit is the most we will pay under Coverage B for the sum of all damages because of all "personal and advertising injury" sustained by any one person or organization.

5. Each Occurrence Limit

Subject to 2. or 3. above, whichever applies, the Each Occurrence Limit is the most we will pay for the sum of:

- a. Damages under Coverage A; and
- b. Medical expenses under Coverage C because of all "bodily injury" and "property damage" arising out of any one "occurrence".

6. Damage To Premises Rented To You Limit

Subject to 5. above, the Damage To Premises Rented To You Limit is the most we will pay under Coverage A for damages because of "property damage" to any one premises, while rented to you, or in the case of damage by fire, lightning or explosion, while rented to you or temporarily occupied by you with permission of the owner.

In the case of damage by fire, lightning or explosion, the Damage to Premises Rented To You Limit applies to all damage proximately caused by the same event, whether such damage results from fire, lightning or explosion or any combination of these.

7. Medical Expense Limit

Subject to 5. above, the Medical Expense Limit is the most we will pay under Coverage C for all medical expenses because of "bodily injury" sustained by any one person.

8. How Limits Apply To Additional Insureds

If you have agreed in a written contract or written agreement that another person or organization be added as an additional insured on your policy, the most we will pay on behalf of such additional insured is the lesser of:

- a. The limits of insurance specified in the written contract or written agreement; or
- b. The Limits of Insurance shown in the Declarations.

Such amount shall be a part of and not in addition to Limits of Insurance shown in the Declarations and described in this Section.

The Limits of Insurance of this Coverage Part apply separately to each consecutive annual period and to any remaining period of less than 12 months, starting with the beginning of the policy period shown in the Declarations, unless the policy period is extended after issuance for an additional period of less than 12 months. In that case, the additional period will be deemed part of the last preceding period for purposes of determining the Limits of Insurance.

SECTION IV - COMMERCIAL GENERAL LIABILITY CONDITIONS

1. Bankruptcy

Bankruptcy or insolvency of the insured or of the insured's estate will not relieve us of our obligations under this Coverage Part.

2. Duties In The Event Of Occurrence, Offense, Claim Or Suit

a. Notice Of Occurrence Or Offense

You or any additional insured must see to it that we are notified as soon as practicable of an "occurrence" or an offense which may result in a claim. To the extent possible, notice should include:

- (1) How, when and where the "occurrence" or offense took place;
- (2) The names and addresses of any injured persons and witnesses; and
- (3) The nature and location of any injury or damage arising out of the "occurrence" or offense.

b. Notice Of Claim

If a claim is made or "suit" is brought against any insured, you or any additional insured must:

- (1) Immediately record the specifics of the claim or "suit" and the date received; and
- (2) Notify us as soon as practicable.

You or any additional insured must see to it that we receive written notice of the claim or "suit" as soon as practicable.

c. Assistance And Cooperation Of The Insured

You and any other involved insured must:

- (1) Immediately send us copies of any demands, notices, summonses or legal papers received in connection with the claim or "suit";
- (2) Authorize us to obtain records and other information;
- (3) Cooperate with us in the investigation or settlement of the claim or defense against the "suit"; and
- (4) Assist us, upon our request, in the enforcement of any right against any person or organization which may be liable to the insured because of injury or damage to which this insurance may also apply.

d. Obligations At The Insureds Own Cost

No insured will, except at that insured's own cost, voluntarily make a payment, assume any obligation, or incur any expense, other than for first aid, without our consent.

e. Additional Insureds Other Insurance

If we cover a claim or "suit" under this Coverage Part that may also be covered by other insurance available to an additional insured, such additional insured must submit such claim or "suit" to the other insurer for defense and indemnity.

However, this provision does not apply to the extent that you have agreed in a written contract or written agreement that this insurance is primary and non-contributory with the additional insured's own insurance.

f. Knowledge Of An Occurrence, Offense, Claim Or Suit

Paragraphs a. and b. apply to you or to any additional insured only when such "occurrence", offense, claim or "suit" is known to:

- (1) You or any additional insured that is an individual;
- (2) Any partner, if you or the additional insured is a partnership;

- (3) Any manager, if you or the additional insured is a limited liability company;
- (4) Any "executive officer" or insurance manager, if you or the additional insured is a corporation;
- (5) Any trustee, if you or the additional insured is a trust; or
- (6) Any elected or appointed official, if you or the additional insured is a political subdivision or public entity.

This duty applies separately to you and any additional insured.

3. Legal Action Against Us

No person or organization has a right under this Coverage Part:

- a. To join us as a party or otherwise bring us into a "suit" asking for damages from an insured; or
- b. To sue us on this Coverage Part unless all of its terms have been fully complied with.

A person or organization may sue us to recover on an agreed settlement or on a final judgment against an insured; but we will not be liable for damages that are not payable under the terms of this Coverage Part or that are in excess of the applicable limit of insurance. An agreed settlement means a settlement and release of liability signed by us, the insured and the claimant or the claimant's legal representative.

4. Other Insurance

If other valid and collectible insurance is available to the insured for a loss we cover under Coverages A or B of this Coverage Part, our obligations are limited as follows:

a. Primary Insurance

This insurance is primary except when b. below applies. If other insurance is also primary, we will share with all that other insurance by the method described in c. below.

b. Excess Insurance

This insurance is excess over any of the other insurance, whether primary, excess, contingent or on any other basis:

(1) Your Work

That is Fire, Extended Coverage, Builder's Risk, Installation Risk or similar coverage for "your work";

(2) Premises Rented To You

That is fire, lightning or explosion insurance for premises rented to you or temporarily occupied by you with permission of the owner;

(3) Tenant Liability

That is insurance purchased by you to cover your liability as a tenant for "property damage" to premises rented to you or temporarily occupied by you with permission of the owner;

(4) Aircraft, Auto Or Watercraft

If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to Exclusion g. of Section I - Coverage A - Bodily Injury And Property Damage Liability;

(5) Property Damage To Borrowed Equipment Or Use Of Elevators

If the loss arises out of "property damage" to borrowed equipment or the use of elevators to the extent not subject to Exclusion j. of Section I - Coverage A - Bodily Injury And Property Damage Liability;

(6) When You Are Added As An Additional Insured To Other Insurance

Any other insurance available to you covering liability for damages arising out of the premises or operations, or products and completed operations, for which you have been added as an additional insured by that insurance; or

(7) When You Add Others As An Additional Insured To This Insurance

Any other insurance available to an additional insured.

However, the following provisions apply to other insurance available to any person or organization who is an additional insured under this coverage part.

(a) Primary Insurance When Required By Contract

This insurance is primary if you have agreed in a written contract or written agreement that this insurance be primary. If other insurance is also primary, we will share with all that other insurance by the method described in c. below.

(b) Primary And Non-Contributory To Other Insurance When Required By Contract

If you have agreed in a written contract, written agreement, or permit that this insurance is primary and non-contributory with the additional insured's own insurance, this insurance is primary and we will not seek contribution from that other insurance.

Paragraphs (a) and (b) do not apply to other insurance to which the additional insured has been added as an additional insured.

When this insurance is excess, we will have no duty under Coverages A or B to defend the insured against any "suit" if any other insurer has a duty to defend the insured against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers.

When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

- (1) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
- (2) The total of all deductible and self-insured amounts under all that other insurance.

We will share the remaining loss, if any, with any other insurance that is not described in this Excess Insurance provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Method Of Sharing

If all of the other insurance permits contribution by equal shares, we will follow this method also. Under this approach each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any of the other insurance does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limit of insurance to the total applicable limits of insurance of all insurers.

5. Premium Audit

- a. We will compute all premiums for this Coverage Part in accordance with our rules and rates.
- b. Premium shown in this Coverage Part as advance premium is a deposit premium only. At the close of each audit period we will compute the earned premium for that period and send notice to the first Named Insured. The due date for audit and retrospective premiums is the date shown as the due date on the bill. If the sum of the advance and audit premiums paid for the policy period is greater than the earned premium, we will return the excess to the first Named Insured.
- c. The first Named Insured must keep records of the information we need for premium

computation, and send us copies at such times as we may request.

6. Representations

a. When You Accept This Policy

By accepting this policy, you agree:

- (1) The statements in the Declarations are accurate and complete;
- (2) Those statements are based upon representations you made to us; and
- (3) We have issued this policy in reliance upon your representations.

b. Unintentional Failure To Disclose Hazards

If unintentionally you should fail to disclose all hazards relating to the conduct of your business that exist at the inception date of this Coverage Part, we shall not deny coverage under this Coverage Part because of such failure.

7. Separation Of Insureds

Except with respect to the Limits of Insurance, and any rights or duties specifically assigned in this Coverage Part to the first Named Insured, this insurance applies:

- a. As if each Named Insured were the only Named Insured; and
- b. Separately to each insured against whom claim is made or "suit" is brought.

8. Transfer Of Rights Of Recovery Against Others To Us

a. Transfer Of Rights Of Recovery

If the insured has rights to recover all or part of any payment, including Supplementary Payments, we have made under this Coverage Part, those rights are transferred to us. The insured must do nothing after loss to impair them. At our request, the insured will bring "suit" or transfer those rights to us and help us enforce them.

b. Waiver Of Rights Of Recovery (Waiver Of Subrogation)

If the insured has waived any rights of recovery against any person or organization for all or part of any payment, including Supplementary Payments, we have made under this Coverage Part, we also waive that right, provided the insured waived their rights of recovery against such person or organization in a contract, agreement or permit that was executed prior to the injury or damage.

9. When We Do Not Renew

If we decide not to renew this Coverage Part, we will mail or deliver to the first Named Insured shown in the Declarations written notice of the

nonrenewal not less than 30 days before the expiration date.

If notice is mailed, proof of mailing will be sufficient proof of notice.

SECTION V - DEFINITIONS

1. "Advertisement" means the widespread public dissemination of information or images that has the purpose of inducing the sale of goods, products or services through:

- a. (1) Radio;
- (2) Television;
- (3) Billboard;
- (4) Magazine;
- (5) Newspaper; or
- b. Any other publication that is given widespread public distribution.

However, "advertisement" does not include:

- a. The design, printed material, information or images contained in, on or upon the packaging or labeling of any goods or products; or
- b. An interactive conversation between or among persons through a computer network.

2. "Advertising idea" means any idea for an "advertisement".

3. "Asbestos hazard" means an exposure or threat of exposure to the actual or alleged properties of asbestos and includes the mere presence of asbestos in any form.

4. "Auto" means:
- a. A land motor vehicle, trailer or semitrailer designed for travel on public roads, including any attached machinery or equipment; or
 - b. Any other land vehicle that is subject to a compulsory or financial responsibility law or other motor vehicle insurance law where it is licensed or principally garaged.

However, "auto" does not include "mobile equipment".

5. "Bodily injury" means physical:

- a. Injury;
- b. Sickness; or
- c. Disease

sustained by a person and, if arising out of the above, mental anguish or death at any time.

6. "Coverage territory" means:

- a. The United States of America (including its territories and possessions), Puerto Rico and Canada;
- b. International waters or airspace, but only if the injury or damage occurs in the course of travel or transportation between any places included in a. above; or

c. All other parts of the world if the injury or damage arises out of:

- (1) Goods or products made or sold by you in the territory described in a. above;
- (2) The activities of a person whose home is in the territory described in a. above, but is away for a short time on your business; or
- (3) "Personal and advertising injury" offenses that take place through the Internet or similar electronic means of communication

provided the insured's responsibility to pay damages is determined in the United States of America (including its territories and possessions), Puerto Rico or Canada, in a "suit" on the merits according to the substantive law in such territory or in a settlement we agree to.

7. "Employee" includes a "leased worker". "Employee" does not include a "temporary worker".

8. "Employment-Related Practices" means:

- a. Refusal to employ that person;
- b. Termination of that person's employment; or
- c. Employment-related practices, policies, acts or omissions, such as coercion, demotion, evaluation, reassignment, discipline, defamation, harassment, humiliation, discrimination or malicious prosecution directed at that person.

9. "Executive officer" means a person holding any of the officer positions created by your charter, constitution, by-laws or any other similar governing document.

10. "Hostile fire" means one which becomes uncontrollable or breaks out from where it was intended to be.

11. "Impaired property" means tangible property, other than "your product" or "your work", that cannot be used or is less useful because:

- a. It incorporates "your product" or "your work" that is known or thought to be defective, deficient, inadequate or dangerous; or

- b. You have failed to fulfill the terms of a contract or agreement;

if such property can be restored to use by the repair, replacement, adjustment or removal of "your product" or "your work", or your fulfilling the terms of the contract or agreement.

12. "Insured contract" means:

- a. A contract for a lease of premises. However, that portion of the contract for a lease of premises that indemnifies any person or organization for damage by fire, lightning or explosion to premises while rented to you or temporarily occupied by you with permission of the owner is subject to the Damage to

Premises Rented To You Limit described in Section III - Limits of Insurance;

- b. A sidetrack agreement;
- c. Any easement or license agreement, including an easement or license agreement in connection with construction or demolition operations on or within 50 feet of a railroad;
- d. An obligation, as required by ordinance, to indemnify a municipality, except in connection with work for a municipality;
- e. An elevator maintenance agreement;
- f. That part of any other contract or agreement pertaining to your business (including an indemnification of a municipality in connection with work performed for a municipality) under which you assume the tort liability of another party to pay for "bodily injury" or "property damage" to a third person or organization, provided the "bodily injury" or "property damage" is caused, in whole or in part, by you or by those acting on your behalf. Tort liability means a liability that would be imposed by law in the absence of any contract or agreement.

Paragraph f. includes that part of any contract or agreement that indemnifies a railroad for "bodily injury" or "property damage" arising out of construction or demolition operations, within 50 feet of any railroad property and affecting any railroad bridge or trestle, tracks, road-beds, tunnel, underpass or crossing.

However, Paragraph f. does not include that part of any contract or agreement:

- (1) That indemnifies an architect, engineer or surveyor for injury or damage arising out of:
 - (a) Preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; or
 - (b) Giving directions or instructions, or failing to give them, if that is the primary cause of the injury or damage; or
- (2) Under which the insured, if an architect, engineer or surveyor, assumes liability for an injury or damage arising out of the insured's rendering or failure to render professional services, including those listed in (1) above and supervisory, inspection, architectural or engineering activities.

13. "Leased worker" means a person leased to you by a labor leasing firm under an agreement between you and the labor leasing firm, to perform duties related to the conduct of your business. "Leased worker" does not include a "temporary worker".

14. "Loading or unloading" means the handling of property:

- a. After it is moved from the place where it is accepted for movement into or onto an aircraft, watercraft or "auto";
- b. While it is in or on an aircraft, watercraft or "auto"; or
- c. While it is being moved from an aircraft, watercraft or "auto" to the place where it is finally delivered;

but "loading or unloading" does not include the movement of property by means of a mechanical device, other than a hand truck, that is not attached to the aircraft, watercraft or "auto".

15. "Mobile equipment" means any of the following types of land vehicles, including any attached machinery or equipment:

- a. Bulldozers, farm machinery, forklifts and other vehicles designed for use principally off public roads;
- b. Vehicles maintained for use solely on or next to premises you own or rent;
- c. Vehicles that travel on crawler treads;
- d. Vehicles, whether self-propelled or not, maintained primarily to provide mobility to permanently mounted:
 - (1) Power cranes, shovels, loaders, diggers or drills; or
 - (2) Road construction or resurfacing equipment such as graders, scrapers or rollers;
- e. Vehicles not described in a., b., c. or d. above that are not self-propelled and are maintained primarily to provide mobility to permanently attached equipment of the following types:
 - (1) Air compressors, pumps and generators, including spraying, welding, building cleaning, geophysical exploration, lighting and well servicing equipment; or
 - (2) Cherry pickers and similar devices used to raise or lower workers;
- f. Vehicles not described in a., b., c. or d. above maintained primarily for purposes other than the transportation of persons or cargo.

However, self-propelled vehicles with the following types of permanently attached equipment are not "mobile equipment" but will be considered "autos":

- (1) Equipment designed primarily for:
 - (a) Snow removal;
 - (b) Road maintenance, but not construction or resurfacing; or
 - (c) Street cleaning;

- (2) Cherry pickers and similar devices mounted on automobile or truck chassis and used to raise or lower workers; and
- (3) Air compressors, pumps and generators, including spraying, welding, building cleaning, geophysical exploration, lighting and well servicing equipment.

However, "mobile equipment" does not include any land vehicle that is subject to a compulsory or financial responsibility law or other motor vehicle insurance law where it is licensed or principally garaged. Land vehicles subject to a compulsory or financial responsibility law or other motor vehicle insurance law are considered "autos".

- 16. "Occurrence" means an accident, including continuous or repeated exposure to substantially the same general harmful conditions.
- 17. "Personal and advertising injury" means injury, including consequential "bodily injury", arising out of one or more of the following offenses:
 - a. False arrest, detention or imprisonment;
 - b. Malicious prosecution;
 - c. The wrongful eviction from, wrongful entry into, or invasion of the right of private occupancy of a room, dwelling or premises that a person or organization occupies, committed by or on behalf of its owner, landlord or lessor;
 - d. Oral, written or electronic publication, in any manner, of material that slanders or libels a person or organization or disparages a person's or organization's goods, products or services;
 - e. Oral, written or electronic publication, in any manner, of material that violates a person's right of privacy;
 - f. Copying, in your "advertisement", a person's or organization's "advertising idea" or style of "advertisement"; or
 - g. Infringement of copyright, slogan, or title of any literary or artistic work, in your "advertisement".
- 18. "Pollutants" mean any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapor, soot, fumes, acids, alkalis, chemicals and waste. Waste includes materials to be recycled, reconditioned or reclaimed.
- 19. "Products-completed operations hazard":
 - a. Includes all "bodily injury" and "property damage" occurring away from premises you own or rent and arising out of "your product" or "your work" except:
 - (1) Products that are still in your physical possession; or

(2) Work that has not yet been completed or abandoned. However, "your work" will be deemed completed at the earliest of the following times:

- (a) When all of the work called for in your contract has been completed.
- (b) When all of the work to be done at the job site has been completed if your contract calls for work at more than one job site.
- (c) When that part of the work done at a job site has been put to its intended use by any person or organization other than another contractor or subcontractor working on the same project.

Work that may need service, maintenance, correction, repair or replacement, but which is otherwise complete, will be treated as completed.

- b. Does not include "bodily injury" or "property damage" arising out of:
 - (1) The transportation of property, unless the injury or damage arises out of a condition in or on a vehicle not owned or operated by you, and that condition was created by the "loading or unloading" of that vehicle by any insured;
 - (2) The existence of tools, uninstalled equipment or abandoned or unused materials; or
 - (3) Products or operations for which the classification, listed in the Declarations or in a policy Schedule, states that products-completed operations are subject to the General Aggregate Limit.

20. "Property damage" means:

- a. Physical injury to tangible property, including all resulting loss of use of that property. All such loss of use shall be deemed to occur at the time of the physical injury that caused it; or
- b. Loss of use of tangible property that is not physically injured. All such loss of use shall be deemed to occur at the time of the "occurrence" that caused it.

As used in this definition, computerized or electronically stored data, programs or software are not tangible property. Electronic data means information, facts or programs:

- a. Stored as or on;
 - b. Created or used on; or
 - c. Transmitted to or from;
- computer software, including systems and applications software, hard or floppy disks, CD-

ROMS, tapes, drives, cells, data processing devices or any other media which are used with electronically controlled equipment.

21. **"Suit"** means a civil proceeding in which damages because of "bodily injury", "property damage" or "personal and advertising injury" to which this insurance applies are alleged. "Suit" includes:

- a. An arbitration proceeding in which such damages are claimed and to which the insured must submit or does submit with our consent; or
- b. Any other alternative dispute resolution proceeding in which such damages are claimed and to which the insured submits with our consent.

22. **"Temporary worker"** means a person who is furnished to you to substitute for a permanent "employee" on leave or to meet seasonal or short-term workload conditions.

23. **"Volunteer worker"** means a person who

- a. Is not your "employee";
- b. Donates his or her work;
- c. Acts at the direction of and within the scope of duties determined by you; and
- d. Is not paid a fee, salary or other compensation by you or anyone else for their work performed for you.

24. **"Your product"**:

a. Means:

- (1) Any goods or products, other than real property, manufactured, sold, handled, distributed or disposed of by:

- (a) You;
- (b) Others trading under your name; or
- (c) A person or organization whose business or assets you have acquired; and

- (2) Containers (other than vehicles), materials, parts or equipment furnished in connection with such goods or products.

b. Includes

- (1) Warranties or representations made at any time with respect to the fitness, quality, durability, performance or use of "your product"; and
- (2) The providing of or failure to provide warnings or instructions.

c. Does not include vending machines or other property rented to or located for the use of others but not sold.

25. **"Your work"**:

a. Means:

- (1) Work or operations performed by you or on your behalf; and
- (2) Materials, parts or equipment furnished in connection with such work or operations.

b. Includes

- (1) Warranties or representations made at any time with respect to the fitness, quality, durability, performance or use of "your work"; and
- (2) The providing of or failure to provide warnings or instructions.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

COMMERCIAL AUTOMOBILE BROAD FORM ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

To the extent that the provisions of this endorsement provide broader benefits to the "insured" than other provisions of the Coverage Form, the provisions of this endorsement apply.

1. BROAD FORM INSURED

A. Subsidiaries and Newly Acquired or Formed Organizations

The Named Insured shown in the Declarations is amended to include:

- (1) Any legal business entity other than a partnership or joint venture, formed as a subsidiary in which you have an ownership interest of more than 50% on the effective date of the Coverage Form. However, the Named Insured does not include any subsidiary that is an "insured" under any other automobile policy or would be an "insured" under such a policy but for its termination or the exhaustion of its Limit of Insurance.
- (2) Any organization that is acquired or formed by you and over which you maintain majority ownership. However, the Named Insured does not include any newly formed or acquired organization:
 - (a) That is a partnership or joint venture,
 - (b) That is an "insured" under any other policy,
 - (c) That has exhausted its Limit of Insurance under any other policy, or
 - (d) 180 days or more after its acquisition or formation by you, unless you have given us notice of the acquisition or formation.

Coverage does not apply to "bodily injury" or "property damage" that results from an "accident" that occurred before you formed or acquired the organization.

B. Employees as Insureds

Paragraph A.1. - WHO IS AN INSURED - of SECTION II - LIABILITY COVERAGE is amended to add:

- d. Any "employee" of yours while using a covered "auto" you don't own, hire or borrow in your business or your personal affairs.

C. Lessors as Insureds

Paragraph A.1. - WHO IS AN INSURED - of Section II - Liability Coverage is amended to add:

- e. The lessor of a covered "auto" while the "auto" is leased to you under a written agreement if:
 - (1) The agreement requires you to provide direct primary insurance for the lessor and
 - (2) The "auto" is leased without a driver.

Such a leased "auto" will be considered a covered "auto" you own and not a covered "auto" you hire.

D. Additional Insured if Required by Contract

(1) Paragraph A.1. - WHO IS AN INSURED - of Section II - Liability Coverage is amended to add:

- f. When you have agreed, in a written contract or written agreement, that a person or organization be added as an additional insured on your business auto policy, such person or organization is an "insured", but only to the extent such person or organization is liable for "bodily injury" or "property damage" caused by the conduct of an "insured" under paragraphs a. or b. of Who Is An Insured with regard to the ownership, maintenance or use of a covered "auto."

The insurance afforded to any such additional insured applies only if the "bodily injury" or "property damage" occurs:

- (1) During the policy period, and
- (2) Subsequent to the execution of such written contract, and
- (3) Prior to the expiration of the period of time that the written contract requires such insurance be provided to the additional insured.

(2) How Limits Apply

If you have agreed in a written contract or written agreement that another person or organization be added as an additional insured on your policy, the most we will pay on behalf of such additional insured is the lesser of:

- (a) The limits of insurance specified in the written contract or written agreement; or
- (b) The Limits of Insurance shown in the Declarations.

Such amount shall be a part of and not in addition to Limits of Insurance shown in the Declarations and described in this Section.

(3) Additional Insureds Other Insurance

If we cover a claim or "suit" under this Coverage Part that may also be covered by other insurance available to an additional insured, such additional insured must submit such claim or "suit" to the other insurer for defense and indemnity.

However, this provision does not apply to the extent that you have agreed in a written contract or written agreement that this insurance is primary and non-contributory with the additional insured's own insurance.

(4) Duties in The Event Of Accident, Claim, Suit or Loss

If you have agreed in a written contract or written agreement that another person or organization be added as an additional insured on your policy, the additional insured shall be required to comply with the provisions in LOSS CONDITIONS 2. - DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS - OF SECTION IV - BUSINESS AUTO CONDITIONS, in the same manner as the Named Insured.

E. Primary and Non-Contributory if Required by Contract

Only with respect to insurance provided to an additional insured in 1.D. - Additional Insured If Required by Contract, the following provisions apply:

(3) Primary Insurance When Required By Contract

This insurance is primary if you have agreed in a written contract or written agreement that this insurance be primary. If other insurance is also primary, we will share with all that other insurance by the method described in Other Insurance 5.d.

(4) Primary And Non-Contributory To Other Insurance When Required By Contract

If you have agreed in a written contract or written agreement that this insurance is primary and non-contributory with the additional insured's own insurance, this insurance is primary and we will not seek contribution from that other insurance.

Paragraphs (3) and (4) do not apply to other insurance to which the additional insured has been added as an additional insured.

When this insurance is excess, we will have no duty to defend the insured against any "suit" if any other insurer has a duty to defend the insured against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers.

When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

- (1) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
- (2) The total of all deductible and self-insured amounts under all that other insurance.

We will share the remaining loss, if any, by the method described in Other Insurance 5.d.

2. AUTOS RENTED BY EMPLOYEES

Any "auto" hired or rented by your "employee" on your behalf and at your direction will be considered an "auto" you hire.

The OTHER INSURANCE Condition is amended by adding the following:

If an "employee's" personal insurance also applies on an excess basis to a covered "auto" hired or rented by your "employee" on your behalf and at your direction, this insurance will be primary to the "employee's" personal insurance.

3. AMENDED FELLOW EMPLOYEE EXCLUSION

EXCLUSION 5. - FELLOW EMPLOYEE - of SECTION II - LIABILITY COVERAGE does not apply if you have workers' compensation insurance in-force covering all of your "employees".

Coverage is excess over any other collectible insurance.

4. HIRED AUTO PHYSICAL DAMAGE COVERAGE

If hired "autos" are covered "autos" for Liability Coverage and if Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form for any "auto" you own, then the Physical Damage Coverages provided are extended to "autos" you hire or borrow, subject to the following limit.

The most we will pay for "loss" to any hired "auto" is:

- (1) \$100,000;
- (2) The actual cash value of the damaged or stolen property at the time of the "loss"; or
- (3) The cost of repairing or replacing the damaged or stolen property,

whichever is smallest, minus a deductible. The deductible will be equal to the largest deductible applicable to any owned "auto" for that coverage. No deductible applies to "loss" caused by fire or lightning. Hired Auto Physical Damage coverage is excess over any other collectible insurance. Subject to the above limit, deductible and excess provisions, we will provide coverage equal to the broadest coverage applicable to any covered "auto" you own.

We will also cover loss of use of the hired "auto" if it results from an "accident", you are legally liable and the lessor incurs an actual financial loss, subject to a maximum of \$1000 per "accident".

This extension of coverage does not apply to any "auto" you hire or borrow from any of your "employees", partners (if you are a partnership), members (if you are a limited liability company), or members of their households.

5. PHYSICAL DAMAGE - ADDITIONAL TEMPORARY TRANSPORTATION EXPENSE COVERAGE

Paragraph A.4.a. of SECTION III - PHYSICAL DAMAGE COVERAGE is amended to provide a limit of \$50 per day and a maximum limit of \$1,000.

6. LOAN/LEASE GAP COVERAGE

Under SECTION III - PHYSICAL DAMAGE COVERAGE, in the event of a total "loss" to a covered "auto", we will pay your additional legal obligation for any difference between the actual cash value of the "auto" at the time of the "loss" and the "outstanding balance" of the loan/lease.

"Outstanding balance" means the amount you owe on the loan/lease at the time of "loss" less any amounts representing taxes; overdue payments; penalties, interest or charges resulting from overdue payments; additional mileage charges; excess wear and tear charges; lease termination fees; security deposits not returned by the lessor; costs for extended warranties, credit life insurance, health, accident or disability insurance purchased with the loan or lease; and carry-over balances from previous loans or leases.

7. AIRBAG COVERAGE

Under Paragraph B. EXCLUSIONS - of SECTION III - PHYSICAL DAMAGE COVERAGE, the following is added:

The exclusion relating to mechanical breakdown does not apply to the accidental discharge of an airbag.

8. ELECTRONIC EQUIPMENT - BROADENED COVERAGE

a. The exceptions to Paragraphs B.4 - EXCLUSIONS - of SECTION III - PHYSICAL DAMAGE COVERAGE are replaced by the following:

Exclusions 4.c. and 4.d. do not apply to equipment designed to be operated solely by use of the power from the "auto's" electrical system that, at the time of "loss", is:

- (1) Permanently installed in or upon the covered "auto";
- (2) Removable from a housing unit which is permanently installed in or upon the covered "auto";
- (3) An integral part of the same unit housing any electronic equipment described in Paragraphs (1) and (2) above; or

- (4) Necessary for the normal operation of the covered "auto" or the monitoring of the covered "auto's" operating system.

b. Section III – Version CA 00 01 03 10 of the Business Auto Coverage Form, Physical Damage Coverage, Limit of Insurance, Paragraph C.2 and Version CA 00 01 10 01 of the Business Auto Coverage Form, Physical Damage Coverage, Limit of Insurance, Paragraph C are each amended to add the following:

\$1,500 is the most we will pay for "loss" in any one "accident" to all electronic equipment (other than equipment designed solely for the reproduction of sound, and accessories used with such equipment) that reproduces, receives or transmits audio, visual or data signals which, at the time of "loss", is:

- (1) Permanently installed in or upon the covered "auto" in a housing, opening or other location that is not normally used by the "auto" manufacturer for the installation of such equipment;
- (2) Removable from a permanently installed housing unit as described in Paragraph 2.a. above or is an integral part of that equipment; or
- (3) An integral part of such equipment.

c. For each covered "auto", should loss be limited to electronic equipment only, our obligation to pay for, repair, return or replace damaged or stolen electronic equipment will be reduced by the applicable deductible shown in the Declarations, or \$250, whichever deductible is less.

9. EXTRA EXPENSE - BROADENED COVERAGE

Under Paragraph A. - COVERAGE - of SECTION III - PHYSICAL DAMAGE COVERAGE, we will pay for the expense of returning a stolen covered "auto" to you.

10. GLASS REPAIR - WAIVER OF DEDUCTIBLE

Under Paragraph D. - DEDUCTIBLE - of SECTION III - PHYSICAL DAMAGE COVERAGE, the following is added:

No deductible applies to glass damage if the glass is repaired rather than replaced.

11. TWO OR MORE DEDUCTIBLES

Under Paragraph D. - DEDUCTIBLE - of SECTION III - PHYSICAL DAMAGE COVERAGE, the following is added:

If another Hartford Financial Services Group, Inc. company policy or coverage form that is not an automobile policy or coverage form applies to the same "accident", the following applies:

- (1) If the deductible under this Business Auto Coverage Form is the smaller (or smallest) deductible, it will be waived;
- (2) If the deductible under this Business Auto Coverage Form is not the smaller (or smallest) deductible, it will be reduced by the amount of the smaller (or smallest) deductible.

12. AMENDED DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS

The requirement in LOSS CONDITIONS 2.a. - DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS - of SECTION IV - BUSINESS AUTO CONDITIONS that you must notify us of an "accident" applies only when the "accident" is known to:

- (1) You, if you are an individual;
- (2) A partner, if you are a partnership;
- (3) A member, if you are a limited liability company; or
- (4) An executive officer or insurance manager, if you are a corporation.

13. UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS

If you unintentionally fail to disclose any hazards existing at the inception date of your policy, we will not deny coverage under this Coverage Form because of such failure.

14. HIRED AUTO - COVERAGE TERRITORY

Paragraph e. of GENERAL CONDITIONS 7. - POLICY PERIOD, COVERAGE TERRITORY - of SECTION IV - BUSINESS AUTO CONDITIONS is replaced by the following:

- e. For short-term hired "autos", the coverage territory with respect to Liability Coverage is anywhere in the world provided that if the "insured's" responsibility to pay damages for "bodily injury" or "property damage" is determined in a "suit," the "suit" is brought in the United States of America, the territories and possessions of the United States of America, Puerto Rico or Canada or in a settlement we agree to.

15. WAIVER OF SUBROGATION

TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US - of SECTION IV - BUSINESS AUTO CONDITIONS is amended by adding the following:

We waive any right of recovery we may have against any person or organization with whom you have a written contract that requires such waiver because of payments we make for damages under this Coverage Form.

16. RESULTANT MENTAL ANGUISH COVERAGE

The definition of "bodily injury" in SECTION V-DEFINITIONS is replaced by the following:

"Bodily injury" means bodily injury, sickness or disease sustained by any person, including mental anguish or death resulting from any of these.

17. EXTENDED CANCELLATION CONDITION

Paragraph 2. of the COMMON POLICY CONDITIONS - CANCELLATION - applies except as follows:

If we cancel for any reason other than nonpayment of premium, we will mail or deliver to the first Named Insured written notice of cancellation at least 60 days before the effective date of cancellation.

18. HYBRID, ELECTRIC, OR NATURAL GAS VEHICLE PAYMENT COVERAGE

In the event of a total loss to a "non-hybrid" auto for which Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form, then such Physical Damage Coverages are amended as follows:

- a. If the auto is replaced with a "hybrid" auto or an auto powered solely by electricity or natural gas, we will pay an additional 10%, to a maximum of \$2,500, of the "non-hybrid" auto's actual cash value or replacement cost, whichever is less,
- b. The auto must be replaced and a copy of a bill of sale or new lease agreement received by us within 60 calendar days of the date of "loss,"

- c. Regardless of the number of autos deemed a total loss, the most we will pay under this Hybrid, Electric, or Natural Gas Vehicle Payment Coverage provision for any one "loss" is \$10,000.

For the purposes of the coverage provision,

- a. A "non-hybrid" auto is defined as an auto that uses only an internal combustion engine to move the auto but does not include autos powered solely by electricity or natural gas.
- b. A "hybrid" auto is defined as an auto with an internal combustion engine and one or more electric motors; and that uses the internal combustion engine and one or more electric motors to move the auto, or the internal combustion engine to charge one or more electric motors, which move the auto.

19. VEHICLE WRAP COVERAGE

In the event of a total loss to an "auto" for which Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form, then such Physical Damage Coverages are amended to add the following:

In addition to the actual cash value of the "auto", we will pay up to \$1,000 for vinyl vehicle wraps which are displayed on the covered "auto" at the time of total loss. Regardless of the number of autos deemed a total loss, the most we will pay under this Vehicle Wrap Coverage provision for any one "loss" is \$5,000. For purposes of this coverage provision, signs or other graphics painted or magnetically affixed to the vehicle are not considered vehicle wraps.

Exhibit I

Tyler's Response to Client's Best and Final Offer

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**REQUEST FOR BEST AND FINAL OFFER (BAFO)
ENTERPRISE RESOURCE PLANNING SYSTEM (ERP)**

BEST AND FINAL OFFER

November 9, 2018

CERTIFICATION OF RECEIPT OF BEST AND FINAL OFFER

(BAFO-COVER PAGE)

To verify that you have received a copy of this BAFO, please sign the cover page of this BAFO and return it no later than **11/28/18** on or before 2:00 PM PT by email.

I certify that I have received this (BAFO) on behalf of the company am duly authorized officer of the company/firm/sole proprietorship.

Signed: Robert Kennedy-Jensen Dated: 11/27/18

Print Name: Robert Kennedy-Jensen Title: Director of Contracts

Company: Tyler Technologies, Inc.

Email: rob.kennedy-jensen@tylertech.com

BEST AND FINAL OFFER

1.0 Best and Final Offer (BAFO)

- a) The City of Oxnard has evaluated the proposal that your company submitted in response to RFP IS-18-14R, Enterprise Resource Planning System (ERP), along with the other submitted proposals. It is my pleasure to inform you that, after a preliminary evaluation of your proposal, product demonstrations and reference verifications, the City has chosen Tyler Technologies as the preferred vendor for the city to start negotiations, and this BAFO is the start of the negotiation process.
- b) Therefore, in accordance with Section 1.8 Evaluation & Award Process of the RFP, we invite you to submit a Best and Final Offer ("BAFO") to the City. A list of the specific items is included in this BAFO. You should submit the BAFO as a replacement to and in accordance with the RFP requirements for your original submittal.
- c) This BAFO is not intended to be a binding commitment to contract, nor will the City be obligated in any manner until a formal written contract has been executed by City Council. Accordingly, all activities in furtherance of this process, including your compliance with the conditions set forth in this BAFO, are considered to be at your sole cost and risk.
- d) This Best and Final Offer (BAFO) is considered to be part of the Request for Proposal. All other terms of the RFP remain unchanged and in effect. This BAFO is intended to solicit bidder's best and final pricing without compromising services or deliverable in regard to the original proposal submitted by the Bidder of the above referenced RFP. Any information contained herein will be considered part of the Bidder's proposal and as such will be used in the evaluation of the bid responses.

2.0 GENERAL REQUIREMENTS & RESPONSE SUBMITTAL

2.1 Procedures for Submitting Response to Best and Final Offer

All responses must be submitted in accordance with the standards and specifications contained within this Best and Final Offers (BAFO) and must contain the signed certification of the receipt cover page to meet the requirements specified.

2.2 Cover Page/Signature on Response

- a) The cover page, which shall be considered an integral part of the response, shall be signed by individual(s) who is/are authorized to bind the company/organization contractually.
- b) The Bidder must provide all the information requested in this BAFO and provide any pertinent information that may supplement or change the proposed BAFO costs that has not been identified, as part of the delivery of the solution and services.
- c) Responses submitted to any other City office may be rejected. Acceptance of a late response is at the discretion of the Purchasing Manager.

2.3 Submitting responses to BAFO's

- a) Responses to BAFO's must be sent via e-mail. Responses shall be sent to lisa.boerner@oxnard.org. Responses shall be clearly identified stating "Attention: BAFO for RFP IS 18-14R" shown in the subject line of the e-mail. BAFO's must be sent in a print ready PDF format. Note: It is the Bidder's responsibility to ensure the e-mail is sent no later than the time and date indicated on page one of this BAFO.

- b) Your firm submitted a proposal in response to the above referenced Request for Proposal (RFP). The evaluation committee completed a preliminary evaluation of proposals. The City is requesting that Tyler Technologies revise its proposal and submit a Best and Final Offer. The City reserves the right to conduct additional discussions after submission of Best and Final Offers. If offerors do not submit a Best and Final Offer, their original proposal will be considered their Best and Final Offer.

3.0 BAFO Price Structure

- a) Please refer to the Excel spreadsheet "ERP RFP IS-18-14R BAFO Tyler" regarding the modules.
- b) Please ensure that the BAFO prices reflect the decrease in price from the initial proposal. The software discount proposed is not acceptable, therefore, the City is expecting a more aggressive discount pricing towards the licenses, services and annual renewal options.
- c) Please include the price for the Tyler interfaces with upwards of 10 other supported systems contained within the City.
- d) A detailed review should include a defined "Other Services on Page 5" and what Tyler specifies as their Not to Exceed Contingency Days for \$133,000.
- e) How many licenses of each component does the City need ("site license" that will be based on this number).
- f) Please review Tyler's current products that may be in the City's best interest to purchase that were not previously available, and provide supporting information and costs that would benefit the City of those offerings. Please label "Options to the BAFO".

3.1 BAFO Request

- a) The City has selected a Cloud Hosted system. Please provide your standard agreements, (Maintenance, Professional, Operating, Hardware & Software License, and Service Level Agreements). The City's intentions are to have a fully negotiated agreement to its City Council on or before 12/31/18.
- b) The City will be accessing Tyler's system using a chrome browser with a variety of operating system of the machines being used, please confirm that your system will support this approach. These API's must be part of Tyler's development cycle to meet the City's requirements. For the API requirements, please note that the list below has not identified all external software solutions the city is using at this time, please provide written detail for the following, including but not limited to:
 - i. Kronos Telestaff scheduling and Time and Attendance software (Fire Department)
 - ii. In-Time scheduling and Time and Attendance software (Police Department)
 - iii. Assetworks
 - iv. DocuSign
 - v. Ebix
 - vi. IVR
 - vii. Selectron
 - viii. OpenGov
 - ix. CivicPlus
 - x. Web App licenses
 - xi. Database licenses
- c) Data conversion: Please provide in detail how this process will flow and if there are any contingences that has not been identified.
- d) Regarding 3rd Party Hardware, Software, and Services, it appears Tyler has only quoted 1 barcode reader/scanner/cash drawer, etc. The city will need a minimum of 5.
- e) Page 9, of Tyler's proposal should include the proposed solution and not as optional. "Page 9 of the

pricing document (attached), the top of it is "Optional SaaS". Please refer at the other items on that page and move from "Optional SaaS" to be included in the BAFO."

- f) Starting on page 15, to the content at the bottom on 15 (and continuing onto 16 & 17), Tyler lists "At an additional Cost", the City would like an inclusive solution, not optional.
- g) As for concurrent users, the City has 110 at 5:20 pm last night. The City requests a tiered pricing format for concurrent users as follows:

1-250
 251-500
 501-750
 751-up

BIDDER'S RESPONSE :

BAFO Price Structure

- a) The Excel spreadsheet has been updated to reflect module updates, additions and BAFO pricing.
- b) Pricing submitted reflects our BAFO pricing.
- c) Tyler has reviewed the interfaces identified within the spreadsheet. In several cases, existing interfaces may be used or comments on existing Munis functionality have been made. In 2 instances Tyler has provided options on functionality/interfaces. We have not added the interface costs to the BAFO pricing but have identified the interface costs and options. We can certainly add the costs but did not want to make any assumptions on the direction of the City regarding these items.
- d) Not to Exceed Contingency days were added to address the City's request for a Fixed Fee Contract. Tyler is agreeable to a Not to Exceed contract and have included these days to be used as needed to meet that need. If the days are not utilized the City will not be billed for them.
- e) In regards to SaaS hosting, the current proposal includes 100 concurrent users. The ExecuTime Advanced Scheduling license allows for up to 350 users while the Time Entry license allows for up to 2500 users. Within EnerGov, there is currently licensing for 10 users within the Business Management Suite and 75 users within the Community Development Suite.
- f) Optional items within the BAFO investment summary are: Performance Based Budgeting, Risk Management, Asset Performance and Socrata Citizen Connect for EnerGov as well as the Management/Development Feeds. Product Briefs on each of these areas have been submitted along with this BAFO response.

BAFO Request

- a) Along with Tyler's BAFO response we have included our standard SaaS Agreement Terms & Conditions for your review as well as a draft Statement of Work. We understand the desire for a fully negotiated agreement on or before 12/31/18 and will work with the city keeping that in mind.
- b) In regards to the necessary interfaces identified, when discussing this via the BAFO conference call it was stated that APIs were not necessary if current interfaces could accomplish the task. We have identified within the Excel Spreadsheet where that can occur and have added comments on interfaces, conversions or modules within MUNIS

- that can handle the functionality. We have provided a response below to address the Chrome question submitted within b.
- c) This response is provided below for your review.
 - d) As part of our BAFO we have updated the number of Cash Stations to 5 as well as the number of Time Clocks to 5.
 - e) Based on follow-up conversations we have shifted the following from Optional to Standard: ExecuTime IVR Interface, ExecuTime Telestaff Interface, Socrata, TCM Auto Indexing & Redaction and Tyler Content Manager Self Service. Tyler Content Manager conversions remain in optional to provide baseline pricing as document types and counts have not been provided yet from the City (\$47,000).
 - f) The items that are "at an additional cost" and optional is Tyler Systems Management (a service that applies only to our on-prem offering and not applicable now that the City has decided on SaaS) and the Annual User Conference. I am unable to include pricing for our Annual User Conference within our Investment Summary. However, we do provide a Planned Annual Continuing Education (PACE) program and I have included details on this offering within our submission. If the City wishes to add this to the scope of the project I am happy to do so.
 - g) As discussed during the BAFO conference call, Tyler has proposed 100 concurrent users and has included this within the submitted pricing. Additional users above 100 would be billed \$1,750 per user / per year. Tyler monitors concurrent user counts and if the City is consistently over the included 100 users Tyler will notify the City and provide pricing for the necessary concurrent user count at that time.

Tyler's Response to BAFO Request b)

Most applications proposed leverage the latest HTML5 technologies allowing for use on any modern platform using Google Chrome. Socrata is validated on all modern platforms. Munis, Tyler 311, and Tyler EAM are validated with Google Chrome, Microsoft Edge, and Internet Explorer on Microsoft Windows and Apple Safari on macOS. ExecuTime is validated with Google Chrome, Microsoft Edge, and Internet Explorer on Microsoft Windows.

CAFR Statement Builder and select EnerGov applications require Microsoft Silverlight browser add-in with Internet Explorer on Microsoft Windows. Tyler Content Manager (TCM) batch scanning, auto indexing and redaction, and select administration tasks require use of the TCM Java client. Tyler Cashiering, Tyler's point-of-sale solution, is a .NET client application only supported on Microsoft Windows. Tyler is currently working to migrate Silverlight applications and select TCM Java features to HTML5 and accessible on other browsers, including Google Chrome.

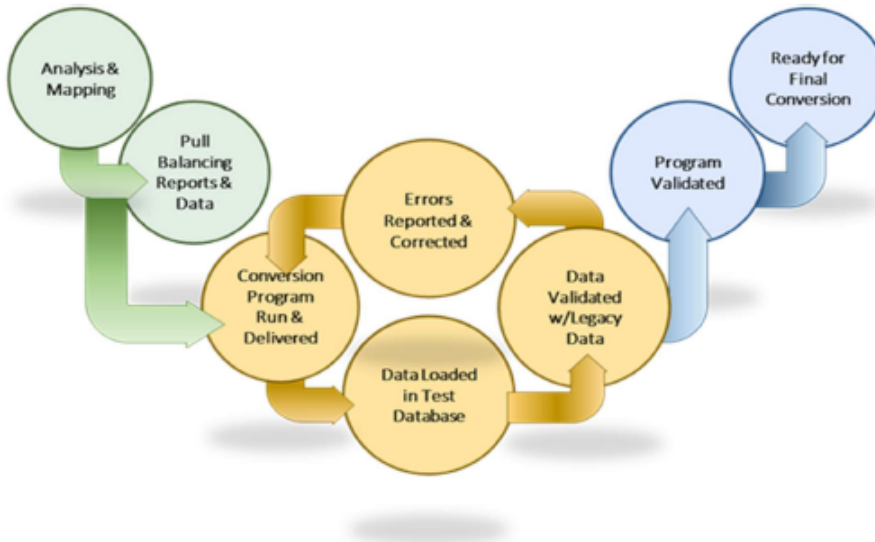
Many Tyler applications provide the ability to export data to Microsoft Word and Microsoft Excel formats. Any application capable of opening these file types can be used, such as Google Docs and Sheets, however Microsoft Office desktop client is required for the following advanced functionality:

- Microsoft Excel desktop client on Microsoft Windows is required to create connections to and view reports of Munis OLAP cubes.
- Munis Next Year Budget Entry (NYBE) for Excel is an add-in for Microsoft Excel 2010 and higher on Windows platforms. This add-in allows users to download, update, and upload budgetary information directly from Microsoft Excel through web-services. The NYBE add-in is one of many ways to add and maintain Munis budget info, and the only that requires Excel.
- Microsoft Word desktop client is required to maintain Munis mail-merge templates. Any applicable capable of opening MS Word file formats (.docx), such as Google Docs, can view mail-merge output.

Munis uses Microsoft SQL Server Reporting Services (SSRS) for ad-hoc reporting. SSRS Report Builder, a web-deployed tool to create and modify ad-hoc reports, is only supported on Microsoft Windows.

Tyler’s Response to BAFO Request c)

Data Conversions is an iterative process. The conversions process starts with analysis of the system design, conversion mapping, and the creation of crosswalks. Your team is responsible for extracting your legacy system data and providing this raw data to our conversions team in the formally agreed/outlined formats. At this point, our expert conversions teams write custom conversions programs that align your data to the new source and conduct preliminary data clean up. Converted data sets, or “passes”, are loaded into the Test environment for validation and parallel processing prior to being loaded into the Production environment for go-live. With each conversion pass, issues are reported to Tyler’s conversion staff, corrections are made to the baseline conversion program, and the data is reprocessed and reloaded into the Test environment to be revalidated. This process is repeated until all corrections have been made and the data is ready for a final conversion pass for go-live. The following diagram illustrates this process:



Oxnard will be installed with four database environments:

- Production – used for live transactions
- Training – a mirror image of Production used for training
- Test – used for data conversion validation and release/upgrade testing
- Implementation – a prepopulated “sandbox” database

During the planning stage of the project, a Risk Management Plan is developed to define methods and procedures for assessing and dealing with internal or external threats that could potentially undermine the implementation. There are risks inherent in the project that impact the outcome of the project.

1. Clients are ultimately responsible for proofing and validating the converted data. If this is not performed accurately, and the client loads data into the Production environment this can negatively impact reports and possible processes within Munis.

2. The conversion process takes time and is a vital aspect of the project. When deadlines are not met, the go live date may be impacted. For example, Submitting data late, reporting issues, completing assigned homework (setting up codes, creating crosswalks from legacy system) so can conversions can be run/loaded are all key elements that need to be addressed.

BEST AND FINAL OFFER (BAFO) Pricing				
SOLUTION TYPE	Tyler Hosted SAAS	Initial Proposal	BAFO COST	Comments:
1. Year 1: Hardware, Training, Services & Application Software Modules to include:			\$ -	
	Financial	\$1,278,719.00	\$ -	
	Human Resources/Payroll	\$399,145.00	\$ -	
	Utility Billing	\$190,495.00	\$ -	
	Community Development	\$944,211.00	\$	
	Asset Management	\$338,164.00	\$ -	
	Discount			discount was license discount only
	Subtotal Services	\$3,150,734.00	\$ -	
2. Maintenance - Annual Cost (Year 2) to include Hardware & Operating Software, Interface & 3rd Party Maintenance				
1	Financial	\$459,335.00	\$ -	
2	Human Resources/Payroll	\$105,408.00	\$ -	
3	Utility Billing	\$58,168.00	\$ -	
4	Community Development	\$272,309.00	\$ -	
5	Asset Management	\$66,017.00	\$ -	
	Subtotal	\$961,237.00	\$ -	
3. Maintenance - Annual Cost (Year 3) to include Hardware & Operating Software, Interface & 3rd Party Maintenance				
1	Financial	\$459,335.00		
2	Human Resources/Payroll	\$105,408.00		
3	Utility Billing	\$58,168.00		
4	Community Development	\$272,309.00		
5	Asset	\$66,017.00		

	Management			
	Subtotal	\$961,237.00	\$ -	
4. Maintenance - Annual Cost (Year 4) to include Hardware & Operating Software, Interface & 3rd Party Maintenance				
1	Financial	\$459,335.00		
2	Human Resources/Payroll	\$105,408.00		
3	Utility Billing	\$58,168.00		
4	Community Development	\$272,309.00		
5	Asset Management	\$66,017.00		
	Subtotal	\$961,237.00	\$ -	
5. Maintenance - Annual Cost (Year 5) to include Hardware & Operating Software, Interface & 3rd Party Maintenance				
1	Financial	\$459,335.00		
2	Human Resources/Payroll	\$105,408.00		
3	Utility Billing	\$58,168.00		
4	Community Development	\$272,309.00		
5	Asset Management	\$66,017.00		
	Subtotal	\$961,237.00	\$ -	
SUMMARIES				
	Project Management	\$456,000.00		
	Estimated Travel	\$312,000.00		
	+ Subtotal Hardware/Software/Maint Year 1	\$3,150,734.00	\$ -	
	+ Maint Year 2-5	\$3,844,948.00	\$ -	
	5 Year Grand Total	\$7,763,682.00		
6. Additional Services not included in the price above				
	Requirements Planning & Design	\$ -		within BPC
	Business Process Engineering	\$ -		BPC is priced out
	Systems Engineering	\$ -		included in SaaS
	Project Management	\$ -		456000, above
	Testing	\$ -		Is above

	Tyler & EnerGov Forms	\$ -		Is above
	Other installation, Imports/Exports	\$ -		Is above
	Contingency	\$ -		Is above
	Custom Report Assistance	\$ -		Is above
	Data Conversion	\$ -		Is above
	Delivery/Handling	\$ -		For hardware? Is included
	Disaster Recovery	\$ -		Included in SaaS
	Network Integration	\$ -		included in SaaS
	Mobile Systems Integration	\$ -		Included
	Mapping/Geofile Implementation	\$ -		Is above
	Performance Bond	\$ -		We will need to price this out and include in the cost
	Subtotal Services	\$ -	\$ -	

7. Interfaces

You are required to provide a description of each interface on the spreadsheet tab "Interface Descriptions". Further details are provided there.

	Use drop down box below (Type)			
1 In-Time Police Staffing software to Payroll	<i>Bi-Directional Interface</i>	<i>Bi-Directional Interface</i>	\$	Fire department staffing application interface into ExecuTime payroll module.
2 Tokay backflow software	<i>Bi-Directional Interface</i>	<i>Bi-Directional Interface</i>	\$	HTE system generate the output file where Tokay system read them into the Tokay's DB. Tokay software will create a text file which will be used to upload the usage fees/data to HTE. Backflow valve management.

3 Roll-of Billing (container)	One-Way Interface	One-Way Interface	\$	User input to MS Access program and update HTE for the usage and the billing. Refuse container rental program. Deliver containers, pick up - large tonnage. Utility Billing to be used. Customized system now - Access. Check UB group. Tonnage used as well.
4 City Attorney	One-Way Interface	One-Way Interface	\$	Attorney and collection. General Billing module to be used here.
5 AP/PR/SA upload to Bank of America	One-Way Interface	One-Way Interface	\$	Access Application creates the files for upload.
6 Socrata - data.oxnard.org	One-Way Interface	One-Way Interface	Provide pricing on Socrata. No interface needed	Upload various statistics information to data.oxnard.org. Socrata will be replaced with OpenGov so there is a need to generate the same output format to upload to OpenGov.
7 AssetWorks - FleetFocus	Bi-Directional Interface	Bi-Directional Interface	\$	Internal billing interface? Fleet billing PD for parts/labor.
8 Park permits	One-Way Interface	One-Way Interface	Part of EnerGov?	Standalone Access App. Data is stored at SQL Server. Fees. Part of

				Permit/license. A permit for a jolly jumper. Can't have 2.
9 Waste Water Custom Billing	One-Way Interface	One-Way Interface	\$	Waste Water billing interface into A/R misc. invoicing. GB Invoice Import.
10 Workforce Telestaff (Fire Dept.)	Bi-Directional Interface	Bi-Directional Interface	\$	Fire department staffing application interface into ExecuTime payroll module.
11 DocuSign	One-Way Interface	One-Way Interface	\$	Bi-directional integration with DocuSign.
12 Questica	Bi-Directional Interface	Bi-Directional Interface	\$	Integration with Questica for budget.
13 County Assessor Update	One-Way Interface	One-Way Interface	\$	Update monthly and quarterly - same as 14
14 Load County Assessor Monthly &/or Quarterly	One-Way Interface	One-Way Interface		New load monthly. Parcel data from county.
15 CivicClerk/Civic Plus	One-Way Interface	One-Way Interface	\$	Council signed doc, flow directly into Tyler.
16 Web/App Extender	One-Way Interface	One-Way Interface	\$	Conversion of existing data. Their doc mgt. system. Converting documents into Tyler and not interfacing.
17 BofA bank reconciliation	One-Way Interface	One-Way Interface	\$	Monthly
18 SCE and Gas billing interface	One-Way Interface	One-Way Interface	\$	Monthly. Electric bill. Journal Entry to break out billing by department.
19 Water Meters Census				Already have in pricing

20 Ebix				Insurance management software. Date to be read from Ebix along with vendors and expiration date.
21 IVR Selectron				IVR Gateway
	Subtotal Interface		\$ -	
8. Major Adjustments (Specify)				
1			\$ -	
2			\$ -	
3			\$ -	
4			\$ -	
5			\$ -	
6			\$ -	
	Subtotal		\$ -	
9. Maintenance - Annual Cost (Year 6-15)				
1	Financial		\$ -	
2	Human Resources/Payroll		\$ -	
3	Utility Billing		\$ -	
4	Community Development		\$ -	
5	Asset Management		\$ -	
6				
7				
	Subtotal		\$ -	\$ -
PRESENT VALUE AND SCALED COSTS				
	Year 1		\$ -	
	Year 2		\$ -	
	Year 3		\$ -	
	Year 4		\$ -	
	Year 5			
	Year 6-15	%	\$ -	
	Net Present Value (NPV) - 5 Year		\$ -	
	Annual			%

	Maintenance Escalator past 5 years (Estimated)			
	Cost of Capital (Estimated) Percent		%	