BD.56	The system has the ability to support the workflow of the City's budget process, with different phases and approval processes.	CRITICAL	Yes	
BD.57	The system has the ability to support electronic workflow of notifications for reviewing the budget.	CRITICAL	Yes	
BD.58	The system has the ability to provide on-line budget review capabilities for individual departments.	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
BD.59	The system has the ability to prevent users from making changes to a proposed departmental budget without appropriate approval.	DESIRED	Yes	
Budget Maintenance				
BD.60	The system has the ability to track budget amounts at the line item level in the chart of accounts.	DESIRED	Yes	
BD.61	The system has the ability to track the original budget, amendments made during the year, and distinguish between the two.	DESIRED	Yes	
BD.62	The system has the ability to allow the budget to be amended during the year by authorized personnel and provides an audit trail of those amendments.	DESIRED	Yes	
The system has the ability to store the following information when a budget adjustment/amendment is made:				
BD.63	Type of change;	DESIRED	Yes	
BD.64	Reason for change;	DESIRED	Yes	
BD.65	Original requestor of change;	DESIRED	Yes	
BD.66	Approvers of change;	DESIRED	Yes	
BD.67	User making change;	DESIRED	Yes	
BD.68	Date and time of change;	DESIRED	Yes	
BD.69	Comments/notes;	DESIRED	Yes	
BD.70	Scanned and attached documentation; and	DESIRED	Yes	
BD.71	Other, user defined.	DESIRED	Yes	

BD.72	The system has the ability to allow intrafund transfers to funding from one department to another, through workflow, with appropriate permissions and approvals.	DESIRED	Yes	
BD.73	The system has the ability to allow intrafund transfers to funding between line items within a single department to another, through workflow, with appropriate permissions and approvals.	DESIRED	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
BD.74	The system has the ability to lockout changes to the budget after user-defined dates.	DESIRED	Yes	
BD.75	The system has the ability to provide internal controls for making budget adjustments.	CRITICAL	Yes	
Multi-Year and Capital Improvement Budgeting				
BD.76	The system has the ability to accommodate multi-year projects for budget purposes, to include life-to-date appropriations, adopted budget new appropriations, and be fully integrated with the financial system and other modules.	CRITICAL	Yes	
BD.77	The system has the ability to provide a framework or model for CIP budgeting, so that once a budget model is built, changes to the budget only require entering variance amounts.	DESIRED	Yes	
BD.78	The system has the ability to view the budget for a multi-year project excluding encumbrances and carry-forward amounts of budget balances.	DESIRED	Yes	
BD.79	The system has the ability to allow for multiple funding sources for multi-year projects.	DESIRED	Yes	
BD.80	The system has the ability to track budget, expenditures, and funding sources for grants and multi-year projects.	DESIRED	Yes	

BD.81	The system has the ability to export CIP and other project data to a project management tool (e.g. MS Project).	DESIRED	Yes	Assuming MS Projects can read an Excel Spreadsheet
BD.82	The system has the ability to import CIP and other project data to a project management tool (e.g. MS Project).	DESIRED	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
BD.83	The system has the ability to import data from other City systems for the purposes of outcome-based budgeting.	CRITICAL	Yes	
BD.84	The system has the ability to attach CIP and other project data (e.g. MS Excel).	CRITICAL	Yes	
BD.85	The system has the ability to create fixed cost CIP budgets based on prior year actual activity, anticipated rate increases and anticipated capital asset additions (i.e. utility charges, equipment replacement, fleet maintenance and fuel).	CRITICAL	Yes	Projection Scenarios with GL Budgeting for CIP
BD.86	The system has the ability to create replacement and maintenance CIP budgets based on an items useful life, annual maintenance, and annual replacement contributions.	DESIRED	No	
BD.87	The system has the ability to allow administrators to pre-populate fields, allowing individual department to fill in CIP budget information, with an option by period, easily in a template format.	DESIRED	Yes	Budgeting Process
BD.88	The system has the ability to lockout changes to the CIP budget after user-defined dates and criteria.	DESIRED	Yes	Budgeting Process
Forecasting				
MD.89	The system has the ability to provide a budget	DESIRED	Yes	

	model or framework for forecasting purposes.			
The system has the ability to provide budget trending and forecasting capabilities including:				
BD.90	Straight line projection;	CRITICAL	Yes	
BD.91	Percentage based on last year actual;	CRITICAL	Yes	Budget Projection Scenario
BD.92	Percentage based on last year budgeted; and	CRITICAL	Yes	Budget Projection Scenario
BD.93	Other, user defined.	DESIRED	Yes	Budget Projection Scenario
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
The system has the ability to provide salary and benefit forecasting capabilities based on the import/integration from the payroll application including:				
BD.94	Number of positions;	CRITICAL	Yes	
BD.95	Multiple types of pay;	CRITICAL	Yes	
BD.96	Current salary ranges;	CRITICAL	Yes	*Current Salary
BD.97	Bonuses and overtime;	CRITICAL	Yes	
BD.98	Longevity;	CRITICAL	Yes	
BD.99	Holiday pay days;	CRITICAL	Yes	
BD.100	Fringe benefit changes; and	CRITICAL	Yes	
BD.101	Other, user defined.	CRITICAL	Yes	*Depending on what this includes
The system has the ability to accommodate automated expenditure analysis of multiple elements including:				
BD.102	Expenditures and revenues to date;	CRITICAL	Yes	QBE
BD.103	Encumbrances;	CRITICAL	Yes	QBE
BD.104	Outstanding invoices;	CRITICAL	Yes	QBE
BD.105	Outstanding payments;	CRITICAL	Yes	QBE
BD.106	Balance available to spend;	CRITICAL	Yes	QBE (Budget Remaining)
BD.107	Estimate of expenditures to year end;	CRITICAL	Yes	(Encumbrances, Budget Remaining, etc.)
BD.108	Expected total expenditures for the year;	CRITICAL	Yes	Budget
BD.109	Estimate of revenues to year end	CRITICAL	Yes	Budget
BD.110	Estimated total revenues to year end	CRITICAL	Yes	Revenue Budget Remaining
BD.111	Collected revenue; and	CRITICAL	Yes	YTD Revenue
BD.112	Other, user defined.	DESIRED	No	If exported to Excel, manual entry.
BD.113	The system has the ability to allow multiple users to build and save budget forecasting scenarios.	DESIRED	Yes	

BD.114	The system has the ability to allow at least 99 budget forecasting models to be saved.	DESIRED	Yes	
BD.115	The system has the ability to enter and store notes and comments or attach supporting documentation to each budget forecast model.	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
BD.116	The system has the ability to allow budget forecast/models to be named.	CRITICAL	Yes	
BD.117	The system has the ability to provide long-term forecasting capabilities for a minimum of five years in the future.	CRITICAL	Yes	
BD.118	The system has the ability to provide "what if" scenario projections for the budget.	CRITICAL	Yes	
Reporting				
BD.119	The system has the ability to export budget data to Microsoft Excel.	CRITICAL	Yes	
BD.120	The system has the ability to import budget data from Microsoft Excel.	CRITICAL	Yes	
BD.121	The system has the ability to integrate with common desktop publishing applications for producing the final or "presentation" budget document (e.g. MS Word, MS Excel)	CRITICAL	Yes	
BD.122	The system has the ability to track and report on adjustments made to the budget during the year.	CRITICAL	Yes	
BD.123	The system has the ability to report on budgets at any level of the chart of account structure.	CRITICAL	Yes	
BD.124	The system has the ability to allow analysis of current year budget by providing reports that indicate budget-to-actual revisions.	DESIRED	Yes	
BD.125	The system has the ability to allow analysis of current year budget by providing reports that	CRITICAL	Yes	

	indicate budget-to-actual invoices.			
BD.126	The system has the ability to allow analysis of current year budget by providing reports that indicate budget-to-actual encumbrances.	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
BD.127	The system has the ability to allow analysis of current year budget by providing reports that indicate budget-to-actual requisitions.	CRITICAL	Yes	
BD.128	The system has the ability to allow analysis of current year budget by providing reports that indicate budget-to-actual balance.	CRITICAL	Yes	
BD.129	The system has the ability to project and report on end of year accruals (e.g. payroll).	CRITICAL	Yes	Leave Liability Report
BD.130	The system has the ability to query for specific words in budget line items.	CRITICAL	Yes	
BD.131	The system has the ability to allow "wildcard" searches for a portion of a word.	CRITICAL	Yes	
BD.132	The system has the ability to allow "drill-down" from any line item in a system generated report.	CRITICAL	Yes	
BD.133	The system has the ability to provide a budgeted line item sub-entry report (e.g. for line items that include multiple sub-entries in order to expand and identify any budget line detail).	DESIRED	Yes	
BD.134	The system has the ability to allow analysis of current year budget by providing reports that indicate budget-to-actual requisitions.	CRITICAL	Yes	
BD.135	The system has the ability to provide budget-to-actual reports by user-defined fields, such as by funds, organizations or accounts.	CRITICAL	Yes	Depending on COA
BD.136	The system has the ability to generate comparative budget to actual revenue reports.	CRITICAL	Yes	

BD.137	The system has the ability to print original budget plus any changes/amendments to reach the final budget from prior years (i.e. the full life cycle of a prior year budget).	CRITICAL	Yes	

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Purchasing - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
GENERAL PROGRAM CAPABILITIES: Purchasing:				
PU.1	Ability to accommodate user defined vendor categories (e.g., Disadvantaged Business Enterprises, Problem vendors, etc.).	DESIRED	Yes	
PU.2	Ability to produce labels (or a label file for export) for vendors requiring a W-9.	CRITICAL	Yes	
PU.3	Ability to maintain multiple location addresses for each vendor. Please utilize the Comments column to notate the maximum number of addresses for each vendor.	CRITICAL	Yes	
PU.4	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.	DESIRED	Yes	
PU.5	Ability to maintain and print out an audit trail for changes to the vendor master file.	CRITICAL	Yes	
PU.6	Ability for users with authorized security to add or change vendor master file records.	CRITICAL	Yes	
PU.7	Ability to hide inactive vendors after a user-specified period of time without activity, with appropriate workflow approval.	DESIRED	Yes	
PU.8	Ability to add user defined fields to the vendor file.	DESIRED	Yes	
PU.9	Ability to delete vendors after a user-specified period of time without activity.	NA	Yes	
	Ability to track the following fields on the Vendor file:	DESIRED	Yes	
PU.10	Name	CRITICAL	Yes	
PU.11	DBA Name	CRITICAL	Yes	
PU.12	Title (e.g., Dr., Attorney, etc.)	CRITICAL	Yes	
PU.13	Employee designation	CRITICAL	Yes	
PU.14	Vendor number	CRITICAL	Yes	
PU.15	Multiple addresses (i.e., bid, orders, multiple remit to, etc.) (Please list in the Comments column the number of addresses allowed per vendor.)	CRITICAL	Yes	
PU.16	Vendor e-mail & web site information	CRITICAL	Yes	
PU.17	Contact person(s)	CRITICAL	Yes	
PU.18	Federal Tax Identification Number (TIN)	CRITICAL	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PU.19	Phone, mobile phone, and fax number(s)	CRITICAL	Yes	
PU.20	Minority/woman/disadvantaged business indicator	DESIRED	Yes	
PU.21	Last date vendor utilized	CRITICAL	Yes	
PU.22	Default chart of account information	CRITICAL	Yes	
PU.23	Payment methods	DESIRED	Yes	
PU.24	Type of company (e.g., corporation, partnership, etc.)	CRITICAL	Yes	
PU.25	Commodity	DESIRED	Yes	
PU.26	Standard payment terms	DESIRED	Yes	
PU.27	Problem vendor flag	DESIRED	Yes	As a user-defined field.
PU.28	Preferred vendor flag	DESIRED	Yes	As a user-defined field.
PU.29	Vendor-on-hold flag (e.g. litigation, payment dispute, etc.)	CRITICAL	Yes	
PU.30	Other user-defined information	DESIRED	Yes	
PU.31	Ability to classify one-time vendors.	DESIRED	Yes	
PU.32	Ability to track vendor performance	DESIRED	No	
PU.33	Ability to track the following by vendor but limited to: purchase orders, invoices, contracts, awarded bids, checks	DESIRED	Yes	
	Requisitions			
PU.34	Ability to electronically process multi-delivery, direct ship, blanket and non-blanket requisitions.	DESIRED	Yes	
PU.35	Ability to display multiple account numbers on any line item on requisitions.	DESIRED	Yes	
PU.36	Ability to punch-out to cXML vendor hosted web sites for online shopping catalogs.	DESIRED	Yes	
PU.37	Ability to requisition with or without commodity description.	DESIRED	Yes	
Ability to perform the following requisition functions, with the appropriate security:				
PU.38	Inquiry	CRITICAL	Yes	
PU.39	Add	CRITICAL	Yes	
PU.40	Change	CRITICAL	Yes	
PU.41	Reject	CRITICAL	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PU.42	Delete	CRITICAL	Yes	
PU.43	Ability to provide for multiple lines of input per individual requisition.	DESIRED	Yes	
PU.44	Ability to provide reports to users and management on requisition status.	DESIRED	Yes	
PU.45	Ability to create and track all requisitions by date, by requester, by budget, by item, by action item, etc.	CRITICAL	Yes	
PU.46	Ability to check against the budget and pre-encumber requisition per line item.	DESIRED	Yes	
PU.47	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.	DESIRED	Yes	
PU.48	Ability to track requisitions and automatically date and time stamp (received, accepted, returned, re-received) with notes and comments.	DESIRED	Yes	
PU.49	Ability to convert lines of requisitions to multiple purchase orders and different vendors.	DESIRED	No	
PU.50	Ability to carry forward approval and user contact information from the requisition to the purchase order.	DESIRED	Yes	
PU.51	Ability to limit general ledger distribution accounts to only those valid for that department/user.	DESIRED	Yes	
PU.52	Ability to have multiple line items per purchase order with capability for one/multiple delivery schedules per line printed on purchase order.	DESIRED	Yes	
PU.53	Ability to automatically or manually number requisitions with the ability to restart the numbering process with each fiscal year.	CRITICAL	Yes	
PU.54	Ability to create purchase orders from requisitions.	DESIRED	Yes	
PU.55	Ability to allow for unlimited standard and free form messages at the header and line item level.	DESIRED	Yes	
PU.56	Ability to generate bill to and ship to information automatically with secondary or internal delivery to location.	DESIRED	Yes	
PU.57	Ability for requisition to specify multiple delivery dates and locations by line item.	DESIRED	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PU.57	Ability for requisition to specify multiple delivery dates and locations by line item.	DESIRED	Yes	
PU.58	Ability to request a budget transfer as part of the requisition process	DESIRED	No	
PU.59	Ability to notify originator when requisitions have been rejected.	DESIRED	Yes	
PU.60	Ability to assign a requisition to a project	DESIRED	Yes	
PU.61	Ability to create unique workflow rules by department, dollar amount, general ledger account or user.	DESIRED	Yes	
PU.62	Ability for user to check on status of workflow approval	DESIRED	Yes	
PU.63	Ability to interface to a contract file for contract items	DESIRED	Yes	
PU.64	Ability to create a pick ticket if item is in inventory	DESIRED	Yes	
PU.65	Ability to create requisition for a particular work order and task	DESIRED	Yes	
PU.66	Ability to change terms and discounts with proper security.	DESIRED	No	
Reports:				
PU.68	Ability to produce ad hoc reports using a report writer (i.e., SQL Server Reporting Services)	CRITICAL	Yes	
PU.69	Ability to produce charts, highlight figures, create tables using the ad hoc report writer.	CRITICAL	Yes	
PU.70	Ability to provide security for ad hoc report writer to ensure only users with permissions can access appropriate information.	DESIRED	Yes	
PU.71	Ability to create PDF files or HTML links.	CRITICAL	Yes	
PU.72	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	CRITICAL	Yes	
PU.73	Ability for scheduled reports to be emailed to a user.	CRITICAL	Yes	
PU.74	Ability to export queries to popular desktop applications (i.e., Excel, Word).	CRITICAL	Yes	
PU.75	Ability to create a requisition report, which can be sorted by buyer.	DESIRED	Yes	
PU.76	Ability to display and/or print any / all reports and screens.	DESIRED	Yes	
PU.77	Ability to generate vendor reports based upon user defined criteria.	DESIRED	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PU.78	Ability to track and report on requisition, purchase order and receiving information.	DESIRED	Yes	
PU.79	Ability to merge requisitions into single purchase order to be sent to vendor.	DESIRED	Yes	
PU.80	Ability to create an unlimited number of user defined fields on a requisition.	DESIRED	Yes	
PU.81	Ability to attach documents to a requisition and have those flow onto purchase order.	DESIRED	Yes	
PU.82	Ability to create a bid or contract from a requisition	DESIRED	No	
PU.83	Ability to create both current and next year requisitions with proper permissions.	DESIRED	Yes	
PU.84	Ability to create a requisition with a vendor on the fly.	DESIRED	Yes	
PU.85	Ability to indicate on requisition if three-way match is required.	DESIRED	No	Not required, but can be tracked.
PU.86	Ability to customize requisition screens so user only sees fields that are pertinent to them.	DESIRED	Yes	
PU.87	Ability to copy line items within a requisition or copy the entire requisition to a new one.	DESIRED	Yes	
PU.88	Ability to establish shipping locations per line item.	DESIRED	Yes	
Purchase Orders:				
PU.89	Ability to support encumbrance control for budgeted funds.	DESIRED	Yes	
PU.90	Ability to support soft pre-encumbrance control, whereby a warning is given if sufficient funds are not available.	DESIRED	Yes	
PU.91	Ability to copy information from one process to another without rekeying (i.e., requisition to purchase order).	DESIRED	Yes	
PU.92	Ability to copy, paste all information.	DESIRED	Yes	
PU.93	Ability for the purchase order to be submitted back to the vendor via the cXML interface if noted to do so on the vendor profile.	DESIRED	Yes	
PU.94	Ability to drill down to supporting documents within the purchasing system.	DESIRED	Yes	
			Yes	
			Yes	

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Purchasing - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
Ability to establish and maintain information concerning:				
PU.95	Vendors	CRITICAL	Yes	
PU.96	Commodities and a commodity coding structure (NIGP codes)	DESIRED	Yes	
PU.97	Standards or specifications for items acquired	DESIRED	Yes	
PU.98	Standard text for terms and conditions of purchases	DESIRED	Yes	
PU.99	Ability to record and maintain history of purchases, commodities, and volumes.	DESIRED	Yes	
PU.100	Ability to support workflow for procurement approval process, including multiple approvals at the departmental and central purchasing levels.	DESIRED	Yes	
PU.101	Ability to support two-way and three-way matching of documents.	DESIRED	Yes	
PU.102	Ability to support automatic entry into other modules, such as inventory, work orders and capital assets from purchasing.	DESIRED	Yes	
PU.103	Ability to maintain history of all purchasing processes including requisitions and multiple types of purchases.	DESIRED	Yes	
PU.104	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.	DESIRED	Yes	
PU.105	Ability to support updating general ledger accounts for all procurement transactions.	DESIRED	Yes	
PU.106	Ability to look up real-time status of purchasing processes.	DESIRED	Yes	
PU.107	Ability to track last purchase date and amount for any item.	DESIRED	Yes	
PU.108	Ability to track expenditures against credit cards issued to employees.	DESIRED	Yes	
PU.109	Ability to utilize imaged or scanned documents such as vendor invoices and other source documents.	DESIRED	Yes	
PU.110	Ability to accommodate partial receipts.	DESIRED	Yes	
PU.111	Ability to detect and measure early / late and over / under shipments.	DESIRED	Yes	
PU.112	Ability to maintain discrepancy file by vendor, stock number, item, dates, control number, purchase order number (receiving exception file).	DESIRED	Yes	
PU.113	Ability to manually flag purchases for fixed asset tables upon receipt of good, with the appropriate security.	DESIRED	Yes	
PU.114	Ability to audit receiving data by logon ID, date, time, etc.	DESIRED	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PU.115	Ability to flag received goods for entry into inventory by item number.	DESIRED	Yes	
PU.116	Ability to select all during purchase order receiving.	DESIRED	Yes	
PU.117	Ability to support electronic (on-line) or fax capabilities for purchase orders and other vendor/procurement functions.	DESIRED	Yes	Electronic not Fax. Although it is not an Incode feature specifically, yes you can fax POs. It is a Windows feature that if you have faxing capability on your computer you can select fax vs printer.
PU.118	Ability to create purchase order user defined fields that are available during purchase order entry process.	DESIRED	Yes	
PU.119	Ability to allow purchase orders created from requisitions to automatically post.	DESIRED	Yes	
PU.120	Ability to support purchasing thresholds by vendor (e.g., $25,000 bid limit).	CRITICAL	Yes	Using Contracts module.
PU.121	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.	CRITICAL	Yes	
PU.122	Ability to detect duplicate vendor information upon entry of vendor information.	CRITICAL	Yes	
PU.123	Ability for purchase orders to specify multiple delivery dates and locations by line item.	DESIRED	Yes	
PU.124	Ability to allow transactions with valid vendors only.	DESIRED	Yes	
PU.125	Ability to allow the selective inactivation or purging of vendor records by user-defined criteria.	DESIRED	Yes	
PU.126	Ability to search for a vendor by item code, number, or description (in other words, attach vendor to an item(s)).	DESIRED	Yes	
Ability to maintain statistics in dollar amounts for each vendor for user-specified periods for the following criteria:				
PU.127	Payment history	CRITICAL	Yes	
PU.128	Discounts taken	CRITICAL	Yes	
PU.129	Purchase price variances	CRITICAL	Yes	
PU.130	Ability to effective date transactions, either before or after the current date.	CRITICAL	Yes	

PU.131	Ability to enter a percentage discount on the purchase order.	CRITICAL	No	
PU.132	Ability to enter future dates beyond the end of the fiscal year	CRITICAL	Yes	
PU.133	Ability to mass close purchase orders.	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PU.134	Ability to summarize charges on an account and project level at the end of a purchase order.	CRITICAL	Yes	
PU.135	Ability to create purchase order change orders to the original purchase order document and update general ledger accordingly.	CRITICAL	Yes	
PU.136	Ability to have an integrated document management system where you can view all related documents within the purchasing module (requisition, purchase order, invoice and accounts payable check).	CRITICAL	Yes	
Provide for the following carry forward methods for PO's at year end:				
PU.137	GAAP	CRITICAL	Yes	
PU.138	Budgetary	CRITICAL	Yes	
PU.139	GAAP/Budgetary	CRITICAL	Yes	
PU.140	Transfer	CRITICAL	Yes	
PU.141	Ability to disencumber the purchase order from the prior year; re-encumber and charge the expense to the current year.	CRITICAL	Yes	
PURCHASE ORDER REPORTS				
PU.142	Ability to produce ad hoc reports using a report writer (i.e., SQL Server Reporting Services).	CRITICAL	Yes	
PU.143	Ability to produce charts, highlight figures, create tables using the ad hoc report writer.	CRITICAL	Yes	
PU.144	Ability to provide security for ad hoc report writer to ensure only users with permissions can access appropriate information.	CRITICAL	Yes	
PU.145	Ability to create PDF files or HTML links.	CRITICAL	Yes	
PU.146	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	CRITICAL	Yes	
PU.147	Ability for scheduled reports to be emailed to a user.	CRITICAL	Yes	
PU.148	Ability to export queries to popular desktop applications (i.e., Excel, Word).	CRITICAL	Yes	
Ability to create the following purchasing reports:				

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PU.149	Open purchase orders report by expense account	DESIRED	Yes	
PU.150	Open purchase orders report by due date	DESIRED	Yes	
PU.151	Open purchase orders report by vendor	DESIRED	Yes	
PU.152	Open purchase orders report by commodity code	DESIRED	Yes	
PU.153	Open purchase orders audit report	DESIRED	Yes	
PU.154	Items not received listing	DESIRED	Yes	
PU.155	Ability to generate reports of all purchase orders based on calculated user-defined criteria (e.g., >$2500 or between 5/1/ and 6/1).	DESIRED	Yes	
PU.156	Ability to process workflow for purchase order change orders.	DESIRED	Yes	
PU.157	Ability to mass cancel selected purchase orders prior to yearend processing.	DESIRED	Yes	
PU.158	Ability to carry forward open encumbrances to the new year.	DESIRED	Yes	
PU.159	Ability to indicate on the purchase order if three-way match is required.	DESIRED	No	Not required, but can be tracked.
PU.160	Ability for purchase order receiving to automatically generate an inventory receipt transaction	DESIRED	Yes	
PU.161	Ability to match open purchase order encumbrances to associated general ledger accounts.	DESIRED	Yes	
PU.162	Ability to have up to 199-line items on a purchase order.	DESIRED	Yes	
PU.163	Ability to have multiple accounts on a purchase order line.	CRITICAL	Yes	
PU.164	Ability to have up to a 210-character description on purchase order line items.	DESIRED	Yes	
PU.165	Ability to define ship-to locations per purchase order line item.	DESIRED	Yes	

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Accounts Payable- **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
	General Requirements			
AP.1	The system has the ability to view approval status of purchase orders and requisitions.	DESIRED	**Yes**	
AP.2	The system has the ability to produce a full audit trail on all transactions	CRITICAL	**Yes**	
AP.3	The system has the ability to print 1099 forms on a laser printer.	CRITICAL	**Yes**	
AP.4	The system has the ability to transmit 1099 forms electronically per federal government regulations	CRITICAL	**Yes**	
AP.5	The system has the ability to accommodate 3-way matching of purchase order, receiving documents, and invoice.	DESIRED	**Yes**	
AP.6	The system has the ability to set a tolerance at invoice level by department, which can limit the amount of override allowed on an invoice.	DESIRED	**Yes**	
AP.7	The system has the ability to support electronic workflow for approvals by dollar amount	DESIRED	**Yes**	
AP.8	The system has the ability to support electronic workflow for approvals by general ledger account number.	CRITICAL	**Yes**	
AP.9	The system has the ability to import purchasing card transaction detail.	DESIRED	**Yes**	
AP.10	The system has the ability to support "positive pay." The system has the ability to send an electronic file of all checks, including system-driven I manual checks, to the City's bank for comparison with checks being cashed in order to help reduce opportunities for fraud.	DESIRED	**Yes**	
AP.11	The system has the ability to accept an import file from utility companies for payment.	DESIRED	**Yes**	
AP.12	The system has the ability to distribute journal entries from accounts payable to general ledger immediately (real-time) or in batch.	CRITICAL	**Yes**	
AP.13	The system has the ability to make corrections or additions to any field or screen throughout the purchasing process with appropriate security and with an audit trail of all changes (i.e., PO Corrections, Invoice Corrections).	CRITICAL	**Yes**	
AP.14	The system has the ability to make corrections or additions to any field or screen throughout the purchasing process with appropriate security and with an audit trail of all changes including after the time of payment for select information (i.e. description or attachments).	CRITICAL	**Yes**	

Accounts Payable- **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
	Invoice Entry			
AP.15	The system has the ability to support decentralized invoice entry at the department level.	CRITICAL	**Yes**	
AP.16	The system has the ability to support batch, multiple or individual invoice entry.	CRITICAL	**Yes**	
AP.17	The system has the ability to support at least a 35-character invoice number field.	CRITICAL	**Yes**	
AP.18	The system has the ability to accommodate partial payment.	CRITICAL	**Yes**	
AP.19	The system has the ability to support at least a 256-character invoice description field.	DESIRED	**Yes**	
AP.20	The system has the ability to have an applied date in a fiscal year based on the invoice date (i.e. when receiving an invoice in a new fiscal year dated for a previous fiscal year).	CRITICAL	**Yes**	
	The system has the ability to support multiple status modes for invoices including but not limited to the following:			
AP.21	Pending;	CRITICAL	**Yes**	
AP.22	Open;	CRITICAL	**Yes**	
AP.23	Approved;	CRITICAL	**Yes**	
AP.24	Held;	CRITICAL	**Yes**	
AP.25	Reject;	CRITICAL	**Yes**	
AP.26	Delete; and	CRITICAL	**Yes**	
AP.27	Other, user-defined	DESIRED	**No**	
AP.28	The system has the ability to copy existing invoices to new ones.	DESIRED	**Yes**	
AP.29	The system has the ability to accumulate multiple invoices into one vendor check with the ability to turn this function on and off.	CRITICAL	**Yes**	
AP.30	The system has the ability to electronically attach scanned invoices to the payable entry.	CRITICAL	**Yes**	
AP.31	The system has the ability to flag invoices as reimbursable expenses through the grant process.	DESIRED	No	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AP.32	The system has the ability to allow for an invoice to be distributed to (at least) 99 different general ledger accounts.	DESIRED	**Yes**	
AP.33	The system has the ability to automatically split invoices to difference accounts based on user-defined rules.	CRITICAL	**Yes**	
AP.34	The system has the ability to enter invoices upon receipt and select future payment date.	DESIRED	**Yes**	
AP.35	The system has the ability to support recurring invoices	CRITICAL	**Yes**	
AP.36	The system has the ability to hold credit invoices and apply them to future invoices.	DESIRED	**Yes**	
AP.37	The system has the ability to flag invoices during invoice entry required for 1099 processing and reporting.	CRITICAL	**Yes**	
Check Processing, Printing and Reconciliation				
AP.38	The system has the ability to interface with laser check printers.	CRITICAL	**Yes**	
AP.39	The system has the ability to import a file for bank reconciliation.	CRITICAL	**Yes**	
AP.40	The system has the ability to update the general ledger to account for voided and re-issued checks.	CRITICAL	**Yes**	
AP.41	The system has the ability prohibit duplicate check numbers within the same checkbook.	CRITICAL	**Yes**	
AP.42	The system has the ability to generate manual or off-cycle checks.	CRITICAL	**Yes**	
AP.43	The system has the ability to print checks in numerical order.	CRITICAL	**Yes**	
AP.44	The system has the ability to pay a large number of invoices to one vendor with one check and have stub information printed on an overflow statement.	CRITICAL	**Yes**	
AP.45	The system has the ability to print the entire invoice number on the check.	CRITICAL	**Yes**	
AP.46	The system has the ability to print a minimum of 20 characters in a comments field on the check	CRITICAL	**Yes**	
AP.47	The system has the ability to produce digitized electronic signatures as part of the check printing process.	CRITICAL	**Yes**	
AP.48	The system has the ability to print a check register at pre-determined intervals and on demand.	CRITICAL	**Yes**	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AP.49	The system has the ability to re-print check registers for past dates to include complete activity 9i.e. voided or canceled checks).	CRITICAL	**Yes**	
AP.50	The system has the ability to notify a user and supervisor if check numbers are missing in that time period (i.e. voided or destroyed checks).	DESIRED	**Yes**	
AP.51	The system has the ability to process ACH payments.	CRITICAL	**Yes**	
AP.53	The system has the ability to store multiple email addresses for vendors with designation for a primary.	CRITICAL	**Yes**	
AP.54	The system has the ability to lock the ACH file between processing and transmittal.	CRITICAL	**Yes**	
AP.55	The system has the ability to print month end and year end check register which indicates cleared and/or outstanding checks.	CRITICAL	**Yes**	
AP.56	The system has the ability to drill back to the requisition and supporting documentation that created the purchase order.	CRITICAL	**Yes**	
AP.57	The system has the ability to print a duplicate check during the check printing process.	CRITICAL	**Yes**	
AP.58	The system has the ability to re-run the check printing process	CRITICAL	**Yes**	
Vendor Management				
AP.59	The system has the ability to search by any field in the vendor file.	CRITICAL	**Yes**	
AP.60	The system has the ability to provide "wild-card" search capability for a work or portion of a word in any field in the vendor file.	CRITICAL	**Yes**	
AP.61	The system has the ability to allow a search query for a single word that may exist in multiple fields within the vendor file (i.e. a search for a particular work in a vendor name but also in a vendor contact name or d/b/a).	CRITICAL	**Yes**	
AP.62	The system has the ability to indicate whether inactive vendors should be included when searching for a field in the vendor file.	CRITICAL	**Yes**	
AP.63	The system has the ability to assign a classification to a vendor by user-defined pick table.	CRITICAL	**Yes**	
AP.64	The system has the ability to provide multiple vendor address fields.	CRITICAL	**Yes**	
AP.65	The system has the ability to allow inquiry-only access to the vendor table.	CRITICAL	**Yes**	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AP.66	The system has the ability to flag a vendor that is not to be used or is inactive.	CRITICAL	**Yes**	
AP.67	The system has the ability to maintain one vendor file that is shared between requisitions, purchase orders, contracts, and accounts payable.	CRITICAL	**Yes**	
AP.68	The system has the ability to integrate with purchasing card systems for the purpose of maintaining a single vendor file.	CRITICAL	**Yes**	
AP.69	The system has the ability to compare vendors that are owed money with vendors that owe the City money and warn the use when this condition exists.	CRITICAL	**No**	
AP.70	The system has the ability to merge vendor records with proper security permissions and an audit trail while maintaining all data for each merged vendor record.	CRITICAL	**Yes**	
AP.71	The system has the ability to attach files to the vendor file for audit purposes (e.g. W9, etc).	CRITICAL	**Yes**	
AP.72	The system has the ability to provide an audit trail for all changes to the vendor file.	CRITICAL	**Yes**	
AP.73	The system has the ability to allow a user to view all of the vendor transactions including purchase orders and purchasing card activity.	CRITICAL	**Yes**	
AP.74	The system has the ability to report on purchase order and purchasing card transactions separately.	CRITICAL	**Yes**	
AP.75	The system has the ability to enter a vendor on the fly or a onetime vendor with appropriate approval and permissions.	CRITICAL	**Yes**	
	The system has the ability to notify a user that a vendor already exists when setting up a new vendor based on the following fields with the ability to override based on appropriate security permissions:			
AP.76	Name;	CRITICAL	**Yes**	
AP.77	Doing-Business-As-Name;	CRITICAL	**Yes**	
AP.78	Address;	CRITICAL	**Yes**	
AP.79	Tax ID;	CRITICAL	**Yes**	
AP.80	Email Address;	CRITICAL	**Yes**	
AP.81	Phone number;	CRITICAL	**Yes**	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AP.82	Point of contact, and	CRITICAL	**Yes**	
AP.83	Other user-defined criteria	DESIRED	**No**	
	Vendor Processing			
AP.84	The system has the ability to allow for the electronic submission of invoice from venders (e.g., e-bills, etc).	DESIRED	**Yes**	
AP.85	The system has the ability to automatically assign payment terms for vendors and provides the ability to override the payment terms at the vendor and/or invoice level.	DESIRED	**Yes**	Yes, can automatically assign payment terms but can not change on the invoice.
AP.86	The system has the ability to produce 1099 Forms per federal standards.	CRITICAL	**Yes**	
AP.87	The system has the ability to correct errors made in 1099 boxes and recalculate at year end so the information on the final 1099 form is correct.	CRITICAL	**Yes**	
AP.88	The system has the ability to calculate percentage and amount discounts 9i.e. early payments).	CRITICAL	**Yes**	
AP.89	The system has the ability to flag invoices (or groups of invoices) so that more than one check may be written to a vendor in any given check run for those transactions or vendors requiring separate checks.	CRITICAL	**Yes**	
AP.90	The system has the ability to calculate and trach retainage for contractor or subcontractor invoices.	CRITICAL	No	
AP.91	The system has the ability to flag a vendor as being a check vendor or an ACH vendor.	CRITICAL	**Yes**	
AP.92	The system has the ability to override a flag on a vendor for ACH to be able to issue a check.	CRITICAL	**Yes**	
AP.93	The system has the ability to track date of last activity for vendors	CRITICAL	**Yes**	
AP.94	The system has the ability to track calendar year-to-date payments in addition to fiscal year-to-date totals.	CRITICAL	**Yes**	
AP.95	The system has the ability to produce tentative 1099 lists fir review before printing or transmitting final list to the IRS.	CRITICAL	**Yes**	
AP.96	The system has the ability to specify the box or line on the 1099 form that the dollar amount will be printed in or on.	CRITICAL	**Yes**	
			Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AP.97	The system has the ability to provide notification of duplicate invoice number entry of same vendor and provides for authorized user override.	CRITICAL	**Yes**	
AP.98	The system has the ability to show amount retained on each vendor/subcontractor check.	DESIRED	No	
AP.99	The system has the ability to view and search through vendor list online (alphabetically by bender name and vendor number) and be able to select vendor from that screen for invoice entry.	DESIRED	**Yes**	
AP.100	The system has the ability to change vendor remit-to address.	CRITICAL	**Yes**	
AP.101	The system has the ability to record with an audit trail when the remit-to address is changes.	CRITICAL	**Yes**	
AP.102	The system has the ability to attach files to document the change of address in a vendor file.	DESIRED	**Yes**	
Reporting				
AP.103	The system has the ability to generate a report of anticipated cash requirement for disbursements.	DESIRED	**Yes**	
AP.104	The system has the ability to generate a report of scheduled checks to be written.	CRITICAL	**Yes**	
AP.105	The system has the ability to generate a vendor master listing report.	CRITICAL	**Yes**	
AP.106	The system has the ability to generate a summary payment report by vendor.	CRITICAL	**Yes**	
AP.107	The system has the ability to generate a report of 1099 vendors by tax category.	CRITICAL	**Yes**	
AP.108	The system has the ability to export report information to MS Word and MS Excel.	CRITICAL	**Yes**	
The system has the ability to generate a report or allow on-screen inquiry of a variety of vendor information (outstanding checks, volume of checks, etc.)				
AP.109	Vendor;	CRITICAL	**Yes**	
AP.110	Check number	CRITICAL	**Yes**	
AP.111	Date or date range;	CRITICAL	**Yes**	
AP.112	Address	CRITICAL	**Yes**	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AP.113	Invoice		**Yes**	
AP.114	Amount; and	DESIRED	**Yes**	
AP.115	Other, user-defined criteria (based on any element in the vendor file).	DESIRED	**Yes**	
AP.116	The system has the ability to generate a report of checks paid by department.	DESIRED	**Yes**	
AP.117	The system has the ability to generate a report of checks paid by fund.	DESIRED	**Yes**	
AP.118	The system has the ability to generate a report of invoices outstanding by department.	DESIRED	**Yes**	
AP.119	The system has the ability to generate a monthly expenditure report by fund.	DESIRED	**Yes**	
AP.120	The system has the ability to generate an end of year AP Reconciliation report.	DESIRED	**Yes**	
AP.121	The system has the ability to generate an aging report by fund.	DESIRED	**Yes**	
AP.122	The system has the ability to generate a monthly check reconciliation report of all checks as well as manual/off-cycle checks.	DESIRED	**Yes**	
AP.123	The system has the ability to provide ad-hoc reporting capabilities.	CRITICAL	**Yes**	
AP.124	The system has the ability to provide ad-hoc query capabilities by invoice number with the ability to display individual line items on the invoice.	DESIRED	**Yes**	

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Accounts Receivable & Billing- **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
GENERAL PROGRAM CAPABILITIES:				
AR.1	The system has the ability to provide an Accounts Receivable, Billing, and Cash Receipts module that is integrated with its other system modules such as general ledger, cash receipts, purchasing, accounts payable and accounts receivable.	CRITICAL	YES	
AR.2	The system has the ability to identify each transaction by a reference number that is sequentially generated automatically	CRITICAL	YES	
AR.3	The system has the ability to produce summary and detail general ledger and sub ledger journals one for every accounts receivable transaction	CRITICAL	YES	
AR.4	The system has the ability to provide decentralized data entry of billing information and an electronic approval process for submission of bills.	CRITICAL	YES	
AR.5	Ability to merge customer records	CRITICAL	YES	YOU CAN MERGE CONTACT RECORDS
AR.6	Ability to attach documents to invoices, customers, ad or receipts	CRITICAL	YES	
AR.7	Ability to indicate upon customer entry when a customer may already exist	CRITICAL	YES	
AR.8	Ability to support us of bar-coding and scanning technology for invoicing and collection	CRITICAL	YES	
AR.9	Receivable system can track loans and payments (receivables) linked to the loan.	DESIRED	YES	
AR.10	Ability to support both accrual and cash basis accounting	CRITICAL	YES	
AR.11	Sorting and displaying accounts receivable in a prescribed aging format	CRITICAL	YES	
AR.12	Ability to receive Electronic Fund Transfers for customer payments.	DESIRED	YES	
AR.13				
AR.14	Ability to automatically assign sequential customer and invoice numbers.	CRITICAL	YES	
AR.15	Ability to adjust bills for a customer.	CRITICAL	YES	
AR.16	Ability to accommodate decentralized cash deposit entry.	NA	NA	
AR.17	Ability to support use of bar-coding and scanning technology for invoicing and collection.	DESIRED	YES	
AR.18	Ability to have separate bank accounts	CRITICAL	YES	
AR.19	System should provide method of user defined structures for grouping customers into unique types/classifications.	CRITICAL	YES	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AR.20	Ability to indicate upon customer entry when a customer already exists for a given SSN	CRITICAL	YES	
AR.21	Ability to security sensitive customer information (e.g. Date-of-Birth, SSN, EFT, and driver's license)	CRITICAL	YES	
AR.22	Ability to merge customer records (singly or en masse)	CRITICAL	YES	YOU CAN MERGE CONTACT RECORDS
AR.23	Ability to activate and inactivate customers	CRITICAL	YES	
AR.24	Ability to attach documents to invoices, customers, and/or receipts.	CRITICAL	YES	
AR.25	Ability to develop payment plans rules based on type of offense, type of receivable with appropriate security permissions	DESIRED	NO	THERE MAY BE A WORK AROUND FOR THIS
Customer Data Record:				
AR.26	Customer Number	CRITICAL	YES	
AR.27	Customer Name	CRITICAL	YES	
AR.28	Customer active indicator	CRITICAL	YES	
AR.29	Last account activity	CRITICAL	YES	
AR.30	Person/Entity indicator	CRITICAL	YES	
AR.31	Multiple Contact names	DESIRED	YES	
AR.32	Contact email address	DESIRED	YES	
AR.33	Cross Reference ID to external systems.	DESIRED	YES	
AR.34	Social Security Number or Tax ID Number	CRITICAL	YES	
AR.35	User-Defined ID Number (e.g., property index number)	CRITICAL	YES	
AR.26	Customer Number	CRITICAL	YES	
AR.36	Multiple Phone number (e.g., office, cell, etc.)	DESIRED	YES	
AR.37	Multiple Addresses	DESIRED	YES	
AR.38	Web address	DESIRED	YES	
AR.39	Current and unpaid late payment penalty and interest charges	CRITICAL	YES	
AR.40	Balance due	CRITICAL	YES	
AR.41	Last payment amount	CRITICAL	YES	
AR.42	Last payment date	CRITICAL	YES	
AR.43	Year-to-date payments	CRITICAL	YES	
AR.44	Customer Credit Score	DESIRED	NO	THIS IS AVAILABLE IN UTILITY BILLING, BUT NOT AR

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AR.45	Bad check or dunning status	DESIRED	YES	
AR.46	Ability to flag customer with a bankruptcy status and notes	CRITICAL	YES	
AR.47	Customer type (multiple)	CRITICAL	YES	
AR.48	Statement cycle (e.g., weekly, monthly)	DESIRED	YES	
AR.49	Notes/comments (miscellaneous additional information)	CRITICAL	YES	
AR.50	Customer History	CRITICAL	YES	
AR.51	Date customer was added	DESIRED	YES	
AR.52	Default delivery method (i.e., Print, Fax, Email, Print/Email)	CRITICAL	YES	
AR.53	User Defined fields	DESIRED	YES	
AR.54	Ability to add information	CRITICAL	YES	
Invoices/Statements:				
AR.55	Ability to itemize charges on customer invoice.	CRITICAL	YES	
AR.56	Ability to manage separate billing cycles by department, receivable, and customer type	CRITICAL	YES	
AR.57	Ability to develop customized invoices (e.g., Police logo for public safety intergovernmental billings and site logo for misc. receivables)	DESIRED	YES	
AR.58	Ability to import invoices produced by other billing systems to allow centralized collections and payment processing functions.	DESIRED	NO	
AR.59	Ability to produce one-time or recurring invoices.	CRITICAL	YES	
AR.60	Ability to perform insurance billing for retired employees	CRITICAL	YES	
AR.61	Ability to allow viewing of all outstanding invoices when applying payments to a customer account	CRITICAL	YES	
AR.62	Ability of allow customers to pre-pay for anticipated future invoices and apply those payments with appropriate security permissions	DESIRED	YES	
AR.63	Ability to perform automated inter-departmental billing	DESIRED	YES	
AR.64	Ability to suppress invoices for internal customers and create automatic journal entries for workflow approval with sufficient detail of charges.	DESIRED	YES	
AR.65	Ability to charge different rates for internal and external customers.	DESIRED	YES	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AR.66	Ability to include the billing date range and/or period on invoices.	CRITICAL	YES	
AR.67	Ability to maintain and send invoices to multiple addresses for the same customer.	CRITICAL	YES	
AR.68	Ability to generate statements showing activity and beginning and ending balances for any user-defined time period.	CRITICAL	YES	
AR.69	Ability for customers to search and pay for general bills using an online citizen portal.	CRITICAL	YES	
Has ability to generate account statements for the following:				
AR.70	Specific accounts	CRITICAL	YES	
AR.71	Range of accounts within a department	CRITICAL	YES	
AR.72	Range of customers	DESIRED	YES	
AR.73	Delinquent accounts	CRITICAL	YES	
AR.74	Ability to generate consolidated statements for customers with multiple accounts.	DESIRED	NO	
AR.75	Ability to maintain detail of unbilled charges.	DESIRED	YES	
AR.76	Ability to exclude / include billing detail data elements, allowable charges, and overhead on specific bills or all bills.	DESIRED	YES	
AR.77	Ability to correct and reprint invoices and statements.	CRITICAL	YES	
AR.78	Ability to accommodate online cancellation and one step automatic reversals of invoice entries.	CRITICAL	YES	
AR.79	Ability to print a duplicate bill and or statement upon request.	CRITICAL	YES	
AR.80	Ability to store multiple user-defined dunning messages and/or letters, according to user-specified parameters.	NA	YES	
AR.81	Ability to classify dunning notices (e.g., groups of customers)	NA	YES	
AR.82	Ability to write-off small discrepancies between the amount due and the amount received with proper security.	NA	YES	
AR.83	Ability to generate an invoice with sufficient and flexible text area to adequately describe services provided-customized invoice process	CRITICAL	YES	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AR.84	System should allow for a single invoice to be distributed to multiple accounting distributions based on a user-defined allocation (e.g., percentage)	CRITICAL	YES	
AR.85	Ability to retain history on written-off accounts for user-defined periods	CRITICAL	YES	
Receipts:				
AR.86	Ability to record cash, check & credit card receipts and create user-defined payment methods.	CRITICAL	YES	
AR.87	Ability to apply revenue to multiple funds and/or accounts.	CRITICAL	YES	
AR.88	Ability to accept batch entry of invoices, cash receipts or adjustment transactions.	CRITICAL	YES	
AR.89	Ability to accommodate Electronic Fund Transfers (EFT)	CRITICAL	YES	
AR.90	Ability to Support Lockbox Processing (including NACHA formats)	DESIRED	YES	
AR.91	Ability to break out EFT payments to different account numbers.	CRITICAL	YES	
AR.92	Provides for secure / PCI Compliant Credit Card Processing	CRITICAL	YES	
AR.93	Provides Remote Deposit Capture for Checks (Check 21 Compliance)	DESIRED	NO	
AR.94	Ability to accommodate multiple payments for an invoice.	DESIRED	YES	
AR.95	Ability to accommodate single payments applied against multiple invoices.	DESIRED	YES	
AR.97	System will notify customer that credits or overpayment has been made.	DESIRED	YES	
AR.98	Ability, upon customer overpayment, to optionally select to carry a credit balance or to generate a refund, kicking off the payment process and associated approvals.	DESIRED	YES	
AR.99	Ability to systematically prevent refunds for less than a certain dollar amount, which can vary by type of refund.	CRITICAL	YES	
AR.100	Ability to integrate with Accounts Payable for issuing a refund check	CRITICAL	YES	
AR.101	Ability to calculate and accommodate user-defined discounts (i.e., a 2% discount for early payment, etc.).	CRITICAL	YES	
AR.102	The system has the ability to support online (web-based) payments.	CRITICAL	YES	
AR.103	Ability to generate interest on overdue amounts.	CRITICAL	YES	
AR.104	Ability to adjust interest dates at time of payment and recalculate interest owed	CRITICAL	YES	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AR.105	Ability to generate late payment fees by either a percentage or flat amount.	CRITICAL	YES	
AR.106	Ability to accommodate different fee structures for different receivable types.	CRITICAL	YES	
AR.107	Ability to calculate credit score based on user defined criteria.	DESIRED	NO	
Ability to generate the following information on cash receipts:				
AR.108	Amount	CRITICAL	YES	
AR.109	Customer Name (optional)	CRITICAL	YES	
AR.110	Customer ID (optional)	CRITICAL	YES	
AR.111	Customer address (optional)	CRITICAL	YES	
AR.112	Default accounts (multiple)	CRITICAL	YES	
AR.113	Date of service	CRITICAL	YES	
AR.114	Current date	CRITICAL	YES	
AR.115	Individual who received the payment	DESIRED	YES	
AR.116	Form of payment (check, cash, credit)	CRITICAL	YES	
AR.117	Description of service (text and/or code) (multiple)	CRITICAL	YES	
AR.118	Ability to transfer overages to other related bills, with the appropriate accounting affect automatically.	CRITICAL	YES	
AR.119	Ability to pull up an existing cash receipt entry and reverse it, with the appropriate accounting affect automatically.	CRITICAL	YES	
AR.120	Ability to provide flexible NSF rules (fixed, percentage, or escalating fee amounts)	DESIRED	YES	
AR.121	Ability to secure cash drawer by opening only on cash payments	DESIRED	YES	
AR.122	Ability to reverse a lockbox process or a batch of receipts	CRITICAL	YES	
Reports:				
AR.123	Ability to produce ad hoc reports using a report writer (i.e., SQL Server Reporting Services)	DESIRED	YES	
AR.124	Ability to provide security for ad hoc report writer to ensure only users with permissions can access appropriate information.	DESIRED	YES	
AR.125	Ability to copy existing reports to new report titles for modification to a new report.	DESIRED	YES	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
AR.126	Ability to create PDF files or HTML links.	CRITICAL	YES	
AR.127	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	CRITICAL	YES	
AR.128	Ability for scheduled reports to be emailed to a user.	CRITICAL	YES	
AR.129	Ability to export queries to popular desktop applications (i.e., Excel, Word).	CRITICAL	YES	
Ability to generate a report by user or by department for:				
AR.130	Daily cash receipts	CRITICAL	YES	
AR.131	Cash register journals	CRITICAL	YES	
AR.132	Daily bank deposits	CRITICAL	YES	
AR.133	The system has the ability to produce a listing of late customer accounts where "late" can be user defined	CRITICAL	YES	
AR.134	The system has the ability to generate AR aging reports for both summary by customer and detail within customer by invoice	CRITICAL	YES	
AR.135	The system has the ability to compute late charges for customers not paying within a designated period of time.	CRITICAL	YES	
AR.136	Ability to list receivables written off.	CRITICAL	YES	
AR.137	Ability to accommodate automatic reconciliation to the bank.	CRITICAL	YES	
AR.138	Ability to generate a variance report showing revenue accruals vs. actual collection.	CRITICAL	YES	

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Capital Assets - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
Functional Requirements – Capital Assets				
FA.1	Ability to track non-capitalized assets / equipment items (i.e.: computer equipment, non-licensed vehicles) per department / division for risk management purposes.	CRITICAL	YES	
FA.2	Ability to track non-depreciable technology inventory items (desktops, laptops, etc.) including detailed information such as component detail, serial numbers, technical specifications, etc.	CRITICAL	YES	
FA.3	Ability to fully integrate with purchasing, project & grant accounting and work orders to create or improve assets.	CRITICAL	YES	
FA.4	Ability to update assets from capitalized to non-capitalized (or vice versa) and automatically create the necessary general ledger posting.	CRITICAL	YES	
FA.5	Ability to restrict separate role permissions for capitalized and non-capitalized assets.	DESIRED	YES	RESTRICTIONS CAN BE SET IN PROCESSING
Ability to identify grant funded assets:				
FA.6	By identifying more than one grant associated with an asset	DESIRED	YES	
FA.7	By identifying the percentage split, or capitalization breakout (to each grant) for each asset	DESIRED	YES	
FA.8	Ability for capital asset system to provide robust query ability.	CRITICAL	YES	
FA.9	Ability to export/import capital asset information to/from common spreadsheet applications.	CRITICAL	YES	
FA.10	Ability to support bar coded asset tags and portable bar code readers for performing physical inventories.	DESIRED	YES	
FA.11	Asset numbers do not necessarily need to correlate to asset tag numbers - Allow the system to generate tag numbers, have external tag numbers assigned, or not have tag numbers.	DESIRED	YES	MANUALLY
FA.12	Ability for system to list and value infrastructure capital assets.	CRITICAL	YES	
FA.13	Ability for system to identify capital outlay by program the assets support.	DESIRED	YES	
FA.14	Ability for system to depreciate capital assets and allocate depreciation to those programs that use the assets.		YES	

Capital Assets - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
Invoice Entry				
FA.15	Ability for the fixed asset module to interface with the accounts payable module. Information on newly obtained fixed assets is reported for verification, then automatically transferred from the accounts payable module into the fixed assets master file system.	CRITICAL	YES	
FA.16	Ability to track multiple user defined fields on the asset master record.	DESIRED	YES	
FA.17	Ability to provide a classification scheme to code fixed assets according to type (i.e., desks, cars, etc.).	CRITICAL	YES	
FA.18	Ability to accommodate free-form descriptive text to further describe any asset. The text is electronically associated with the master file.	DESIRED	YES	
FA.19	Security access to edit assets is assigned to each asset.	DESIRED	NO	NOT ON AN INDIVIDUAL ASSET LEVEL
FA.20	Ability to idle assets (suspend depreciation).	DESIRED	YES	
FA.21	Ability to link to all related ERP modules (Fleet, etc.).	DESIRED	YES	
FA.22	Ability to access a master file by entering any asset field.	DESIRED	YES	
FA.23	Ability to accommodate alpha numeric asset numbers.	CRITICAL	YES	
FA.24	Ability to accommodate parent/child relationships between related assets, such as a master unit with one or more accessories.	DESIRED	YES	
FA.25	Ability to reassign parent/child relationships.	DESIRED	YES	
FA.26	Ability to capitalize items in aggregate (as a group).	CRITICAL	YES	
FA.27	Can track quantity in the asset master record - minimum of 6 digits.	DESIRED	YES	
Project Based Assets:				
FA.28	Interfaces with the work order system to capture project costs for aggregate / project assets	CRITICAL	YES	
FA.29	Allows a project to be associated with multiple assets	DESIRED	YES	
FA.30	Allows an asset to be associated with multiple projects	DESIRED	YES	
FA.31	Ability to associate multiple capital accounts and multiple related depreciation expense accounts with an asset, and assign a percentage split between each.	DESIRED	YES	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
FA.32	Ability to track Construction in Progress (CIP) assets.	CRITICAL	YES	
FA.33	Ability to transfer CIP asset to an active assets and perform.	CRITICAL	YES	
FA.34	Allows for transfer of assets between departments, locations and funds, accommodating interfund and inter-dept. transfers, duplicating all identifying data from original record.	CRITICAL	YES	
Maintains on-line history of asset transactions, including:				
FA.35	Location changes	DESIRED	YES	
FA.36	Account number changes	DESIRED	YES	
FA.37	Status change	DESIRED	YES	
FA.38	Change to key field in auxiliary system	DESIRED	YES	
FA.39	Partial disposals	CRITICAL	YES	
FA.40	Valuation change	CRITICAL	YES	
FA.41	Date of last depreciation adjustment	CRITICAL	YES	
FA.42	Ability to calculate asset values to replacement costs for insurance purposes.	DESIRED	YES	
FA.43	Supports asset value appreciation for real property and provides a detailed audit trail. Any appreciation does not affect cost basis.	DESIRED	YES	
FA.44	System has the ability to support multiple depreciation schedules.	CRITICAL	YES	
FA.45	Retention of fully depreciated assets in fixed asset master file for inventory control purposes prior to disposition.	CRITICAL	YES	
FA.46	Provides additional depreciation method for assets that are depreciated by amount used/consumed.	CRITICAL	YES	
FA.47	Ability to add and retire asset by a quantity.	CRITICAL	YES	
ASSET MASTERFILE				
Ability to record the following information on a capital asset:				

Capital Assets - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
FA.48	Fund/Account Group	CRITICAL	YES	
FA.49	Fund Type	CRITICAL	YES	
FA.50	Property Type	CRITICAL	YES	
FA.51	Building	CRITICAL	YES	
FA.52	Location	CRITICAL	YES	
FA.53	Responsibility	CRITICAL	YES	
FA.54	Department	CRITICAL	YES	
FA.55	Custodian	CRITICAL	YES	
FA.56	Program	CRITICAL	YES	
FA.57	Acquisition Date	CRITICAL	YES	
FA.58	Original Cost	CRITICAL	YES	
FA.59	Current Value	CRITICAL	YES	
FA.60	Status (active, disposed, idle, etc.)	CRITICAL	YES	
FA.61	Previous asset number	CRITICAL	YES	
FA.62	Document Reference Number	CRITICAL	YES	
FA.63	Acquisition method (purchased, donated, etc.)	CRITICAL	YES	
FA.64	Estimated salvage value	CRITICAL	YES	
FA.65	Estimated useful life	CRITICAL	YES	
FA.66	Replacement Cost	CRITICAL	YES	
FA.67	Capitalize flag	CRITICAL	YES	
FA.68	Depreciation flag	CRITICAL	YES	
FA.69	Depreciation method	CRITICAL	YES	
FA.70	Depreciation, Life-to-Date	CRITICAL	YES	
FA.71	Depreciation, Year-to-Date	CRITICAL	YES	
FA.72	Parent/Child Descriptions and Asset Numbers	CRITICAL	YES	
FA.73	Purchase Order Number	CRITICAL	YES	
FA.74	ID or Tag Number	CRITICAL	YES	
FA.75	Vendor Name and ID Number	CRITICAL	YES	
FA.76	Multiple Description lines (brand, model, and manufacturer of asset)	CRITICAL	YES	

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Capital Assets - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
FA.77	Check Number and Date	CRITICAL	YES	
FA.78	Serial Number	CRITICAL	YES	
FA.79	Manufacturer	CRITICAL	YES	
FA.80	Model	CRITICAL	YES	
FA.81	Model year	CRITICAL	YES	
FA.82	License/Registration Number	CRITICAL	YES	
FA.83	Group / Assets Classification Number	CRITICAL	YES	
FA.84	Fund and Department Numbers	CRITICAL	YES	
FA.85	Quantity	CRITICAL	YES	
FA.91	Insurance Value	CRITICAL	YES	
FA.92	Disposal Restriction indicator	CRITICAL	YES	
FA.93	Disposal price	CRITICAL	YES	
FA.94	Disposal Date	CRITICAL	YES	
FA.95	Transfer Date	CRITICAL	YES	
FA.96	Responsibility Code	CRITICAL	YES	
FA.97	Funding Source	CRITICAL	YES	
FA.98	Sale Price	CRITICAL	YES	
FA.99	Scheduled replacement date	CRITICAL	YES	
FA.100	Warranty information	CRITICAL	YES	
FA.101	Donation	CRITICAL	YES	
FA.102	Condition	CRITICAL	YES	
FA.103	Contractor	CRITICAL	YES	
FA.104	General Fund Category	CRITICAL	YES	
FA.105	Picture to provide visual reference for asset record	CRITICAL	YES	
FA.106	User Defined fields	DESIRED	YES	
REPORTS				
FA.107	Ability to produce ad hoc reports using a report writer (i.e., SQL Server Reporting Services)	DESIRED	YES	

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Capital Assets - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
FA.108	Ability to produce charts, highlight figures, create tables using the ad hoc report writer.	DESIRED	YES	
FA.109	Ability to provide security for ad hoc report writer to ensure only users with permissions can access appropriate information.	DESIRED	YES	
FA.110	Ability to create PDF files or HTML links.	DESIRED	YES	
FA.111	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	DESIRED	YES	
FA.112	Ability for scheduled reports to be emailed to a user.	DESIRED	YES	
FA.113	Ability to export queries to popular desktop applications (i.e., Excel, Word).	CRITICAL	YES	
FA.114	Schedule of Assets grouped by GAAFR function and/or departments. The report can also be produced down to the division and/or cost center level.	CRITICAL	YES	
FA.115	Transaction Register audit trail of all acquisitions, transfers, changes, and retirements during a user-defined time period by asset type, department, or purchase amount.	CRITICAL	YES	
FA.116	New Acquisition Report showing all newly acquired fixed assets which have not been entered into the fixed assets master file system. (Requires purchasing, accounts payable module interface).	CRITICAL	YES	
FA.117	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.	CRITICAL	YES	
FA.118	Physical inventory worksheet, sorted by department, location, and/or person responsible to assist in conducting physical inventory. Report provides the maximum amount of asset details that would assist in identifying asset locations.	CRITICAL	YES	
FA.119	Vehicle/equipment listing of master file information, including property tax number, item name, description, location, class number, charge account number, equipment ID number, motor number, model and manufacturer.	CRITICAL	YES	
FA.120	Schedule of current year's depreciation associated with each asset.	CRITICAL	YES	

Capital Assets - **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
FA.121	Replacement report listing all assets which should be considered for replacement during a user-defined period.	DESIRED	YES	
The following information can be displayed in a fixed asset report:				
FA.122	Valuation (orig. cost, acc. depr., book value)	CRITICAL	YES	
FA.123	Net changes (additions, deletions, financial adjustments)	CRITICAL	YES	
FA.124	Schedule of assets (original cost or book value)	CRITICAL	YES	
FA.125	Asset Listing - Short Form	CRITICAL	YES	
FA.126	Asset Listing - Detail	CRITICAL	YES	
FA.127	Asset Transaction History	CRITICAL	YES	
FA.128	Depreciation Register (YTD & Total Accumulated)	CRITICAL	YES	
FA.129	Depreciation Estimator (annual depreciation on existing assets for future years)	CRITICAL	YES	
FA.130	Schedule of Additions	CRITICAL	YES	
FA.131	Schedule of Disposals	CRITICAL	YES	
FA.132	Assets Transferred	CRITICAL	YES	
FA.133	Assets Idled	CRITICAL	YES	
FA.134	Financial Adjustments	CRITICAL	YES	
FA.135	Grant Funding	CRITICAL	YES	
FA.136	Related Assets (Parent/Child or Split Funded)	CRITICAL	YES	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
GENERAL PROGRAM CAPABILITIES: PROJECTS:				
GA.1	Ability to maintain historical data for all capital and operating projects independent of general ledger data (across multiple fiscal years).	DESIRED	Yes	
GA.2	Ability to record timesheet information against a project.	DESIRED	yes	Enter in Payroll but if the employee forgets to, then it can be entered after the fact.
GA.3	Ability to add projects in or change projects to an active or inactive status.	DESIRED	Yes	
GA.4	Ability to enter text or comments on-line to a specific project. (Please specify in the Comments column how many characters are allowed.)	DESIRED	yes	Unlimited as a note or in TCM as an attachment
GA.5	Ability to accommodate multiple change orders and multiple transfers of funds within projects.	DESIRED	yes	This is done as a journal entry
GA.6	Ability to enter line-item data for future expenditures to reserve funds.	DESIRED	Yes	
GA.7	Ability to maintain data across multiple fiscal years	DESIRED	Yes	
GA.8	Ability to establish project budgets (balanced) across funds.	DESIRED	Yes	You have budget checking options
GA.9	Ability to establish project accounts to record project budgets, encumbrances and expenditures.	DESIRED	Yes	
GA.10	Ability to clone project accounts established from previous projects, then modify for a newly created project.	DESIRED	Yes	
GA.11	Ability to record project activity over multiple years.	DESIRED	Yes	
GA.12	Ability to record project activity over multiple departments.	DESIRED	Yes	
GA.13	Provides general ledger account information when viewing project account detail	DESIRED	Yes	
Ability to accommodate a variety of projects such as:				
FA.14	Ability for system to depreciate capital assets and allocate depreciation to those programs that use the assets.	DESIRED	Yes	This is done in fixed assets
GA.14	Small capital expenses (e.g., remodeling)	DESIRED	Yes	
GA.15	Large capital projects (e.g., buildings, infrastructure)	DESIRED	Yes	

GA.16	Miscellaneous projects, such as elections	DESIRED	Yes	
GA.17	Routine work order(s) for non-capital expenditures	DESIRED	Yes	
GA.18	Ability to classify project costs according to task (i.e., inspection, design).	DESIRED	Yes	
GA.19	Ability to prevent charges from being allocated to a closed project, sub-project, or phase with the ability to override with the proper security.	DESIRED	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
GA.20	Ability to track dedicated funds set aside for selected activities in projects (e.g., set aside funds for planned activities as they become known).	DESIRED	Yes	
Ability to validate charges against project mater files to determine if:				
GA.21	Charges are to open projects		Yes	Project must be open in order to have an expenditure or revenue post to it.
GA.22	Accounts charged are valid for specified projects (e.g., costs are valid or budgeted for the project)	DESIRED	Yes	Budget checking option
GA.23	Ability to prevent entry to closed projects.	DESIRED	Yes	
GA.24	Ability to search project titles on-line, primarily to assist in proper identification for data entry.	DESIRED	Yes	Global Search
GA.25	Ability to perform flexible budgeting for projects while adhering to the level of budgetary controls established in the General Ledger.	DESIRED	Yes	
GA.26	Ability to import projects and project accounts	DESIRED	Yes	
Project Data: Ability to record the following project data:				
GA.27	Project Code	DESIRED	Yes	
GA.28	Type of project (paving, building, etc.)	DESIRED	Yes	
GA.29	Project Title	DESIRED	Yes	
GA.30	Major Project Code	DESIRED	Yes	
GA.31	State Id #	DESIRED	Yes	User Defined Information

GA.32	Federal CFDA	DESIRED	Yes	User Defined Information
GA.33	Drawdown frequency	DESIRED	Yes	User Defined Information
GA.34	Project Description	DESIRED	Yes	User Defined Information
GA.35	Project Justification	DESIRED	Yes	User Defined Information
GA.36	Department	DESIRED	Yes	
GA.37	Status	DESIRED	Yes	
GA.38	Project available budget	DESIRED	Yes	
GA.39	Estimated dollar amount to complete project	DESIRED	Yes	
GA.40	Create Fixed Asset indicator	DESIRED	No	
GA.41	User defined category indicating CAFR or GASB 34 categories (General Government, Public Works, Public Welfare, Public Safety, Parks)	DESIRED	Yes	Reporting
GA.42	Project fiscal range		Yes	

Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
Ability to track the following dates:				
GA.43	Planned start date	DESIRED	Yes	
GA.44	Actual start date	DESIRED	Yes	
GA.45	Planned completion date	DESIRED	Yes	User Defined Information
GA.46	Project completion date	DESIRED	Yes	User Defined Information

Project reports:				
GA.47	Ability to produce ad hoc reports using a report writer (i.e., SQL Server Reporting Services)	DESIRED	Yes	Reporting
GA.48	Ability to produce charts, highlight figures, create tables using the ad hoc report writer.	DESIRED	Yes	Dashboard and Cell Sense
GA.49	Ability to provide security for ad hoc report writer to ensure only users with permissions can access appropriate information.	DESIRED	Yes	
GA.50	Ability to create PDF files or HTML links.	DESIRED	Yes	No html links but you can share reports, email and export to any format.
GA.51	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	DESIRED	Yes	
GA.52	Ability for scheduled reports to be emailed to a user.	DESIRED	Yes	
GA.53	Ability to export queries to popular desktop applications (i.e., Excel, Word).	DESIRED	Yes	
GA.54	Ability to produce trend reports along with key performance indicators using pre-built Excel Data Cubes.	DESIRED	Yes	Cell Sense
GA.55	Ability to inquire and report on any field in the Project module.	DESIRED	Yes	
GA.56	Ability to track and report on projects over multiple fiscal years.	DESIRED	Yes	
GA.57	Ability to create a completed project report.	DESIRED	Yes	
GA.58	Project inquiry and reporting display tie to the general ledger.	DESIRED	Yes	
GENERAL PROGRAM CAPABILITIES: GRANT:				
FA.47	Ability to add and retire asset by a quantity.		Yes	This is done in fixed assets
GA.59	Ability to define the program or budget year of the grant/project differently than the system established fiscal year.	DESIRED	Yes	
GA.60	Ability to set up and report budget items based on multiple fiscal years and grant years.	DESIRED	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
GA.61	Ability to track internal transfers for the site's cash match amount in the appropriation amount.	DESIRED	Yes	Reporting, audit trail, but more information is needed
GA.62	Ability to accommodate grant year accounting and comply with both calendar year and fiscal year budgeting requirements.	DESIRED	Yes	
GA.63	Ability to carry forward appropriations at year end.	DESIRED	Yes	
GA.64	Ability to establish and monitor against a grant budget separate and unique from the departmental or appropriations budget.	DESIRED	Yes	Reporting
GA.65	Ability to track actual expenditures against budgeted/allowable expenditures by user-defined period (i.e., monthly, quarterly, daily, etc.).	DESIRED	Yes	Reporting
GA.66	Ability to generate hard-copy reimbursement requests to grantor agencies from expenditure data.	DESIRED	Yes	Reporting
GA.67	Ability to establish and adjust budgets for each grant, with budget amendment.	DESIRED	Yes	Budgeting adjustment
GA.68	Ability to add or modify grant information online with audit trail of all changes.	DESIRED	Yes	
GA.69	Ability to provide for grant summary history online.	DESIRED	Yes	
GA.70	Ability to support multiple programs per grant (sub-grants).	DESIRED	Yes	
GA.71	Ability to uniquely identify each sub-grantee for grants and all grant financial activity related to sub-grantees.	DESIRED	Yes	Each one would require a different name, but it can be done
GA.72	Ability to process data from purchasing system for purchase orders and encumbrances.	DESIRED	Yes	This is done in purchasing.
Ability to accumulate costs either manually or automated from the following sources:				
GA.85	Pay variances including overtime, sick days, holidays, etc.	DESIRED	Yes	Reporting

GA.86	Accounts payable information	DESIRED	yes	Reporting
GA.87	Mileage/fuel expenditures	DESIRED	Yes	User defined information
GA.88	Equipment/asset costs	DESIRED	Yes	Reporting
GA.89	Ability to distribute employee costs to a project	DESIRED	Yes	In purchasing, using a req or PO we can assign it to a project.

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
GA.90	Ability to distribute equipment cost to a project	DESIRED	Yes	
GA.91	Other user defined fields	DESIRED	yes	User Defined fields are available throughout Incode.
Ability to record the following grant data:				
GA.92	Grant Title	DESIRED	Yes	
GA.93	Federal or State grantor agency name.	DESIRED	Yes	
GA.94	Grant, Capital Project, Federal Assistant Grant, or Site-approved Contract Number or Reporting Category	DESIRED	Yes	
GA.95	Multiple Grant numbers	DESIRED	Yes	
GA.96	Grant name	DESIRED	Yes	
GA.97	Grant description	DESIRED	Yes	
GA.98	Grantor	DESIRED	Yes	
GA.99	Grantor Contact (Name, Phone Number, E-mail Address)	DESIRED	Yes	

GA.100	Grantor's mailing address	DESIRED	Yes	
GA.101	Date application submitted	DESIRED	Yes	
GA.102	Date application approved	DESIRED	Yes	User Defined Information
GA.103	Original grant approval amount	DESIRED	Yes	User Defined Information
GA.104	Grant budget	DESIRED	Yes	
GA.105	Grant amendments	DESIRED	Yes	
GA.106	Grant carryovers	DESIRED	Yes	
GA.107	Grant fiscal calendar	DESIRED	Yes	
GA.108	Grant beginning date	DESIRED	Yes	
GA.109	Grant expiration date	DESIRED	Yes	
GA.110	Amounts of site matching funds	DESIRED		
GA.111	Responsible department or division	DESIRED	Yes	
GA.112	Department or division contact	DESIRED	Yes	
GA.113	Ability to capture all grant transaction activity through the general ledger.	DESIRED	Yes	
GA.114	Ability to uniquely identify each grant through the assignment of an agency defined grant number.	DESIRED	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
Ability to capture grant expenditures and revenues by:				

GA.115	General ledger account numbers	DESIRED	Yes	
GA.116	Grantor-defined categories or accounts	DESIRED	Yes	
GA.117	Grant purchase orders and encumbrances	DESIRED	Yes	
GA.118	Grants status codes	DESIRED	Yes	
GA.119	Narrative fields for miscellaneous information	DESIRED	Yes	
GA.120	User defined fields	DESIRED	Yes	
GRANT REPORTS				
GA.121	Ability to produce ad hoc reports using a report writer (i.e., SQL Server Reporting Services)	DESIRED	Yes	
GA.122	Ability to produce charts, highlight figures, create tables using the ad hoc report writer.	DESIRED	Yes	Dashboard and reporting
GA.123	Ability to provide security for ad hoc report writer to ensure only users with permissions can access appropriate information.	DESIRED	Yes	
GA.124	Ability to create PDF files or HTML links.	DESIRED	Yes	
GA.125	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	DESIRED	Yes	
GA.126	Ability for scheduled reports to be emailed to a user.	DESIRED	Yes	
GA.127	Ability to export queries to popular desktop applications (i.e., Excel, Word).	DESIRED	Yes	
FA.120	Schedule of current year's depreciation associated with each asset.	DESIRED	Yes	In fixed assets
GA.129	Ability to produce reports for any user-defined period, including grant life to date or grant year.	DESIRED	Yes	
GA.130	Ability to generate reports on either a cash or accrual basis.	DESIRED	Yes	Incode works with either modified cash or accrual, but it cannot switch back and forth between the two.

GA.131	Ability to produce all reports using both grantor-defined categories or the site's chart of accounts.	DESIRED	Yes	
Ability to provide the following reports:				
GA.132	Expenditures and revenues per grant	DESIRED	Yes	Reporting
GA.133	Sources of revenues	DESIRED	Yes	
GA.134	Reimbursed costs	DESIRED	Yes	
GA.135	Budget vs. actual costs	DESIRED	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
GA.136	Combined grant revenue and expenditure reports	DESIRED	Yes	
GA.137	Pending approval grant report	DESIRED	No	
GA.138	Pending expiration or expired grant report	DESIRED	Yes	

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Cash Management- **General Requirements**
City of Corcoran – Criticality = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
GENERAL PROGRAM CAPABILITIES: CASH MANAGEMENT:				
CM.1	Ability to integrate with accounting system transactions to provide a "budget vs. actual" cash flow analysis.	DESIRED	YES	
Ability to reconcile cash accounts (book balance) with their corresponding bank accounts (bank balance), including:			**YES**	
REPORTS				
CM.12	Ability to produce ad hoc reports using a report writer (i.e., SQL Server Reporting Services).	CRITICAL	YES	
CM.13	Ability to produce charts, highlight figures, create tables using the ad hoc report writer.	CRITICAL	YES	
CM.14	Ability to provide security for ad hoc report writer to ensure only users with permissions can access appropriate information.	CRITICAL	YES	
CM.15	Ability to create PDF files or HTML links.	CRITICAL	YES	
CM.16	Ability to schedule reports for regular production (i.e., monthly, bi-weekly, etc.).	CRITICAL	YES	
CM.17	Ability for scheduled reports to be emailed to a user.	DESIRED	YES	
CM.18	Ability to export queries to popular desktop applications (i.e., Excel, Word).	CRITICAL	YES	
CM.19	Daily treasurer's totals.	CRITICAL	YES	
CM.20	Cash flow summary and detail.	CRITICAL	YES	
	Support for check/warrant reconciliation, including:	CRITICAL	YES	
CM.22				
CM.23	Payables/Payroll check writing history files	DESIRED	YES	
CM.24	Can manually indicate that checks have cleared	CRITICAL	YES	
CM.25	Reports for cleared, outstanding, and voided checks	CRITICAL	YES	
CM.26	Support for miscellaneous cash receipts, including walk-in payments from the public, mailed-in payments, turnovers from other departments, payments against any outstanding invoices, including delinquent accounts.	CRITICAL	YES	
CM.27	Daily Payments Journal that includes a detailed list of payments received, as well as a summary by receipt and tender type.	DESIRED	YES	

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Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
General Requirements				
HR.1	The system has the ability to support a system-generated unique employee number with override capabilities.	CRITICAL	Yes	
HR.2	The system has the ability to track various employee information through unique employee identifier.	CRITICAL	Yes	
HR.3	The system has the ability to capture and maintain 1-9 documentation and track status.	CRITICAL	Yes	
HR.4	The system has the ability to via automated workflow, generate personnel status email notices on-line (e.g. FMLA, applicant rejection, military leave, leave donation, return to work, benefit information).	CRITICAL	Yes	
HR.5	The system has the ability to accommodate workflow approvals of human resources-related processes and documents.	DESIRED	Yes	
The system has the ability to maintain and manage employee personnel information, including (but not limited to) the following fields:				
HR.6	Name;	CRITICAL	Yes	
HR.7	DOB;	CRITICAL	Yes	
HR.8	SSN;	CRITICAL	Yes	
HR.9	Employee number;	CRITICAL	Yes	
HR.10	Spouse information;	DESIRED	Yes	
HR.11	Dependent information;	DESIRED	Yes	
HR.12	Contact detail (phone, cell, e-mail address);	CRITICAL	Yes	
HR.13	Date of hire;	CRITICAL	Yes	
HR.14	Start date;	CRITICAL	Yes	
HR.15	Leave date(s);	CRITICAL	Yes	
HR.16	Benefit detail (benefit eligible date, retirement date);	CRITICAL	Yes	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.17	Emergency contact information (name(s), phone, address, e-mail address); and	CRITICAL	Yes	
HR.18	Other standard and user-defined fields.	CRITICAL	Yes	
HR.19	The system has the ability to capture multiple emergency contacts.	DESIRED	Yes	
HR.20	The system has the ability to, upon new hire, notify all pertinent departments (based on user0defined criteria) and trigger appropriate workflow processes (e.g. established network access and sets up workstation, Payroll set-up, Benefits enrollment, equipment issued etc.).	DESIRED	No	
HR.21	The system has the ability to provide for an orientation process checklist that can be customized by and for each department and by job title.	DESIRED	Yes	
HR.22	The system has the ability to attach files to work orders at entry, management or reporting stage.	DESIRED	Yes	
HR.23	The system has the ability to accommodate planned or immediate terminations.	CRITICAL	Yes	
HR.24	The system has the ability to define multiple separation codes (discharged die to misconduct, performance issues, poor attendance, other user-defined; resignation due to mutual agreement, career advancement, career change relation, retirement, other user-defined).	CRITICAL	Yes	
HR.25	The system has the ability to record employee's and supervisor's reasons for termination/separation.	CRITICAL	Yes	
HR.26	The system has the ability to track the length of time an employee has filled a position.	CRITICAL	Yes	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.27	The system has the ability to record and track items assigned to employees (e/g/ cell phone, keys, ID card, Parking pass, etc).	CRITICAL	Yes	
HR.28	The system has the ability to general personnel action forms on-line.	CRITICAL	Yes	
HR.29	The system has the ability to transfer employees from one position to another.	CRITICAL	Yes	
HR.30	The system has the ability to accommodate user-defined rules for employee transfer (e.g. employees assigned to multiple departments are flagged as exceptions).	DESIRED	No	
The system has the ability to track the following position data:				
HR.31	Fiscal year;	CRITICAL	Yes	
HR.32	Job title;	CRITICAL	Yes	
HR.33	Job code;	CRITICAL	Yes	
HR.34	Position number;	CRITICAL	Yes	If position tile includes
HR.35	Position type (e/g/ skilled labor, management, etc).	DESIRED	No	
HR.36	Supervisor name;	CRITICAL	Yes	
HR.37	Physical work location;	DESIRED	No	
HR.38	Department/program/project;	CRITICAL	Yes	
HR.39	Exempt/mom-exempt status;	CRITICAL	No	
HR.40	Percent of fulltime;	CRITICAL	Yes	
HR.41	Pay rate;	CRITICAL	Yes	
HR.42	Probation end date/period;	CRITICAL	No	On employee, not position
HR.43	Salary range;	DESIRED	Yes	Salary Schedule values
HR.44	FT/PT/retiree flag;	CRITICAL	Yes	
HR.45	Temp/permanent flag;	CRITICAL	Yes	
HR.46	Department/division/program start date;	DESIRED	No	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
Budget Preparation				
HR.47	Promotion date(s);	CRITICAL	Yes	
HR.48	Anniversary date;	CRITICAL	Yes	
HR.49	Unlimited text field or comments; and	DESIRED	Yes	
HR.50	Other user-defined fields.	DESIRED	Yes	
HR.51	The system has the ability to accommodate multiple labor codes.	DESIRED	Yes	
HR.52	The system has the ability to maintain job descriptions online.	CRITICAL	Yes	
HR.53	The system has the ability to allow positions to be budgeted for partial year (e.g. 3,6,9 months).	CRITICAL	Yes	
HR.54	The system has the ability to reinstate a separated employee, requiring approval sign-ff per user-defined rules (at multiple levels if necessary).	CRITICAL	Yes	
The system has the ability to maintain current salary information including (but not limited to):				
HR.55	Effective date;	CRITICAL	Yes	
HR.56	Salary range;	DESIRED	Yes	
HR.57	Wage range;	DESIRED	Yes	
HR.58	Employee review date;	CRITICAL	Yes	
HR.59	Pay change reason/action code;	CRITICAL	Yes	
HR.60	Amount of change;	CRITICAL	Yes	
HR.61	Unlimited text field to describe pay change reason/action; and	DESIRED	No	100 characters
HR.62	Other user-defined fields.	DESIRED	Yes	
HR.63	The system has the ability to provide for multiple salary schedule.	CRITICAL	Yes	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.64	The system has the ability to accommodate multiple salary table lined to multiple job/description classes.	CRITICAL	Yes	
HR.65	The system has the ability to accommodate tracking shift structure for employees.	CRITICAL	Yes	
HR.66	The system has the ability to capture permanent and temporary job-type indicators, including (but not limited to) seasonal and provisional employees.	DESIRED	Yes	With standard and user-defined fields
HR.67	The system has the ability to capture the typical hours of a position (e.g. 9am to 5pm).	CRITICAL	Yes	Scheduled hours, but not time of day
HR.68	The system has the ability to support the submission of a detailed budget, one that includes revenue sources, detailed expenditures, multi-funding sources, multi-year budget and matching funds.	DESIRED	Yes	
HR.69	The system has the ability to provide multiple pay grades.	CRITICAL	Yes	
HR.70	The system has the ability to assign employees to single or multiple jobs and graces (with multiple levels of sign-off approval per user-defined rules).		Yes	
HR.71	The system has the ability to provide positions filled/available reporting.	CRITICAL	Yes	
HR.72	The system has the ability to monitor base salary and additional compensation components by employee.	CRITICAL	Yes	
The system has the ability to allow the City to define a number of employee deductions/garnishments including (but not limited to):				
HR.73	Child support;	CRITICAL	Yes	
HR.74	Tax liens;	CRITICAL	Yes	
HR.75	Bankruptcy's;	CRITICAL	Yes	
HR.76	Creditors;	CRITICAL	Yes	
HR.77	Trustees;	CRITICAL	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.78	Court orders; and	CRITICAL	Yes	
HR.79	Other, user defined.	DESIRED	Yes	
HR.80	The system has the ability to track temporary alternate duty assignments and restrictions.	DESIRED	Yes	
HR.81	The system has the ability to generate seniority reporting.	DESIRED	Yes	
HR.82	The system has the ability to support HIPPA compliance.	DESIRED	Yes	
The system has the ability to maintain, at a minimum, the following applicant data:				
HR.83	Date of application;	CRITICAL	Future	Future Applicant Module – initial feature set unknown
HR.84	Time of application;	CRITICAL	Future	
HR.85	Applicant Name	CRITICAL	Future	
HR.86	Source of application information;	DESIRED	Future	
HR.87	Relatives employed by City;	CRITICAL	Future	
HR.88	Address;	CRITICAL	Future	
HR.89	Phone number/s;	CRITICAL	Future	
HR.90	Email address/es;	CRITICAL	Future	
HR.91	Positions applied/referred for;	CRITICAL	Future	
HR.92	Ability to be legally employed in the USA (Y/N);	CRITICAL	Future	
HR.93	Reference detail;	CRITICAL	Future	
HR.94	Attached resume (Word or pdf);	CRITICAL	Future	
HR.95	Criminal background information;	CRITICAL	Future	
HR.96	Previous employment information;	CRITICAL	Future	
HR.97	Education;	CRITICAL	Future	
HR.98	Certificates/licensure;	CRITICAL	Future	
HR.99	Results of required test; and	CRITICAL	Future	
HR.100	Other user defined.	DESIRED	Future	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
The system has the ability to track EEO data for use in statistical analysis and reporting, including but not limited to:				
HR.101	Requisition Number;	DESIRED	Future	Future Applicant Module – initial feature set unknown
HR.102	Selected Flag;	DESIRED	Future	
HR.103	Applicant name;	CRITICAL	Future	
HR.104	Applicant ID;	DESIRED	Future	
HR.105	Applicant Record Number	DESIRED	Future	
HR.106	Applicant address;	CRITICAL	Future	
HR.107	Hone phone;	CRITICAL	Future	
HR.108	Application received date	CRITICAL	Future	
HR.109	Email address;	CRITICAL	Future	
HR.110	Race;	CRITICAL	Future	
HR.111	Sex;	CRITICAL	Future	
HR.112	Department;	CRITICAL	Future	
HR.113	Highest grade completed;	CRITICAL	Future	
HR.114	GPA;	DESIRED	Future	
HR.115	Recruiting Source;	CRITICAL	Future	
HR.116	Other user-defined fields.	DESIRED	Future	
HR.117	The system has the ability to store EEO data separate from the applicant record.	CRITICAL	Future	
HR.118	The system has the ability to restrict access to EEO data to authorized users as determined by City user profiles.	CRITICAL	Future	
HR.119	The system has the ability to populate EEO data by electronic submissions from applicant record and requisition data.	CRITICAL	Future	
HR.120	The system has the ability to save EEO data upon initial entry for user's profile with blocks prefilled for multiple application submissions.	DESIRED	Future	
HR.121	The system has the ability to track ADA	DESIRED	Future	

	accommodations with an applicant.			
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
HR.122	The system has the ability to support EEO an ADA analysis.	DESIRED	Future	Future Applicant Module – initial feature set unknown
HR.123	The system has the ability to flag an employee record upon SSN validation, once terminated as unable to reapply.	CRITICAL	Future	
New Hite Processing				
HR.124	The system has the ability to send information to required departments for data transfer once hired (i.e. IS for computer account setup, etc.).	DESIRED	No	Manual notification could be sent
HR.125	The system has the ability to require fingerprints for certain employees, prior to starting their first day.	CRITICAL	No	
HR.126	The system has the ability to produce a user-defined pre-employment checklist of forms that must be completed electronically.	CRITICAL	No	Paper forms can be created.
HR.127	The system has the ability to monitor conditional fire requirements and pass/fail information, test scores, drug tests and other data.	CRITICAL	Yes	
HR.128	The system has the ability to notify applicant that additional documentation is needed for hire (e.g. degrees, certifications, etc.)/	CRITICAL	No	Manual notification can be sent
HR.129	The system has the ability to identify training requirements based on multiple factors including the position ID, job code, department, division/service area.	DESIRED	No	
The system has the ability to define a checklist for benefit eligible and non-benefit eligible new employees, including:				
HR.130	Employee Handbook and Policy Manuals	CRITICAL	Yes	Onboarding task
HR.131	Union Contract (confirm that contract was provided only).	CRITICAL	Yes	Onboarding task

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
The system has the ability to provide salary and benefit forecasting capabilities based on the import/integration from the payroll application including:				
HR.132	Required Forms;	DESIRED	Yes	
HR.133	Optional Forms; and	DESIRED	Yes	
HR.134	Other, user defined.	DESIRED	Yes	
The system has the ability to define a checklist for employees new to position based upon:				
HR.135	Job class;	CRITICAL	Yes	Onboarding task
HR.136	Position level;	CRITICAL	Yes	Onboarding task
HR.137	Department; and	CRITICAL	Yes	Onboarding task
HR.138	Other, user defined.	DESIRED	Yes	Onboarding task
HR.139	The system has the ability to define orientation requirements for new hires based upon department, job class, and/or other factors.	CRITICAL	Yes	Onboarding task
HR.140	The system has the ability to route completed new employee forms to appropriate departments, based upon multiple workflows.	DESIRED	No	
HR.141	The system has the ability to list missing documents by each new hire and/or dates.	CRITICAL	Yes	Onboarding task
HR.142	The system has the ability to define different escalation factors based upon checklist item (e.g. required item has a certain time frame vs and optional item).	DESIRED	Yes	Onboarding time due
HR.143	The system has the ability to override missing required checklist items with security permissions.	DESIRED	Yes	
HR.144	The system has the ability to correct and make adjustments to forms based upon effective date and/or retroactively.	CRITICAL	Yes	
HR.145	The system has the ability to set up special posting and hiring rules for union, related jobs and positions (example; lateral postings).	CRITICAL	Yes	Notes or documents

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
		Benefits		
HR.146	The system has the ability to provide for a Benefits-specific new employee orientation checklist that can be customized by and for each department, job class, and status (temporary or permanent) (all items assigned to employee).	CRITICAL	Yes	Benefits Administration and onboarding task
HR.147	The system has the ability to accommodate participant and dependent benefit enrollment processing for benefit options.	CRITICAL	Yes	
HR.148	The system has the ability to establish multiple eligibility rules.	CRITICAL	Yes	Benefit eligibility date and other rules manually
HR.149	The system has the ability to calculate premium amounts based on user-defined tables.	CRITICAL	Yes	
HR.150	The system has the ability to start and stop any deductions at any given time.	CRITICAL	Yes	
HR.151	The system has the ability to support flexible benefit accounts.	CRITICAL	Yes	
HR.152	The system has the ability to support flexible spending accounts enrollment and reimbursement.	CRITICAL	Yes	
HR.153	The system has the ability to identify type of coverage (e.g., single, 2-person family).	CRITICAL	Yes	
HR.154	The system has the ability to track benefits eligibility.	CRITICAL	Yes	
HR.155	The system has the ability to notify employees of benefit eligibility dates.	CRITICAL	Yes	
HR.156	The system has the ability to maintain coverage and deduction detail by date.	CRITICAL	Yes	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
The system has the ability to track the following:				
HR.157	Coverage effective dates;	CRITICAL	Yes	
HR.158	Coverage history;	CRITICAL	Yes	
HR.159	Name change history;	CRITICAL	Yes	
HR.160	Dependent information;	CRITICAL	Yes	
HR.161	Beneficiary information; and	CRITICAL	No	
HR.162	Years of service	CRITICAL	Yes	
The system has the ability to maintain premium and deduction amounts for multiple benefit plans including (but not limited to):				
HR.169	Health Insurance;	CRITICAL	Yes	
HR.164	Dental Insurance;	CRITICAL	Yes	
HR.165	Vision Insurance;	CRITICAL	Yes	
HR.166	Life Insurance;	CRITICAL	Yes	
HR.167	Deferred compensation plans, including retirement plans;	CRITICAL	Yes	
HR.168	Flexible spending accounts for medical and childcare reimbursement accounts;	CRITICAL	Yes	
HR.169	Long term disability;	CRITICAL	Yes	
HR.170	Short term disability;	CRITICAL	Yes	
HR.171	529.Education Savings Plan; and	DESIRED	Yes	
HR.172	457 Plan.	CRITICAL	Yes	
HR.173	The system has the ability to allow six months open for benefits enrollments and closeouts.	DESIRED	Yes	
HR.174	The system has the ability to establish multiple eligibility rules.	DESIRED	Yes	Date and position group
HR.175	The system has the ability to track benefit allowance contributions to insurance other than health insurance.	DESIRED	Yes	
HR.176	The system has the ability to differentiate for deferred compensation purposes, any employer match.	CRITICAL	Yes	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.177	The system has the ability to establish the appropriate tax ramifications for the deferred compensation amounts.	CRITICAL	**Yes**	
HR.178	The system has the ability to manually adjust benefit withholdings.	CRITICAL	**Yes**	
HR.179	The system has the ability to maintain the benefit pool even in the certain user-defined non-paid statuses.	DESIRED	**Yes**	
The system has the ability to maintain benefit eligibility data including:				
HR.180	Length of service	CRITICAL	**Yes**	
Hr.181	Age;	CRITICAL	**Yes**	
HR.182	Marital status;	CRITICAL	**Yes**	**By assigning to a BE plan by marital status**
HR.183	Dependent information for multiple dependents (including name, SSN, Address, other contact information);	DESIRED	**Yes**	
HR.184	Employee status (active, retired, leave of absence, suspension, termination, FMLA, military leave, etc.)	CRITICAL	**Yes**	
HR.185	Hours worked by various search criteria (e.g. weekly, bi-weekly, pay period, annually); and	CRITICAL	**Yes**	
HR.186	Other user defined.	DESIRED	**?**	**Need more information**
HR.187	The system has the ability to provide tracking for death of employees, retirees or dependent.	DESIRED	**Yes**	
HR.188	The system has the ability to allow mass updates of employee plan designation.	DESIRED	**Yes**	
HR.189	The system has the ability to allow online update of benefits individually and as a group.	DESIRED	**Yes**	
HR.190	The system has the ability to generate summary statements by employees.	DESIRED	**Yes**	
HR.191	The system has the ability to integrate COBRA and Retiree Benefits with General Ledger and Accounts Receivable.	DESIRED	**Yes**	
HR.192	The system has the ability to track and bill health and other benefit payments for retirees.	DESIRED	**Yes**	**With Accounts Receivable module**

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.193	The system has the ability to identify leave, start and end dates.	CRITICAL	**Yes**	
HR.194	The system has the ability to identify employee status (e.g. FLMA leave, military leave, retired).	CRITICAL	**Yes**	
HR.195	The system has the ability to track different leave types which accumulate concurrently as defined by user for each employee (e.g. military annual leave, military leave, workers' compensation).	DESIRED	**Yes**	
HR.196	The system has the ability to track leave and place annual or automatic stop on accruals when contract maximums are reached.	CRITICAL	**Yes**	
HR.197	The system has the ability to notify employees of rejected leave requests.	CRITICAL	**Yes**	
HR.198	The system has the ability to provide notices to employees for Family Medical Leave Act (FMLA) events, based on user-defined criteria.	DESIRED	**Yes**	**Employee form; on user demand**
HR.199	The system has the ability to track FMLA based on user-defined criteria (e.g. length of service, eligibility, previous FMLA use etc.).	DESIRED	**Yes**	
HR.200	The system has the ability to maintain benefit coverage for employees on leave who elect to pay for his or her own coverage.	DESIRED	**Yes**	
HR.201	The system has the ability to produce confirmation letters indicating the employee's current participation levels in all benefit plans.	DESIRED	**Yes**	
HR.202	The system has the ability to interface with the employee's self-service module for benefit plan open enrollment, benefits and other changes, etc., (with verification process).	CRITICAL	**Yes**	
HR.203	The system has the ability to track current and historical benefit costs including (But not limited to) employer cost, employee cost and total premiums/contributions.	DESIRED	**Yes**	
HR.204	The system has the ability to maintain a record of employee plan history.	DESIRED	**Yes**	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.205	The system has the ability to validate that the employee is eligible for the plan selected.	CRITICAL	**No**	**User determines**
HR.206	The system has the ability to determine coverage and deduction amounts for the employee using parameters stored in the benefit plan structure tables.	CRITICAL	**Yes**	
HR.207	The system has the ability to support pre-and post-tax payroll deductions.	CRITICAL	**Yes**	
HR.208	The system has the ability to automatically produce payroll deductions based on benefit plan enrollments.	CRITICAL	**Yes**	
HR.209	The system has the ability to process and pay benefits reimbursement on a payroll check.	DESIRED	**Yes**	
HR.210	The system has the ability to retroactively enroll in plans and automatically impact payroll to compute the proper pay adjustments and deductions.	CRITICAL	**Yes**	
HR.211	The system has the ability to retroactively enroll dependents in plans and automatically impact payroll to compute the proper pay adjustments and deductions.	CRITICAL	**Yes**	
HR.212	The system has the ability to recalculate life insurance amounts and costs to be recalculated for all employees at any time during the year based on changed salary, cover, and/or plan cost parameters.	DESIRED	**Yes**	
HR.213	The system has the ability to enter new enrollment data for a future date without changing the current elections until the date of the new enrollment period begins.	DESIRED	**Yes**	
Employee Discipline/Grievances				
HR.214	The system has the ability to record and track various discipline types that are maintained by the HR department.	DESIRED	**Yes**	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.215	The system has the ability to record and track disciplinary actions (and maintain history) including information on incidents causing the action, steps taken in resolution, and the personnel involved.	CRITICAL	**Yes**	
HR.216	The system has the ability to allow a new supervisor (within the City) to view prior discipline action, with appropriate security.	CRITICAL	**Yes**	
HR.217	The system has the ability to automatically route information to HR, supervisors, etc., regarding disciplinary actions.	CRITICAL	**No**	**User can send message.**
HR.218	The system has the ability to capture user-entered narrative for each step of grievance process.	CRITICAL	**Yes**	
HR.219	The system has the ability to track all disciplinary complaints, investigations, and actions, including (but not limited to); letters of reprimand; warnings; suspensions; discharges.	CRITICAL	**Yes**	
The system has the ability to capture and maintain disciplinary action detail, including (but not limited to):				
HR.220	File number;		**No**	
HR.221	Employee name;	CRITICAL	**Yes**	**On employee record**
HR.222	Home department;	CRITICAL	**Yes**	**From employee record**
HR.223	Issue;	CRITICAL	**Yes**	
HR.224	Proposed discipline;	CRITICAL	**No**	**Could be captured in a note**
HR.225	Date;	CRITICAL	**Yes**	
HR.226	Date discipline rendered;	CRITICAL	**No**	**log could be used**
HR.227	Supervisor's name;	CRITICAL	**Yes**	**From employee position**
HR.228	Grievance field indicator;	DESIRED	**No**	
HR.229	Unlimited notes and/or text entry; and	DESIRED	**Yes**	
HR.230	Other user-defined fields.	DESIRED	**No**	**Notes and Documents are available**
HR.231	The system has the ability to define multiple grievance rules.	DESIRED	**No**	**Grievance records, but not rules**
The system has the ability to maintain historical disciplinary action detail, including (but not limited to):				
HR.232	Employee;	CRITICAL	**Yes**	
HR.233	Date:	CRITICAL	**Yes**	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.234	Type of incident;	CRITICAL	**Yes**	
HR.235	Follow-up action; and	CRITICAL	Yes	Step
HR.236	Other user-defined fields.	DESIRED	No	There are notes and documents
Position Control				
The system has the ability to perform the following position transactions:				
HR.237	Add or delete positions;	CRITICAL	Yes	
HR.238	Reclassify positions;	CRITICAL	Yes	
HR.239	Change job title:	CRITICAL	Yes	
HR.240	Transfer positions;	CRITICAL	Yes	
HR.241	Freeze or unfreeze positions;	CRITICAL	Yes	
HR.242	Activate or inactivate positions;	CRITICAL	Yes	
HR.243	Split position funding and/or labor allocation;	DESIRED	Yes	
HR.244	Change the number of authorized full-time equivalents per positional and	DESIRED	Yes	
HR.245	Record associated effective dates of position transactions.	CRITICAL	Yes	
HR.246	The system has the ability to ensure that a position is defined and authorized before it can be budgeted.	DESIRED	Yes	
HR.247	The system has the ability to move positions from one location to another.	DESIRED	No	
HR.248	The system has the ability to track employee movement between positions.	DESIRED	Yes	
HR.249	The system has the ability to maintain multiple probation/adjustment period codes (including temporary position codes).	DESIRED	Yes	
HR.250	The system has the ability to assign a unique identifier and title to each position.	DESIRED	Yes	
HR.251	The system has the ability to track position budgeted cost.	DESIRED	Yes	
HR.252	The system has the ability to track position characteristics including (but not limited to); job classification; position title; work schedule; skills, training and certification requirements.	CRITICAL	Yes	Some of the items are on the employee vs the position.

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.253	The system has the ability to track internal promotions.	CRITICAL	Yes	
HR.254	The system has the ability to create budgets at job, grade, position, and organizational levels.	CRITICAL	Yes	Dependent upon chart of accounts
HR.255	The system has the ability to provide budget comparisons against actual costs.	CRITICAL	Yes	
HR.256	The system has the ability to perform multiple personnel budgeting forecast scenarios, with the ability to save information ("what-if" scenarios).	DESIRED	Yes	
HR.257	The system has the ability to capture job title history.	DESIRED	Yes	
HR.258	The system has the ability to accommodate budgeting for overall and departmental headcount salaries.	CRITICAL	Yes	
HR.259	The system has the ability to accommodate single or multiple funding sources for each position	DESIRED	Yes	
HR.260	The system has the ability to maintain history on job vacancy (position) information for at least ten years.	CRITICAL	Yes	
Performance Evaluations				
HR.261	The system has the ability to accommodate job-specific employee evaluation forms in various formats that can be easily customized by the City.	DESIRED	Yes	
HR.262	The system has the ability to attach unlimited performance evaluations to the employee record.	CRITICAL	Yes	
HR.263	The system has the ability to capture performance and salary review information.	CRITICAL	Yes	
HR.264	The system has the ability to perform evaluation scheduling (including employee, reviewer(s), date).	CRITICAL	No	
HR.265	The system has the ability to record performance evaluation detail, including narratives.	CRITICAL	Yes	
HR.266	The system has the ability to accommodate electronic performance evaluations, utilizing electronic signatures to notate approval.	CRITICAL	No	No electronic signature
HR.267	The system has the ability to notify employees and supervisors of evaluation due dates (through workflow).	CRITICAL	Yes	Dashboard and/or scheduled reports

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.268	The system has the ability to track evaluation completion and overdue status (through workflow0, with periodic and/or continued automatic notifications until completion.	CRITICAL	Yes	Dashboard
HR.269	The system has the ability to accommodate performance evaluation "forms" that are linked to employee class (e.g. occupational types, etc.).	CRITICAL	Yes/No	Yes for forms; No for link
Training and Certifications				
The system has the ability to record and update employee training data, including (but not limited to):				
HR.270	Licenses;	CRITICAL	Yes	
HR.271	Certificates;	CRITICAL	Yes	
HR.272	Course enrollment/completion; and	CRITICAL	Yes	
HR.273	Other user-defined fields.	DESIRED	No	Notes and documents are available
HR.274	The system has the ability to track dates of licensure, certification, training, permits and other expirations.	CRITICAL	Yes	
HR.275	The system has the ability to provide employee and supervisor notices when expirations are within a user-defined time period.	DESIRED	Yes	Dashboard and scheduled reports
HR.276	The system has the ability to provide employee and supervisor notices of violation and expirations.	DESIRED	Yes/No	Yes for expirations; No for violations
HR.277	The system has the ability to track driver's license requirements for various job classes.	DESIRED	Yes	
HR.278	The system has the ability to track training attendance/completion by employee, division and department.	CRITICAL	Yes	
HR.279	The system has the ability to track progress toward and completion of licenses and certifications as required for specific jobs.	CRITICAL	Yes	
HR.280	The system has the ability to integrate with imaging/scanning/document management systems.	CRITICAL	Yes	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
Employee Self Service				
The system has the ability to provide employees view access to personal information including (but not limited to):				
HR.281	Name;	CRITICAL	Yes	
HR.282	Address;	CRITICAL	Yes	
HR.283	Emergency contact information;	CRITICAL	Yes	
HR.284	Demographics;	CRITICAL	Yes	
HR.285	Benefit information (selected plans, dependents beneficiaries);	CRITICAL	Yes	
HR.286	Salary information (base, supplemental, YTD, history);	CRITICAL	Yes	
HR.287	Other deductions information (garnishments, child support, voluntary deductions);	CRITICAL	Yes	
HR.288	Flexible spending information (amount spent, remaining balance);	CRITICAL	Yes	
HR.289	Leave balances; and	CRITICAL	Yes	
HR.290	Other user-defined fields.	DESIRED	Yes	Misc. benefits
The system has the ability to allow employees to update personal information with appropriate verification process/workflow, including (but not limited to) the following:				
HR.291	Address;	CRITICAL	Yes	
HR.292	Phone number/s;	CRITICAL	Yes	
HR.293	Contact information;	CRITICAL	Yes	
HR.294	Emergency contact information;	CRITICAL	Yes	
HR.295	Direct deposit with attached supporting documentation;	CRITICAL	Yes	
HR.296	W4;	CRITICAL	Yes	
HR.297	Voluntary deduction amounts;	CRITICAL	Yes	
HR.298	Open enrollment at appropriate dates, and	CRITICAL	Yes	
HR.299	Other user-defined fields.	DESIRED	Yes	Other benefits
HR.300	The system has the ability to provide notification of changes (as described able) to an employee and a supervisor or other user-defined department.	DESIRED	Yes	HR staff

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.301	The system has the ability to accommodate user-defined approval for Employee Self Service activities (changes, information entry) performed by the employee, including (but not limited to) user verification (via password or other identification verification means).	DESIRED	Yes	Most items are employee to HR, but Leave request and hours entry can have a user-defined workflow.
HR.302	The system has the ability allow employees to view pay stub information including (but not limited to) the following: gross pay, taxes, other deductions, net pay, pay period and year-to-date totals.	CRITICAL	Yes	
HR.303	The system has the ability to allow employees to review vacation and sick day balances and submit leave requests.	CRITICAL	Yes	
HR.304	The system has the ability to allow employees to review and request changes for direct deposit amounts.	CRITICAL	Yes	
HR.305	The system has the ability to allow employees to submit time/leave online.	CRITICAL	Yes	
HR.306	The system has the ability to display W2s for viewing and printing in a secure environment.	CRITICAL	Yes	
HR.307	The system has the ability to display the most recent pay stub	CRITICAL	Yes	
General Reporting				
HR.308	The system has the ability to provide employee benefits reporting.	CRITICAL	Yes	
HR.309	The system has the ability to generate reports and forms that comply with EEOC, FMLA, Department of Labor, Military Status and FLSA standards and regulations.	CRITICAL	Yes	
HR.310	The system has the ability to provide standard data and reports to meet established State and Federal reporting requirements.	CRITICAL	Yes	
HR.311	The system has the ability to generate a list of all employees charged to departments other than their home department.	DESIRED	Yes	

Human Resources – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
HR.312	The system has the ability to query and generate reports on all information that is tracked and maintained.	CRITICAL	Yes	
HR.313	The system has the ability to query and export reports on all information that is tracked and maintained in the system.	CRITICAL	Yes	
HR.314	The system has the ability to generate a labor utilization report that shows filled and unfilled positions with user-defined dates and position salary information.	DESIRED	Yes	

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Payroll – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
General Requirements				
PR.1	The system has the ability to generate one and only one payroll record per employee.	CRITICAL	Yes	
PR.2	The system has the ability to accommodate user-defined tables of acceptable ranges for time entry according to work groups.	CRITICAL	Yes	
PR.3	The system has the ability to accommodate an infinite number of employees, departments, jobs, shifts, pay rules, and other user-defined variables.	CRITICAL	Yes	
PR.4	The system has the ability to update pay rules and set effective date as desired (including retroactive, immediate/real-time, next payroll, any other future date).	CRITICAL	Yes	Global update
PR.5	The system has the ability to accommodate multiple pay periods, including (but not limited to): weekly; bi-weekly; semi-monthly; and monthly.	CRITICAL	Yes	
PR.6	The system has the ability to accommodate user-defined overtime rules, including start/stop times, scheduled hours, type of duty performed.	CRITICAL	Yes	
PR.7	The system has the ability to accommodate user-defined rules for shift differentials.	CRITICAL	Yes	
PR.8	The system has the ability to accommodate user-defined rules for premium pay (overtime and "time and a half") calculations, using variables such as scheduled hours, scheduled vs actual hours.	CRITICAL	Yes	
PR.9	The system has the ability to accommodate user-defined rules comp time for non-exempt employees.	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**

PR.10	The system has the ability to accommodate user-defined rules for comp time for exempt employees.	DESIRED	Yes	
PR.11	The system has the ability to calculate the remaining annualized payroll costs by month including accruals.	DESIRED	Yes	
PR.12	The system has the ability to track employee assignments to grants/projects/programs, including the percentage of time spent on those activities.	DESIRED	Yes	This is tracked in time and attendance
PR.13	The system has the ability to mask at the field level in the payroll module based on security permissions.	DESIRED	Yes	
PR.14	The system has the ability to integrate the payroll and HR modules with the budget module.	DESIRED	Yes	This would be in position budgeting, which works with budgeting.
Time Entry and Approval				
The system has the ability to support a variety of data collection methods and devices, including (but not limited to):				
PR.15	Terminal/PC entry;	CRITICAL	Yes	
PR.16	Time clocks;	DESIRED	Yes	We can import a file from the time clock.
PR.17	Swipe card readers;	DESIRED	Yes	The timeclock would need to have this feature
PR.18	Bar coding; and	DESIRED	NO	
PR.19	Smartphones and mobile devices.	CRITICAL	Yes	
PR.20	The system has the ability to support the concurrent use of different types of devices for data collections.	DESIRED	Yes	
PR.21	The system has the ability to print weekly timesheets for user-selected employees as necessary.	DESIRED	NO	However, we have solutions that can accommodate.
The system has the ability to track and adjust time in the following manner:				
PR.22	Earned;	DESIRED	Yes	
PR.23	Used;	DESIRED	Yes	
PR.24	Paid;	DESIRED	Yes	
PR.25	Training;	DESIRED	Yes	

Payroll – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.26	Vacation;	CRITICAL	Yes	
PR.27	Holiday;	CRITICAL	Yes	
PR.28	Unpaid leave;	CRITICAL	Yes	
PR.29	Administrative leave;	CRITICAL	Yes	
PR.30	Adjusted;	CRITICAL	Yes	
PR.31	Lost (e.g. vacation not rolled over);	CRITICAL	Yes	
PR.32	Sick bank;	CRITICAL	Yes	
PR.33	Sick leave;	CRITICAL	Yes	
PR.34	Funeral/bereavement leave;	CRITICAL	Yes	
PR.35	FLSA hours;	CRITICAL	Yes	
PR.36	FMLA hours (available and used); and	CRITICAL	Yes	
PR.37	POIC (Police Officer in Change);	DESIRED	Yes	
PR.38	Comp time;	CRITICAL	Yes	
PR.39	Workers' Compensation;	CRITICAL	Yes	
PR.40	Coupons (wellness, unscheduled City-wide days off);	DESIRED	Yes	

PR.41	Personal leave;	CRITICAL	Yes	
PR.42	Voluntary doc days;	DESIRED	Yes	
PR.43	Civil leave (jury duty, witness duty);	CRITICAL	Yes	
PR.44	Military pay;	CRITICAL	Yes	
PR.45	Short term disability	CRITICAL	Yes	
PR.46	Long term disability	CRITICAL	Yes	
PR.47	Other user defined.	DESIRED	Yes	
The system has the ability to support the following types of time entry:				
PR.48	Employee self-entry;	CRITICAL	Yes	
PR.49	Batch entry by data entry personnel	CRITICAL	Yes	ESS
PR.50	Third party time entry system; and	CRITICAL	Yes	Import into payroll
PR.51	Assignment and reassignment of employee time entry by a different supervisor.	CRITICAL	Yes	If there is more than one approver.
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.52	The system has the ability to accommodate remote site online timesheet data entry with online account validation.	CRITICAL	Yes	ESS
PR.53	The system has the ability to allow a user defined comments field in the timesheet.	CRITICAL	Yes	ESS using activity line item
PR.54	The system has the ability to restrict time entry to pre-establishment ranges, with authorized override capabilities.	CRITICAL	No	However, we have solutions that can accommodate

PR.55	The system has the ability to allow employees to record time for at least 10 different jobs per shift.	CRITICAL	Yes	
PR.56	The system has the ability to process and approve time sheets and time reports in a decentralized and electronic format.	CRITICAL	Yes	ESS
PR.57	The system has the ability to provide administrative rights to managers (e.g. allow managers to enter employee sick time).	CRITICAL	Yes	
PR.58	The system has the ability to require online approval of time by managers.	CRITICAL	Yes	
PR.59	The system has the ability to display employee's timesheet totals to enable timekeeper administration (e.g. supervisor) to validate, confirm and approve data.	CRITICAL	Yes	
PR.60	The system has the ability to route (through workflow) timecards to multiple manages (including Accounting Department) for review, edit and approval (i.e. in instances where employee has worked for multiple managers).	CRITICAL	Yes	
PR.61	The system has the ability to notify employees and/or a supervisor of rejected timecard (via workflow).	CRITICAL	Yes	ESS
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.62	The system has the ability to designate a back-up timecard and leave requests approval (e.g. when a typical approving manager is not available).	CRITICAL	No	However, we have solutions that can accommodate
PR.63	The system has the ability to require electronic signatures for time approval.	DESIRED	No	Yes to electric time approval but not digital signatures.
PR.64	The system has the ability to allow overtime approval to occur prior to or after the work has been performed.	DESIRED	No	However, we have solutions that can accommodate
PR.65	The system has the ability to reverse overtime with user-defined authorization.	CRITICAL	Yes	Done in Payroll review

PR.66	The system has the ability to hold data entered on-line in a suspense of pending file until approved electronically and released for processing.	DESIRED	YES	
PR.67	The system has the ability to allow managers to edit employee timecards (with appropriate authorization).	CRITICAL	Yes	
PR.68	The system has the ability to allow managers to perform mass edits on employee timecards (with appropriate authorization).	DESIRED	Yes	
PR.69	The system has the ability to adjust time entries in prior periods, with an audit trail of change (user, date change).	DESIRED	No	However, we have solutions that can accommodate
PR.70	The system has the ability to require an employee to acknowledge changes made to their timecard (submitted by anyone other than the employee).	DESIRED	No	However, we have solutions that can accommodate
PR.71	The system has the ability to allow overtime approval to occur prior to or after the work has been performed.	DESIRED	No	However, we have solutions that can accommodate
The system has the ability to store time and attendance history data, including (but not limited to):				
PR.72	Employee name;	CRITICAL	Yes	
PR.73	Employee ID number;	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.74	Dates;	CRITICAL	Yes	
PR.75	Time leave (e.g. overtime);	CRITICAL	Yes	
PR.76	Manager approval history	CRITICAL	Yes	
PR.77	The system has the ability to store time and attendance history for at a minimum of six years.	CRITICAL	Yes	
PR.78	The system has the ability to store time and attendance history for at a minimum of ten years.	DESIRED	Yes	

PR.79	The system has the ability to accommodate for Fair Labor Standards Act (FLSA) laws based on the City's current pay codes.	CRITICAL	Yes	
PR.80	The system has the ability to adhere to all current and future local, State and Federal laws.	CRITICAL	Yes	
Leave Time Accrual and Use				
PR.81	The system has the ability to provide query capabilities for leave and accrual balances.	CRITICAL	Yes	
The system has the ability to capture and track leave for multiple leave types, including (but not limited to):				
PR.82	Earned;	DESIRED	Yes	
PR.83	Used;	DESIRED	Yes	
PR.84	Paid;	DESIRED	Yes	
PR.85	Training;	DESIRED	Yes	
PR.86	Vacation;	CRITICAL	Yes	
PR.87	Holiday;	CRITICAL	Yes	
PR.88	Unpaid leave;	CRITICAL	Yes	
PR.89	Administrative leave;	CRITICAL	Yes	
PR.90	Adjusted;	CRITICAL	Yes	
PR.91	Lost;	CRITICAL	Yes	
PR.92	Sick bank;	CRITICAL	Yes	
PR.93	Sick leave;	CRITICAL	Yes	
PR.94	Funeral/bereavement leave;	CRITICAL	Yes	

PR.95	FLSA hours;	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.96	FMLA hours	CRITICAL	Yes	
PR.97	POIC (Police Officer in Charge);	DESIRED	Yes	
PR.98	Comp time;	CRITICAL	Yes	
PR.99	Workers' Compensation	CRITICAL	Yes	
PR.100	Coupons (wellness, unscheduled City-wide days off);	DESIRED	Yes	
PR.101	Personal days;	CRITICAL	Yes	
PR.102	Voluntary doc days;	DESIRED	Yes	
PR.103	Civil leave (jury duty, witness duty);	CRITICAL	Yes	
PR.104	Military pay;	DESIRED	Yes	
PR.105	Short term disability;	CRITICAL	Yes	
PR.106	Long term disability;	CRITICAL	Yes	
PR.107	Other user-defined/	DESIRED	Yes	
PR.108	The system has the ability to capture and maintain breaks in service.	DESIRED		
PR.109	The system has the ability to provide comp time calculation functionality.	CRITICAL	Yes	Need more information on this.

PR.110	The system has the ability to accrue sick leave time every pay period for all qualified employees (on a work Status).	DESIRED	Yes	
PR.111	The system has the ability to provide separate user-defined accrual processes by leave type (such as vacation, comp, sick and personal time).	CRITICAL	Yes	
PR.112	The system has the ability to set and maintain leave and vacation accrual schedules by job class (or other user-defined classification).	CRITICAL	Yes	
PR.113	The system has the ability to accrue sick and vacation at the end of a user specified period (e.g. day, week, pay period, or month).	CRITICAL	yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.114	The system has the ability to accommodate partial eave accrual on a temporary and/or permanent basis (e.g. during FMLA leave).	DESIRED	Yes	
PR.115	The system has the ability to accommodate cumulative (rollover) and non-cumulative (used-it-to-lose-it) Leave accruals.	CRITICAL	Yes	
PR.116	The system has the ability to set a maximum for cumulative (rollover) leave accruals.	CRITICAL	Yes	
PR.117	The system has the ability to maintain leave accrual schedules, containing leave type and accrual rates.	CRITICAL	Yes	
PR.118	The system has the ability to temporarily suspend leave accrual (e.g. during unpaid leave).	CRITICAL	Yes	
PR.119	The system has the ability to calculate liability for unused earned leave by individual employee at regular intervals and on demand.	CRITICAL	Yes	
PR.120	The system has the ability to calculate liability for unused earned leave by groups of employees at regular intervals on demand.	CRITICAL	Yes	

PR.121	The system has the ability to calculate liability for unused earned leave in accordance with city payout rules (i.e.50% is paid years of service).	DESIRED	Yes	
PR.122	The system has the ability to track and calculate the value of lost earned time at regular intervals and on demand.	DESIRED	yes	Reporting
PR.123	The system has the ability to alert managers on leave usage exceptions.	DESIRED	yes	Dashboard
The system has the ability to perform electronic approval process to approve overtime and leave time, including (but not limited to):				
PR.124	Request submittal;	DESIRED	Yes	ESS
PR.125	Manager(s) review/decisioning;	DESIRED	Yes	ESS
PR.126	Request status monitoring;	DESIRED	Yes	ESS
PR.127	Notification of request approval/decline; and	DESIRED	Yes	ESS
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.128	Other user defined.	DESIRED		
PR.129	The system has the ability to provide drill down capability to see attachments to records based on security permissions.	CRITICAL	Yes	
PR.130	The system has the ability to notify user of attempt to submit leave request where accrued time is less than requested time.	CRITICAL	Yes	
PR.131	The system has the ability to submit sick and vacation leave request prior to accrual with appropriate workflow.	DESIRED	Yes	
PR.132	The system has the ability to provide employees online access to leave request status (e.g. pending, under review, etc.).	CRITICAL	Yes	

PR.133	The system has the ability to automatically track FMLA leave based on Federal requirements.	CRITICAL	Yes	
PR.134	The system has the ability to restrict or allow sick and vacation leave to be used only after it is earned.	CRITICAL	Yes	
PR.135	The system has the ability to send an alert/notification to employee and supervisor when accrual maximum/minimum for leave time(s) is approaching.	DESIRED	Yes	Dashboard smartcard
PR.136	The system has the ability to deduct military, vacation and/or personal leave time if not used by City defined year end, with option to override with appropriate security.	CRITICAL	Yes	
Check Processing				
The system has the ability to print the following information on pay stubs:				
PR.137	Benefit tracking;	DESIRED	Yes	
PR.138	Leave tracking;	CRITICAL	Yes	
PR.139	YTD payroll;	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.140	YTD benefits;	DESIRED	Yes	
PR.141	YTD leave;	CRITICAL	Yes	
PR.142	Itemized deductions (e.g. garnishments, union dues, flower fund, Community Foundation deductions, etc.)	CRITICAL	Yes	
PR.143	Other user-defined fields.	DESIRED	Yes	
The system has the ability to print multiple messages on pay stubs, specific to any combination of the following:				
PR.144	City-wide;	DESIRED	No	
PR.145	Department;	DESIRED	No	

PR.146	Division;	DESIRED	no	
PR.147	Job classification;	DESIRED	No	
PR.148	Employee;	DESIRED	No	
PR.149	Benefits status;	DESIRED	No	
PR.150	Health plan;	DESIRED	No	
PR.151	Any deduction category;	DESIRED	No	
PR.152	Other user-defined categories.	DESIRED	No	
PR.153	The system has the ability to provide a user-defined payroll direct deposit pay stubs.	DESIRED	Yes	Although, we will encourage you to pick from one of our templates.
PR.154	The system has the ability to provide a user-defined payroll check stub format.	CRITICAL	Yes	
PR.155	The system has the ability to print excess pay and deductions on a supplemental report (overflow report) that does not utilize check or voucher stock (e.g. when all pay and deductions will not print on the check stub.	CRITICAL	Yes	
PR.156	The system has the ability to send electronic payroll stubs to employees through email.	CRITICAL	Yes	
PR.157	The system has the ability to allow employees to view their pay stubs or direct deposit remittance slips on-line, through employee self-service, including current and past pay periods.	CRITICAL	Yes	ESS
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.158	The system has the ability to issue one paycheck/pay stub for employees holding multiple jobs with the City.	DESIRED	Yes	

PR.159	The system has the ability to automatically produce direct deposit tapes/files for banks.	CRITICAL	Yes	
PR.160	The system has the ability to transmit direct deposit funds to more than one account within the same banking institution (e.g. savings, checking and loan accounts).	CRITICAL	Yes	
PR.161	The system has the ability to accommodate direct deposit to multiple banking institutions at minimum of four.	DESIRED	Yes	
PR.162	The system has the ability to accommodate deposit of paychecks through electronic fund transfer (EFT).	CRITICAL	Yes	
PR.163	The system has the ability to reimburse employees for travel and other expenses.	DESIRED	Yes	We don't have a reimbursement module, but this can be done in Requisitions>PO then the check coming out of AP
PR.164	The system has the ability to prevent negative or zero-dollar amount checks from being created.	CRITICAL	Yes	
PR.165	The system has the ability to accommodate review and approval of payroll prior to production run (e.g. first by department heads, second by the HR and Payroll departments).	CRITICAL	Yes	
PR.166	The system has the ability to generate a hardcopy payroll pre-list prior to final payroll production run.	DESIRED	Yes	
PR.167	The system has the ability to do "what-if" scenarios of payroll runs, prior to running the actual payroll.	CRITICAL	Yes	You can run & re-run the process as many time as you need to.
PR.168	The system has the ability to produce non-standard payrolls with an automatic update of all employee and employer accumulators.	CRITICAL	Yes	
PR.169	The system has the ability to issue manual checks outside of the regular payroll schedule.	CRITICAL	Yes	With proper security.
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
The system has the ability to provide a payroll proof list of all payroll calculations, gross-to-net, before checks are produced, including (but not limited to):				

PR.170	Hours by type;	CRITICAL	Yes	
PR.171	Earnings by type;	CRITICAL	Yes	
PR.172	Employee tax liabilities;	CRITICAL	Yes	
PR.173	Employee deduction amount;	CRITICAL	Yes	
PR.174	Employee contribution amount;	CRITICAL	Yes	
PR.175	Deductions not taken and set-up in arrears;	DESIRED	Yes	
PR.176	Employer portion of taxes;	CRITICAL	Yes	
PR.177	Totals by employee, grant, project, cost center, division, department, location, total City; and	DESIRED	Yes	
PR.178	User-specified ranges.	DESIRED	Yes	
PR.179	The system has the ability to run audit report to reflect that payroll has captured benefit deductions.	DESIRED	Yes	
PR.180	The system has the ability to run audit report to reflect discrepancies between benefits and payroll information.	DESIRED	Yes	
PR.181	The system has the ability to provide for adjustments to final paycheck.	CRITICAL	Yes	
PR.182	The system has the ability to issue payment corrections.	CRITICAL	Yes	
PR.183	The system has the ability to perform overpayment adjustments	CRITICAL	Yes	
PR.184	The system has the ability to calculate retroactive amounts due on all forms of pay for individual employees for up to 24 months or user defined period of time.	DESIRED	Yes	

Payroll – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PR.185	The system has the ability to apply different separation pay-out rules depending on factors including (but not limited to); contract date; leave balance as of a certain date; other user-defined factors.	CRITICAL	Yes	
PR.186	The system has the ability to pay out or convert vacation/sick leave if user-defined number of days have accumulated at specified time of the year.	DESIRED	Yes	
PR.187	The system has the ability to accommodate pay rate steps for pay grades (at least at the hourly, bi-monthly, and annual levels).	CRITICAL	Yes	
PR.188	The system has the ability to automatically allocate employee benefit costs across multiple funds based on user-defined criteria.	DESIRED	Yes	
PR.189	The system has the ability to charge overtime to several different overtime accounts.	DESIRED	Yes	
The system has the ability to provide reconciliation functionality, including (but not limited to):				
PR.190	Changes to employee pay, deductions and taxes;	DESIRED	Yes	
PR.191	Changes to employer deductions and taxes;	DESIRED	Yes	
PR.192	Gross pay changes;	DESIRED	Yes	
PR.193	Number of paychecks/direct deposits per pay cycle;	DESIRED	Yes	
PR.194	Supplemental pays;	DESIRED	Yes	
PR.195	Federal and State government reporting for each employee; and	CRITICAL	Yes	
PR.196	Other user-defined reconciliation.	DESIRED	Yes	

PR.197	The system has the ability to print/reprint W-2s on a laser printer.	CRITICAL	Yes	
PR.198	The system has the ability to process the first of the year payroll with the year end W-2 simultaneously in production.	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.199	The system has the ability to accommodate unlimited number of user-defined pay rates.	CRITICAL	Yes	
PR.200	The system has the ability to automatically pass cost detail to the Budget system.	CRITICAL	Yes	This is handled in position budgeting, not payroll but it can be done.
PR.201	The system has the ability to natively integrate with General Ledger and does not require a separate chart of accounts.	CRITICAL	Yes	
General Reporting				
PR.202	The system has the ability to produce and modify Form 941s in electronic format.	CRITICAL	Yes	
PR.203	The system has the ability to produce ad hoc reports.	CRITICAL	Yes	
PR.204	The system has the ability to generate a labor utilization report that shows filed and unfiled positions with user-defined dates and position salary information.	DESIRED	Yes	
PR.205	The system has the ability to accommodate proper reporting of all taxed and non-taxed employee income.	DESIRED	Yes	
PR.206	The system has the ability to generate the monthly and quarterly state taxes reports (e.g. 501N, W-3N, 941N) with ability to submit electronically.	CRITICAL	Yes	WE can create the extract file that then can be uploaded to the state or federal agency.
PR.207	The system has the ability to produce all quarterly federal reports (e.g. W-2).	CRITICAL	Yes	

PR.208	The system has the ability to produce 941. W-2, Unemployment, Census Bureau and other Federal and State required reports.	CRITICAL	Yes	
PR.209	The system has the ability to produce all W-2 information for employees and reporting agencies (e.g. IRS, state, etc).	CRITICAL	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.210	The system has the ability to support electronic submission of reports for certain grants and/or federal requirements (e.g. 1099, W-2, time and effort reporting, etc.)	DESIRED	Yes	
PR.211	The system has the ability to track and generate reports on employees paid through Accounts Payable and Payroll (reconciliation of the two modules for "checks and balances").	DESIRED	No	
The system has the ability to generate reconciliation reporting including (but not limited to) the following:				
PR.212	Biweekly payroll balancing – exception reporting by Department and City wide;	CRITICAL	Yes	
PR.213	Biweekly payroll reconciliation to the General Ledger – exception reporting;	CRITICAL	Yes	
PR.214	Monthly payroll liability accounts reconciliation – exception reporting;	DESIRED	Yes	
PR.215	Ad hoc reconciliation reporting at the department level.	DESIRED	Yes	
The system has the ability to generate Payroll reporting, including (but not limited to) the following:				
PR.216	Payroll balancing, including wages, taxes, withholdings;	DESIRED	Yes	
PR.217	Tax reporting for remitting payroll tax deposits;	DESIRED	Yes	
PR.218	Employee Labor Distribution Report (by department at the employee level);	CRITICAL	Yes	

PR.219	Audit reporting showing journal voucher that passes to the General Ledger;	CRITICAL	Yes	
PR.220	Direct deposit report to reconcile ACH and identify potential errors; and	CRITICAL	Yes	
PR.221	Emergency time reporting (e.g. FEMA complaint time reporting).	DESIRED	Yes	
Req. #	**Description of Requirement**	**Criticality**	**Response from Vendors**	**Comments**
PR.222	The system has the ability to provide online screens and reports related to earnings including quarter-to-date, year-to-date (calendar and fiscal), and user-defined period (weekly, bi-weekly, monthly, semi-monthly).	CRITICAL	Yes	
PR.223	The system has the ability to query and generate reports for one-time deductions.	DESIRED	Yes	
PR.224	The system has the ability to query and generate reports that delineate regular and overtime hours worked per pay period for user-defined period of time.	CRITICAL	Yes	
PR.225	The system has the ability to query and generate reports that delineate regular and overtime hours worked per pay period, for a user-defined period of time, on an individual employee basis.	CRITICAL	Yes	

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Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
General Requirements				
PI.1	The system has the ability to provide a permitting and inspections module that is integrated with all other system modules	CRITICAL	Yes	
PI.2	The system has the ability to allow user-defined tables for the definition.	CRITICAL	Yes	
PI.3	The system has the ability to support online entry and maintenance of	CRITICAL	Yes	
PI.4	The system has the ability to maintain a Contractor master file.	CRITICAL	Yes	
PI.5	The system has the ability to maintain an Architect master file	CRITICAL	Yes	
PI.6	The system has the ability to maintain an Engineer master file.	CRITICAL	Yes	
PI.7	The system has the ability to maintain a Developer master file.	CRITICAL	Yes	
PI.8	The system has the ability to drill down to sub-permits associated with a master permit.	CRITICAL	Yes	
PI.9	The system has the ability to prevent deletion of fees that have been receipted.	CRITICAL	Yes	
The system has the ability to track the following fees associated with a permit:				
PI.10	Permit charge;	CRITICAL	Yes	
PI.11	Other charges;	CRITICAL	Yes	
PI.12	Inspection fee;	CRITICAL	Yes	
PI.13	Additional inspection fees;	CRITICAL	Yes	
PI.14	Planning fees;	CRITICAL	Yes	
PI.15	Pre-paid fees;	CRITICAL	Yes	
PI.16	Total charge;	CRITICAL	Yes	
PI.17	Total collected; and	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.18	Other, user-defined.	DESIRED	Yes	
The system has the ability to accommodate the following types of fee adjustments at any time throughout the permitting processing:				
PI.19	Refunds with appropriate permissions and supervisor approval.	CRITICAL	Yes	
PI.20	Adjustments with appropriate permissions and supervisor approval.	CRITICAL	Yes	
PI.21	Ability to mark as no fee;	CRITICAL	Yes	
PI.22	Ability to double fee;	CRITICAL	Yes	
PI.23	Ability to triple fee; and	CRITICAL	Yes	
PI.24	Revision (amendments) fees with appropriate permissions and supervisor approval.	CRITICAL	Yes	
PI.25	The system has the ability to store scanned images related to a permit.	CRITICAL	Yes	
PI.26	The system has the ability to store documents related to a permit.	CRITICAL	Yes	
PI.27	The system has the ability to allow for user-defined permit number structure (minimum of 11 alphanumeric fields).	CRITICAL	Yes	
PI.28	The system has the ability for user-defined sub-permit number structure.	CRITICAL	Yes	
Permit Application				
PI.29	The system has the ability to maintain payment history of applicants.	CRITICAL	Yes	
PI.30	The system has the ability to allow for the establishment of base information on a frequent application type, and allow for an unlimited number of baseline applications to be established.	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.31	The system has the ability to accept public comments associated with a permit application including date and name	DESIRED	No	Not from EnerGov CSS, but through Tyler 311.
The system has the ability to maintain the following information for each permit application:				
PI.32	Permit type;	CRITICAL	Yes	
PI.33	Class of work;	CRITICAL	Yes	
PI.34	Start date;	CRITICAL	Yes	
PI.35	Submission date;	CRITICAL	Yes	
PI.36	Expected Completion date;	CRITICAL	Yes	
PI.37	Expiration date;	CRITICAL	Yes	
PI.38	Application date;	CRITICAL	Yes	
PI.39	Event date;	CRITICAL	Yes	
PI.40	Reviewer name;	CRITICAL	Yes	
PI.41	Property information;	CRITICAL	Yes	
PI.42	Variance;	CRITICAL	Yes	
PI.43	Text remarks (unlimited characters);	CRITICAL	Yes	
PI.44	Zoning conditions/stipulations;	CRITICAL	Yes	
PI.45	Outside source indicator; and	CRITICAL	Yes	
PI.46	Other, user defined	CRITICAL	Yes	
The system has the ability to maintain the following information for each permit:				
PI.47	Permit type;	CRITICAL	Yes	
PI.48	Class of work;	CRITICAL	Yes	
PI.49	Start date;	CRITICAL	Yes	
PI.50	Issue date;	CRITICAL	Yes	
PI.51	Actual Expiration date;	CRITICAL	Yes	
PI.52	Inspector name;	CRITICAL	Yes	
PI.53	Inspector zone;	CRITICAL	Yes	
PI.54	Property information;	CRITICAL	Yes	
PI.55	Inspection date(s) or frequency;	CRITICAL	Yes	
PI.56	Text remarks (unlimited characters);	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.57	Violations	CRITICAL	Yes	
PI.58	Outside source indicator;	CRITICAL	Yes	
PI.59	Occupancy type and date;	CRITICAL	Yes	
PI.60	Multiple occupancy type and date;	CRITICAL	Yes	
PI.61	Rental property indicator (check box);	CRITICAL	Yes	
PI.62	Rental property permits, and	CRITICAL	Yes	
PI.63	Other, user defined.	CRITICAL	Yes	
The system has the ability to accept application payments from the following sources:				
PI.64	In person;	CRITICAL	Yes	
PI.65	Web, payment portal; and	CRITICAL	Yes	
PI.66	Credit card merchant	CRITICAL	Yes	
PI.67	The system has the ability to allow multiple addresses to be entered for a permit application (i.e. environmental health needs to have separate for restaurant locations and business locations).	DESIRED	Yes	
PI.68	The system has the ability to allow multiple phone numbers to be entered for a permit application.	DESIRED	Yes	
PI.69	The system has the ability to accept a permit application with no address by application type.	NA	Yes	
PI.70	The system has the ability to duplicate an existing permit application and all associated information to a new permit application at a different location (without manual rekeying of the data).	CRITICAL	Yes	
Permit Tracking and Approvals				
PI.71	The system has the ability to track violations and corrections to violations.	CRITICAL	Yes	
PI.72	The system has the ability to track permits by contractor regardless of the permit applicant.	CRITICAL	Yes	
PI.73	The system has the ability to track/search permits by any data element within the permit data file.	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.74	The system has the ability to track a permit through the entire permitting process.	CRITICAL	Yes	
PI.75	The system has the ability to establish routing tables in workflow for the approval of permits.	CRITICAL	Yes	
PI.76	The system has the ability to monitor and track the status of pending approval in workflow.	CRITICAL	Yes	
PI.77	The system has the ability to support conditional decisions for the routing of approval of permits.	CRITICAL	Yes	
PI.78	The system has the ability to track and notify when permits are soon to expire (based on user-defined number of days).	CRITICAL	Yes	
PI.79	The system has the ability to allow project level organization for permit records at any point in the process including the application process (e.g. 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).	CRITICAL	Yes	
PI.80	The system has the ability to allow address query based on the master and record.	CRITICAL	Yes	
PI.81	The system has the ability to allow address query based on the master and record.	CRITICAL	Yes	
PI.82	The system has the ability to allow the user to edit permit application data automatically populated (e.g. data the system returns as a result of user address query to master land record).	CRITICAL	Yes	
PI.83	The system has the ability to add additional review actions and inspections to a permit.	CRITICAL	Yes	
PI.84	The system has the ability to associate fees with specific permit types.	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.85	The system has the ability to define an unlimited number of fee calculations without custom programming.	CRITICAL	Yes	
PI.86	The system has the ability to estimate permit fees via the web for user defined permit types.	CRITICAL	Yes	
PI.87	The system has the ability to define an effective date to permit fee calculations.	CRITICAL	Yes	
PI.88	The system has the ability to define an effective date associated with an override for permits.	CRITICAL	Yes	
PI.89	The system has the ability to associate an expiration date with permit fee quotes calculated upon permit application.	CRITICAL	No	Need more information
Permit Issuance				
PI.90	The system has the ability to maintain online history of all fees billed.	CRITICAL	Yes	
PI.91	The system has the ability to allow issued permits to be cancelled with appropriate controls.	CRITICAL	Yes	
PI.92	The system has the ability to allow issued permits to be extended.	CRITICAL	Yes	
PI.93	The system has the ability to maintain tables of the calculation of various fees to accommodate fee changes.	CRITICAL	Yes	
PI.94	The system has the ability to associate an expiration date with permit fee quotes calculated upon permit application.	CRITICAL	No	Need more information
PI.95	The system has the ability to provide drill down capability to see attachments to records based on security permissions.	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.96	The system has the ability to calculate fees based upon project/job value.	CRITICAL	Yes	
PI.97	The system has the ability to calculate job cost based upon lot acreage (e.g. sewer connections, stormwater fees).	DESIRED	Yes	
PI.98	The system has the ability to calculate job cost based upon square footage to provide a valuation.	CRITICAL	Yes	
PI.99	The system has the ability to calculate job cost based upon fixtures (e.g. plumbing, mechanical).	CRITICAL	Yes	
PI.100	The system has the ability to calculate fees based upon combination.	CRITICAL	Yes	
PI.101	The system has the ability to calculate fees based upon discounts or offsets to fees.	CRITICAL	Yes	
PI.102	The system has the ability to maintain a history of all permits issued.	CRITICAL	Yes	
PI.103	The system has the ability to issue permits to one or more addresses.	CRITICAL	Yes	
PI.104	The system has the ability to issue permits by type to parcels with or without an address.	CRITICAL	Yes	
PI.105	The system has the ability to generate a permit expiration date based upon an application issuance date.	CRITICAL	Yes	
PI.106	The system has the ability to allow the addition of ad-hoc fees to a permit at any time in the process.	CRITICAL	Yes	
PI.107	The system has the ability to maintain reoccurring business inspections such as, but not limited to; day care inspections, fire inspections and	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
The system has the ability to utilize state, national or user defined construction cost data by the following:				
PI.108	Construction Type;	CRITICAL	Yes	
PI.109	Square footage to help calculate project valuation; and	CRITICAL	Yes	
PI.110	Fixtures	CRITICAL	Yes	
PI.111	The system has the ability to associate user-defined fields with specific permit types and indicate required fields by permit type.	CRITICAL	Yes	
PI.112	The system has the ability to allow automated flagging of permit records at pre-defined milestones/processes to identify special conditions to be resolved prior to allowing subsequent permit processes from taking place.	CRITICAL	Yes	
PI.113	The system has the ability to allow user-defined criteria or look-u[tables involving zoning development standards (e.g. building square footage minimums or maximums to help flag conditions or requirements specific to property location prior to approval).	CRITICAL	Yes	
PI.114	The system has the ability to "re-route" permit to appropriate departments so that revisions created by one department can be reviewed by other departments.	CRITICAL	Yes	
PI.115	The system has the ability to override calculated fee values with appropriate supervisory clearance.	CRITICAL	Yes	
PI.116	The system has the ability to allow review routing based o user-defined reviewing parties and agencies per permit type and sub-type simultaneously.	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.117	The system has the ability to allow for interactive printing of permits using customized permits print format.	CRITICAL	Yes	
PI.118	The system has the ability to allow for interactive printing of certificates of occupancy using customized print format.	CRITICAL	Yes	
PI.119	The system has the ability to allow for interactive printing of Conditional Use Permits, or any other permit requiring zoning approval, using customized print format.	CRITICAL	Yes	
PI.120	The system has the ability to allow notes from the plan review and general application notes to be fluffed to print on the permit.	CRITICAL	Yes	
PI.121	The system has the ability to provide the option to print either combination permits (multiple permits per form) or single permits (one permit per form).	DESIRED	Yes	
The system has the ability to allow the user to perform editing prior to the printing of permits for items including:				
PI.122	Fee paid;	CRITICAL	Yes	
PI.123	All permits, modified; and	CRITICAL	Yes	
PI.124	Other user-defined fields.	CRITICAL	Yes	
PI.125	The system has the ability to allow user to override permitting fees with appropriate security permissions.	CRITICAL	Yes	
PI.126	The system has the ability to attach standard details such as a traffic control plan information to a permit.	DESIRED	Yes	
PI.127	The system has the ability to print supporting documentation when printing a permit (e.g. traffic control plan documentation).	DESIRED	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.128	The system has the ability to prompt user to return bonds collected in connection with a temporary certificate of occupancy upon inspection and approval.	CRITICAL	Yes	
Inspection Data				
PI.129	The system has the ability to allow online entry and maintenance of inspection notices.	CRITICAL	Yes	
PI.130	The system has the ability to allow online entry and maintenance of second inspection notices.	CRITICAL	Yes	
PI.131	The system has the ability to allow online entry and maintenance of inspection renewals.	CRITICAL	Yes	
PI.132	The system has the ability to allow online entry and maintenance of multiple inspection types.	CRITICAL	Yes	
PI.133	The system has the ability to populate inspection information based upon entering the permit ID number.	CRITICAL	Yes	
PI.134	The system has the ability to allow the input of inspection data by handheld devices including laptops and wireless mobile devices.	CRITICAL	Yes	
PI.135	The system has the ability to allow for an unlimited number of inspections on each application.	CRITICAL	Yes	
The system has the ability to maintain online history of all inspection fees billed including the following information:				
PI.136	Type;	CRITICAL	Yes	
PI.137	Description;	CRITICAL	Yes	
PI.138	Date and time;	CRITICAL	Yes	
PI.139	Inspector	CRITICAL	Yes	
PI.140	Results;	CRITICAL	Yes	
PI.141	Status;	CRITICAL	Yes	
PI.142	Violations;	CRITICAL	Yes	
PI.143	Comments;	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.144	Report by inspector of future inspection dates; and	CRITICAL	Yes	
PI.145	Inspection frequency.	CRITICAL	Yes	
PI.146	The system has the ability to attach photographs with comments.	CRITICAL	Yes	
PI.147	The system has the ability to allow for the entry of inspector's notes for each visit.	CRITICAL	Yes	
PI.148	The system has the ability to apply fees based on attributes of the permit, parcel, customer or user-defined fields.	CRITICAL	Yes	
PI.149	The system has the ability to allow users to override inspection fees with appropriate security permissions.	CRITICAL	Yes	
PI.150	The system has the ability to establish sign off authority by user.	CRITICAL	Yes	
PI.151	The system has the ability to provide a single screen data entry point for recording inspection results.	CRITICAL	Yes	
PI.152	The system has the ability to maintain history regarding review comments and inspection history.	CRITICAL	Yes	
The system has the ability to track the following inspection request fields:				
PI.153	Builder name;	CRITICAL	Yes	
PI.154	Associated permit number;	CRITICAL	Yes	
PI.155	Owner name;	CRITICAL	Yes	
PI.156	Contact name;	CRITICAL	Yes	
PI.157	Contact phone number;	CRITICAL	Yes	
PI.158	Subdivision name and section;	CRITICAL	Yes	
PI.159	Parcel ID;	CRITICAL	Yes	
PI.160	Lot block number;	CRITICAL	Yes	
PI.161	Street address;	CRITICAL	Yes	
PI.162	Time of call;	CRITICAL	Yes	
PI.163	Type of inspection requested;	CRITICAL	Yes	
PI.164	Internal request checkbox; and	CRITICAL	Yes	
PI.165	Other user-identified fields.	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.166	The system has the ability to include user-defined re-inspection penalties.	CRITICAL	Yes	
PI.167	The system has the ability to record inspection results remotely (in the field).	CRITICAL	Yes	
PI.168	The system has the ability to update inspection data remotely (in the field).	CRITICAL	Yes	
PI.169	The system has the ability to provide the software necessary to record and update inspections in the field.	CRITICAL	Yes	
PI.170	The system has the ability to interface with electronic inspection devices, allowing inspector to enter findings while at the site.	CRITICAL	Yes	
PI.171	The system has the ability to accommodate data download for electronic inspection devices.	CRITICAL	Yes	
PI.172	The system has the ability to issue and track letters of completion.	CRITICAL	Yes	
PI.173	The system has the ability to automatically notify external agencies the results of an inspection via e-mail (i.e. notification to electric companies).	CRITICAL	Yes	
PI.174	The system has the ability to issue and track certificate of occupancy.	CRITICAL	Yes	
PI.175	The system has the ability to notify inspector when Temporary CO has expired, for the purpose of re-inspection and issuance of final CO.	CRITICAL	Yes	
Inspection Scheduling				
PI.176	The system has the ability to automate inspector supervisor assignments.	DESIRED	Yes	
PI.177	The system has the ability to automate inspection assignments by inspection type.	DESIRED	Yes	
PI.178	The system has the ability to automate inspection assignments by geographical area.	DESIRED	Yes	
PI.179	The system has the ability to automate inspection assignments by a user-defined data source.	DESIRED	Yes	
PI.180	The system has the ability to generate inspection checklists based upon the type of inspection.	DESIRED	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
The system has the ability to perform error checking during inspection scheduling to ensure the following, with ability to override with appropriate security permissions:				
PI.181	Contractors' licenses are valid;	DESIRED	Yes	
PI.182	Pre-requisite inspections ae being performed;	DESIRED	Yes	
PI.183	Inspections are performed in the proper sequence;	DESIRED	Yes	
PI.184	All required fees have been paid;	DESIRED	Yes	
PI.185	The permit has not expired;	DESIRED	Yes	
PI.186	The type of inspection requested is valid for the permit; and	DESIRED	Yes	
PI.187	The permit has not been placed on hold.	DESIRED	Yes	
The system has the ability to generate inspection schedules that accommodates entering the following scheduling constraints:				
PI.188	Normal operating hours;	DESIRED	Yes	
PI.189	Observed holidays;	DESIRED	Yes	
PI.190	Single occurrence vacations by inspector;	DESIRED	Yes	
PI.191	Single occurrence shut-down days;	DESIRED	Yes	
PI.192	Other user defined dates; and	DESIRED	Yes	
PI.193	Outside normal business hours with associated additional fees.	DESIRED	Yes	
PI.194	The system has the ability to reassign inspections to another inspector (i.e. due to absence);	DESIRED	Yes	
PI.195	The system has the ability to accommodate the logging of inspection results.	DESIRED	Yes	
PI.196	The system has the ability to track and maintain inspection results.	DESIRED	Yes	
PI.197	The system has the ability for the set up of user-defined inspection sequences, based on type of work performed.	DESIRED	Yes	
PI.198	The system has the ability to allow for customization of inspection sequence, as required on a case-by-case basis.	DESIRED	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
Rental Inspection Program				
The system has the ability to record sufficient property address information at the time of registration to include, but not limited to:				
PI.199	Property type (e.g. single-family dwelling, duplex, etc.);	DESIRED	Yes	
PI.200	Unit location (e.g. within a townhouse or apartment);	DESIRED	Yes	
PI.201	Address;	DESIRED	Yes	
PI.202	Owner name;	DESIRED	Yes	
PI.203	Owner contact information;	DESIRED	Yes	
PI.204	Resident name;	DESIRED	Yes	
PI.205	Resident contact information;	DESIRED	Yes	
PI.206	Resident move-in date;	DESIRED	Yes	
PI.207	Proof of Pest Control Inspection Results; and	DESIRED	Yes	
PI.208	Other user-defined fields.	DESIRED	Yes	
PI.209	The system has the ability to set effective dates for tenant information changes.	DESIRED	Yes	
PI.210	The system has the ability to track City rental ID number for each property.	DESIRED	Yes	
PI.211	The system has the ability to support inspection checklists.	DESIRED	Yes	
PI.212	The system has the ability to track inspection history for each rental unit.	DESIRED	Yes	
PI.213	The system has the ability to calculate registration fees based upon dwelling type.	DESIRED	Yes	
PI.214	The system has the ability to setup recurring notifications of inspections based upon previous inspection results (i.e. a property failed most recent inspection and requires annual inspections as a result).	DESIRED	Yes	
Reporting				
PI.215	The system has the ability to generate ad hoc reports.	CRITICAL	Yes	

Permitting and Inspections– General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.216	The system has the ability to export reports to Microsoft Office tools.	CRITICAL	Yes	
PI.217	The system has the ability to generate a report of the number of days that a permit has been in process, from application to issuance.	CRITICAL	Yes	
	The system has the ability to generate a report of permit activity including:	CRITICAL		
PI.218	Total elapsed time;	CRITICAL	Yes	
PI.219	Times spent by each review level; and	CRITICAL	Yes	
PI.220	Other user-defined activities.	CRITICAL	Yes	
The system has the ability to generate permit by type for the following:				
PI.221	Permits issued within a user-defined date range;	CRITICAL	Yes	
PI.222	Permits with no activity based upon user-defined threshold;	CRITICAL	Yes	
PI.223	Permit activity within a user defined are based upon GIS mapping	CRITICAL	Yes	
PI.224	Applications submitted within a user-defined date range;	CRITICAL	Yes	
PI.225	Inspections performed within user-defined date range;	CRITICAL	Yes	
PI.226	Inspections performed a multi-unit dwelling within a user-defined range;	CRITICAL	Yes	
PI.227	Inspector activity within a user-defined date range;	CRITICAL	Yes	
PI.228	Plan review processing - number of applications processed;	CRITICAL	Yes	
PI.229	Plan review processing - average days to process;	CRITICAL	Yes	
PI.230	Plan review processing – other user-defined;	CRITICAL	Yes	
PI.231	Certificates of Occupancy activity;	CRITICAL	Yes	
PI.232	Rental Inspection Certificate activity;	CRITICAL	Yes	
PI.233	Permits listings by contractor;	CRITICAL	Yes	
PI.234	Applicant file mailing labels (with option to export);	CRITICAL	Yes	
PI.235	Permit expiration reports;	CRITICAL	Yes	

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PI.236	Cap and removal; and	CRITICAL		
PI.237	Other, user defined	CRITICAL		
PI.238	The system has the ability to generate inspection schedule workload reports by date and inspector.	CRITICAL		

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Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
Plan Applications				
PZ.1	The system has the ability to provide a planning and zoning module that is integrated with all other system modules.	CRITICAL	Yes	
PZ.2	The system has the ability to capture basic planning project application information.	CRITICAL	Yes	
PZ.3	The system has the ability to track the status of applications.	CRITICAL	Yes	
PZ.4	The system has the ability to assign fees for plan project applications.	CRITICAL	Yes	
PZ.5	The system has the ability to allow user-defined application types (i.e. annexation, master plan, subdivision, zoning, sign, variance, etc.)	CRITICAL	Yes	
PZ.6	The system has the ability to allow user-defined sub-types (preliminary plat; final plat; re-plat, zone change, etc.).	CRITICAL	Yes	
The system has the ability to track and maintain application status with dates including the following:				
PZ.7	Approved;	CRITICAL	Yes	
PZ.8	Approved with conditions;	CRITICAL	Yes	
PZ.9	Multiple administrative approval;	CRITICAL	Yes	
PZ.10	Denied;	CRITICAL	Yes	
PZ.11	Withdrawn; and	CRITICAL	Yes	
PZ.12	User-defined status codes, which are maintained in a table, by authorized user, with appropriate security.	CRITICAL	Yes	
The system has the ability to require the following minimum submittal requirements:				
PZ.13	Application;	CRITICAL	Yes	
PZ.14	Application Fees;	CRITICAL	Yes	
PZ.15	Appropriate number of plan copies; and	CRITICAL	Yes	
PZ.16	Required documents of Application type.	CRITICAL	Yes	

Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PZ.17	The system has the ability to attach comments to plan records to describe status/reason (e.g. approval pending due to waiting on bonds and plats from developer).	CRITICAL	Yes	
PZ.18	The system has the ability to track/search project by project name.	CRITICAL	Yes	
PZ.19	The system has the ability to track/search project by other user-defined fields.	CRITICAL	Yes	
PZ.20	The system has the ability to allow for as many as 99 parcels to be associated with an application.	CRITICAL	Yes	
PZ.21	The system has the ability to assign unique application numbering (alpha-numeric with a minimum of 8) and application classification to aid in determining applications/submittal types (i.e. subdivision, variance, zoning, etc.).	CRITICAL	Yes	
PZ.22	The system has the ability to allow project level organization for application records at any point in the process.	CRITICAL	Yes	
PZ.23	The system has the ability to provide properly information for all properties associated with a project.	CRITICAL	Yes	
PZ.24	The system has the ability to allow as many as 99 properties to be associated with a project.	CRITICAL	Yes	
PZ.25	The system has the ability to drill down to companion applications associated with master record.	CRITICAL	Yes	
PZ.26	The system has the 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.	CRITICAL	Yes	

Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PZ.27	The system has the ability to provide capability for GIS browsing that will pinpoint location of projects by number, address, owner name and/or parcel number.	CRITICAL	Yes	
PZ.28	The system has the ability to allow checklists and approval requirements to be overridden with appropriate security permissions.	CRITICAL	Yes	
PZ.29	The system has the ability to allow system-generated letters to be modified with appropriate security permissions.	CRITICAL	Yes	
The system has the ability to provide automated work assignment to assign an application/project to:				
PZ.30	Planning staff for assignment to specific planner; and	CRITICAL	Yes	
PZ.31	Direct planner assignment by type.	CRITICAL	Yes	
PZ.32	The system has the ability to provide workflow capability to automatically track and route projects through various user-defined processes.	CRITICAL	Yes	
PZ.33	The system has the ability to allow review workflow to be initiated from multiple departments with separate review steps depending on plan review type (i.e. items originating in engineering).	CRITICAL	Yes	
PZ.34	The system has the ability to capture comments as part of the review process.	CRITICAL	Yes	
PZ.35	The system has the ability to record the time spent at each step of the review process.	CRITICAL	Yes	
The system has the ability to lock and hold the review process due to the following conditions with the ability to override with appropriate security permissions:				
PZ.36	Unacceptable/incomplete submissions;	CRITICAL	Yes	
PZ.37	Agreement to Encroach on the City Right of Way;	CRITICAL	Yes	
PZ.38	Unpaid fees; and	CRITICAL	Yes	
PZ.39	Other user-defined conditions.	CRITICAL	Yes	

Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PZ.40	The system has the ability to allow user-defined processes or workflow for each application type. User should be allowed to establish the steps or processed each application type and sub-type should follow from application submittal through approval and filing, if necessary.	CRITICAL	Yes	
PZ.41	The system has the ability to allow workflow processes to be modified (with appropriate security permissions).	CRITICAL	Yes	
PZ.42	The system has the ability to allow user-defined plan review routing based on type of work performed.	CRITICAL	Yes	
PZ.43	The system has the ability to provide automatic standard routing based on user-defined application fields.	CRITICAL	Yes	
PZ.44	The system has the ability to track and maintain external reviewer agency information/comments.	CRITICAL	Yes	
PZ.45	The system has the ability to track and maintain external reviewer contact information.	CRITICAL	Yes	
PZ.46	The system has the ability to allow external agencies access to the application through a secured portal.	CRITICAL	Yes	
PZ.47	The system has the ability to allow for the electronic collection of such items as approvers comments and conditions as plan review progresses (assuming appropriate user security).	CRITICAL	Yes	
PZ.48	The system has the ability to accommodate City-Defined review checklists for each application type.	CRITICAL	Yes	
PZ.49	The system has the ability to accommodate free form text boxes in the review checklists.	CRITICAL	Yes	

Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PZ.50	The system has the ability to require that all mandated review steps are completed prior to approval of application.	CRITICAL	Yes	
PZ.51	The system has the ability to provide override capabilities with appropriate security to approve application if steps have not been completed.	CRITICAL	Yes	
PZ.52	The system has the ability to provide checklists for application review.	CRITICAL	Yes	
PZ.53	The system has the ability, through workflow, to selectively notify appropriate departments and referral agencies (City-defined), when a plan has been submitted to the City.	CRITICAL	Yes	
PZ.54	The system has the ability to provide user alerts/pop-up reminders to notify users of pending workflow and necessary actions.	CRITICAL	Yes	
PZ.55	The system has the ability to accommodate role-based approval capabilities for each review step for each department.	CRITICAL	Yes	
PZ.56	The system has the ability to record review actions made by various departments.	CRITICAL	Yes	
PZ.57	The system has the ability to allow for entry of unlimited free-form text comments associated with application review.	CRITICAL	Yes	
PZ.58	The system has the ability to accommodate user-defined tables for standard comments that can be accessed during application review.	CRITICAL	Yes	
PZ.59	The system has the ability to flag entire projects to alert specified groups of special conditions	CRITICAL	Yes	
PZ.60	The system has the ability to flag individual projects to alert the counter-personnel of special conditions.	CRITICAL	Yes	

Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
The system has the ability to record the following date fields:				
PZ.61	Multiple Received dates;	CRITICAL	Yes	
PZ.62	Date Application deemed complete;	CRITICAL	Yes	
PZ.63	Multiple Meeting and Hearing dates;	CRITICAL	Yes	
PZ.64	Multiple Mail dates;	CRITICAL	Yes	
PZ.65	Multiple approval dates;	CRITICAL	Yes	
PZ.66	Effective dates (date of ordinance); and	CRITICAL	Yes	
PZ.67	Other user defined.	CRITICAL	Yes	
PZ.68	The system has the ability to automatically calculate user-defined "key Dates" as part of the view process for projects.	CRITICAL	No	Need more information
PZ.69	The system has the ability to associate "key dates" with project review steps.	CRITICAL	No	Need more information
PZ.70	The system has the ability to notify users of key deadlines approaching on a project (as defined by the City).	CRITICAL	Yes	
PZ.71	The system has the ability to automatically generate a user-defined application acceptance/decline letter by application type.	CRITICAL	Yes	
PZ.72	The system has the ability to automatically generate a user-defined application acceptance/decline email by application type.	CRITICAL	Yes	
PZ.73	The system has the ability to automatically generate letters to property owners and others regarding projects (e.g., upcoming meetings).	CRITICAL	Yes	
PZ.74	The system has the ability to generate a report of project history showing all events and meeting dates.	CRITICAL	Yes	
PZ.75	The system has the ability to track the amount of time (in calendar days) that plans were under review for each plan tracking step.	CRITICAL	Yes	

Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PZ.76	The system has the ability to generate statistical reports summarizing the number of days spent in application review for each type of job by each reviewing department.	CRITICAL	Yes	
PZ.77	The system has the ability to assess application review fees.	CRITICAL	Yes	
PZ.78	The system has the ability to collect payments for application review fees.	CRITICAL	Yes	
PZ.79	The system has the ability to accumulate application review and permit charges automatically.	CRITICAL	Yes	
PZ.80	The system has the ability to produce cash receipts to validate payments and update projects.	CRITICAL	Yes	
Planning Reporting				
PZ.81	The system has the ability to track and report on time frames associated with each application review step.	CRITICAL	Yes	
The system has the ability to provide application review completeness reports from:				
PZ.82	Planning Division;	CRITICAL	Yes	
PZ.83	Other departments; and	CRITICAL	Yes	
PZ.84	Other agencies.	CRITICAL	Yes	
PZ.85	The system has the ability to generate status reports of items within the review process.	CRITICAL	Yes	
PZ.86	The system has the ability to generate notification letters to applicant.	CRITICAL	Yes	
PZ.87	The system has the ability to generate relevant meeting documents for any application that results in a meeting being held.	CRITICAL	Yes	
The system has the ability to generate reports on the following:				
PZ.88	Application review processing – number of applications processed.	CRITICAL	Yes	

Planning – General Requirements
City of Corcoran – Critically = Critical, Desired, N/A

Req. #	Description of Requirement	Criticality	Response from Vendors	Comments
PZ.89	Application review proceeding – average days to process;	CRITICAL	Yes	
PZ.90	Number of applications by type;	CRITICAL	Yes	
PZ.91	Number of application submission by type;	CRITICAL	Yes	
PZ.92	Time between submission (number of days);	CRITICAL	Yes	
PZ.93	Applications by status; and	CRITICAL	Yes	
PZ.94	Applications by assigned staff;	CRITICAL	Yes	
PZ.95	The system has the ability to provide drill down capability to see attachments to records based on security permissions.	CRITICAL	Yes	

Section 3.0 - Functional Requirements

Section 4.0 - Implementation Plan

This section should describe the proposed implementation plan. Proposers should reference Section C.4 for listing of likely Government resources that will contribute to this project.

Provide a detailed plan for implementing the proposed system. This information must include:

- Proposed phasing for roll-out of proposed system
- Schedule of key dates

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

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

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

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

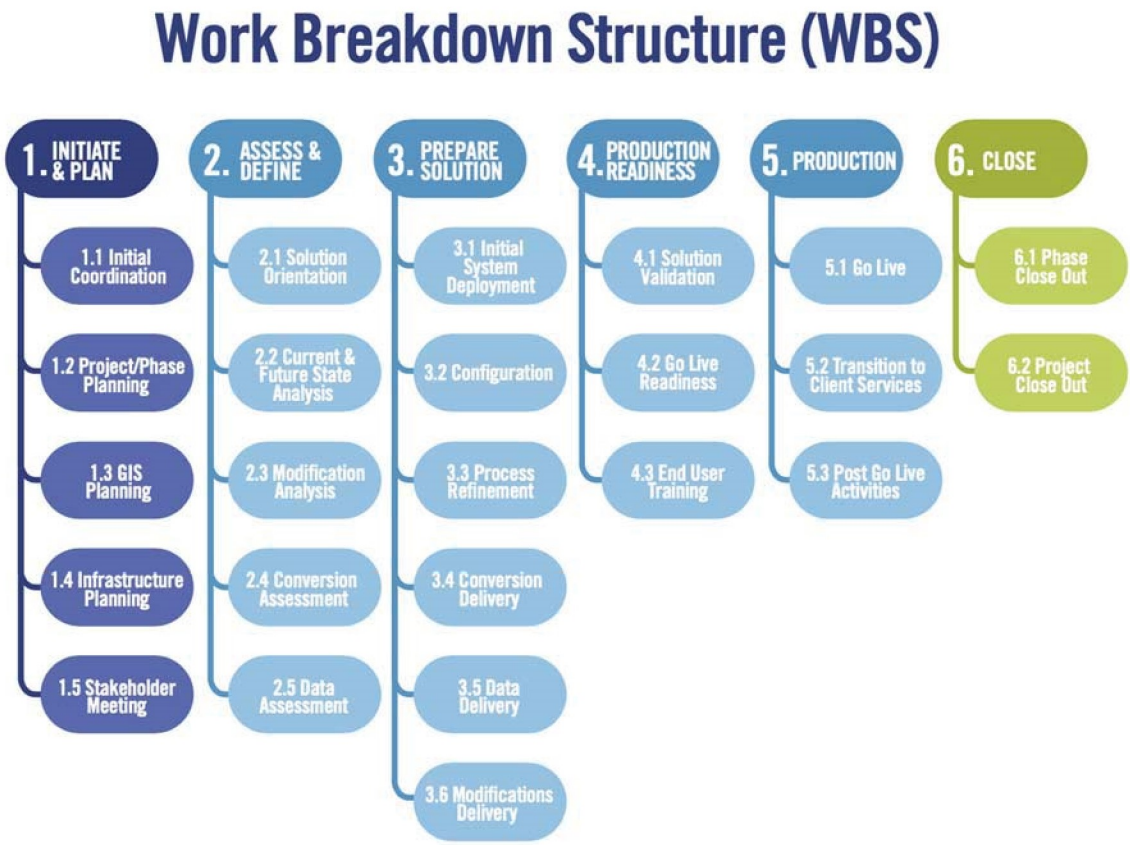
The methodology adapts to both single-phase and multiple-phase projects. To achieve Project success, it is imperative that both Client and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that Client and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where

Client's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

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

Work Breakdown Structure

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



Implementation Plan Stages

Stage 1: Initiate & Plan

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

Objectives:

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

Stage 2: Assess & Define

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

Objectives:

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

Stage 3: Prepare Solution

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

Objectives:

- All licensed software is installed and operational.
- City is able to access the software.

Stage 4: Production Readiness

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

Objectives:

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

Stage 5: Production

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

Objectives:

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

Stage 6: Close

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

Objectives:

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

Project Planning

Project Planning is an important piece of any implementation. Tyler takes a custom approach to every project we lead. The project schedule is developed collaboratively with both project teams in order to meet your

needs, while keeping in mind Tyler's guidelines for implementation. Periodic project meetings will be scheduled where changes in scope, project length, or cost will be reviewed.

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

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

Proposed Project Phases

Proprietary and Confidential – Subject to Restrictions on Disclosure

Incode Financial Management Timeline

tyler technologies

Implementation Schedule: Incode Financial Management Implementation

ID	Task Name	M-1	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16
	Incode Financial Management																	
	Stage 1: Initiate and Plan (All applications)																	
	Stage 2: Assess & Define																	
	Stage 3: Prepare Solution																	
	Stage 4: Production Readiness																	
	Stage 5: Production																	
	Stage 6: Close																	
	Project Complete																	

example

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

Explain the proposed plan for implementation. This information must include:

- Description of implementation tasks and activities
- Description of key deliverables (and how they relate to the implementation approach and activities). *Please note the required deliverables listed in Section C.*

Please see Tyler's response to the question above in this section of the RFP Response.

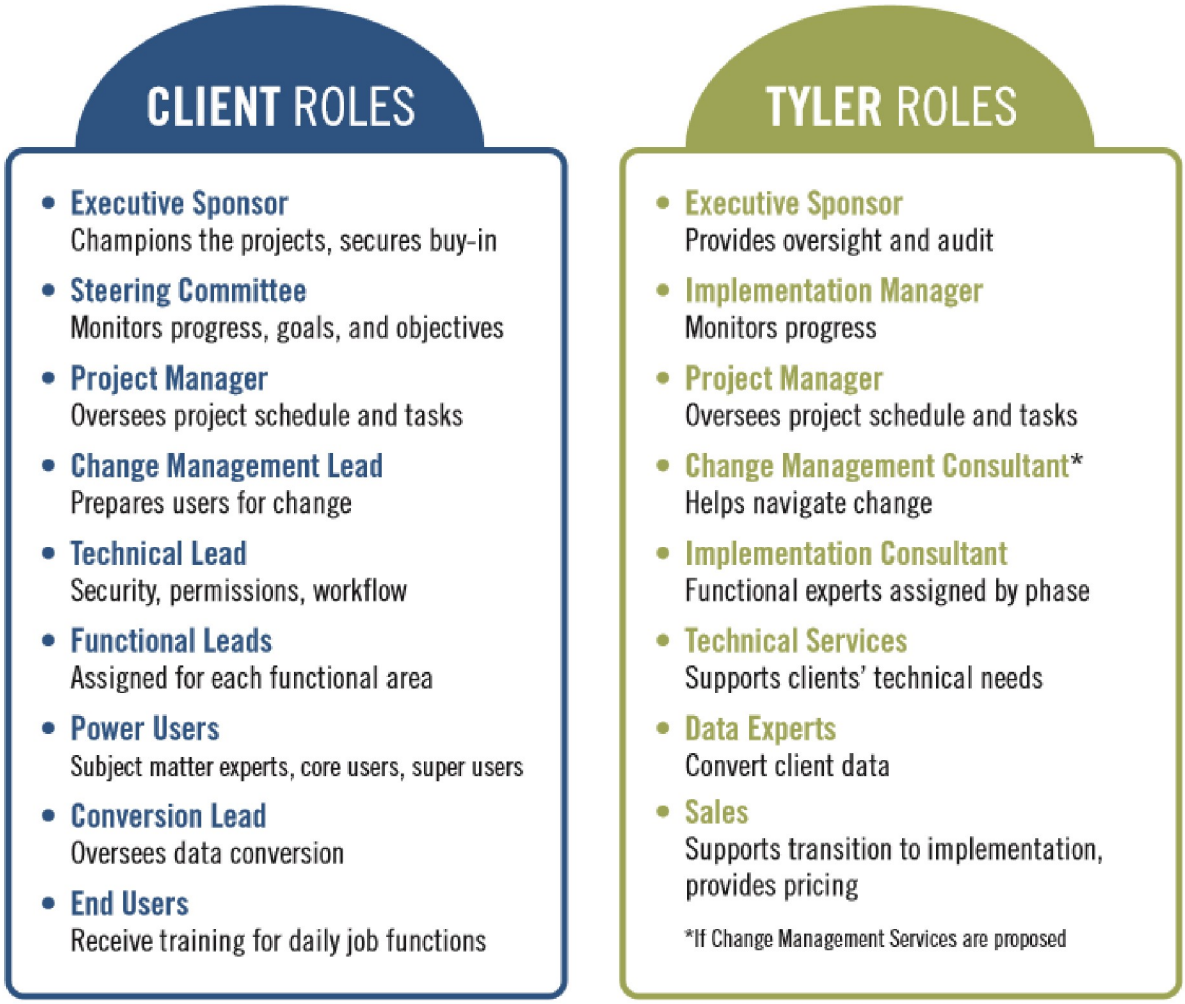
Explain the proposed vendor staffing for the project including:

- Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site.
  - *The implementation will be conducted remotely.*
- Identify how the vendor plans to control costs by utilizing remote meetings
  - *The entire implementation process will be conducted remotely which can save a significant amount of money for the City.*
- Major roles and responsibilities for each resource

Project Resources

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

Tyler has included a sample timeline above in this section of the project duration. We have also included information on Tyler's role and the City's role in each of these phases listed in this Section of the RFP Response.



Tyler has included a sample timeline above in this section of the project duration. We have also included information on Tyler's role and the City's role in each of these phases listed in this Section of the RFP Response.

Tyler has a longstanding track record delivering virtual implementation services. With our strong virtual capabilities, Tyler has adjusted to the current Covid-19 climate. Tyler plans to continue to deliver all training virtually, including go lives, until health and travel conditions stabilize.

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

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

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

Project Manager

Tyler will assign a dedicated Project Manager (Tyler PM) to facilitate and coordinate all project activities. The City will need to also appoint a Project Manager (City PM) to partner with the Tyler PM to share in the responsibility of assuring project tasks are completed according to the mutually agreed upon project schedule as well as scheduling City resources and holding them accountable for their responsibilities; Tyler PM will do the same for Tyler resources.

The Tyler PM will execute the implementation to make sure it is being conducted as defined in the Statement of Work. The Tyler PM will monitor progress based on the project plan and work towards delivering on time and within budget. Should an increase to scope be required, the Tyler PM will present the issue to the Project Team for a decision to be made as the best approach to address. In reviewing the item, the Tyler PM will attempt to provide options for the City to consider and adopt as the path to move forward. If the resolution is out of scope, then a change order will be executed for the City to review.

The Tyler PM will be consistently communicating with the City throughout the implementation. There will be both scheduled and unscheduled communications. Scheduled communications will be such activities as steering committee meetings, conference calls, and project status calls to occur on a recurring basis as defined in the Statement of Work. Unscheduled communications will be phone calls as needed, and emails. It is the role of the Tyler PM to keep communication lines open for the City and Tyler to have the same expectations and awareness of the project.

The Tyler PM is ultimately responsible for the success of the project. This individual must track project progress and accurately calculate the percentage of completion on tasks in relationship to completion dates.

COVID-19 and Virtual Solutions

In recent months, governments have faced unique challenges including shifting to a remote operating environment, navigating uncertainty around revenue and operating needs, and facing demands to deliver services in new ways.

Shift to Remote Operations

Almost immediately at the onset of the coronavirus pandemic, governments needed to move their workforce offsite. Shifting to a remote operating environment meant staff needed access to the full capabilities of their software solutions from home. It's worthwhile to note that governments with web-accessible cloud solutions had an easier time with this rapid shift.

Financial and Workforce Uncertainty

Prior to COVID-19, governments largely managed by patterns: "It's what we've always done. Next year, we expect to see a five-percent increase, etc." There was a linear, predictable planning approach. Now, governments face new challenges around their ability to forecast where they will be in three, six, or nine months with changing revenue. There is significant uncertainty around losing major revenue sources or potential inability to access a certain portion of their workforce. Constituents' needs for services may also change dramatically from one period to the next. It's a challenge to forecast forward and ensure the right mix of financial and human resources to meet community needs.

New Public Service Delivery

Finally, people want and need to interact with government remotely. There was a scramble when COVID-19's early days exposed holes in governments' online presence and abilities to expand online offerings for things that were normally accomplished in person. For example, someone contesting a traffic ticket would ordinarily appear before a judge. Today, that person can pay a ticket online with a guilty plea, but there's not a good answer for someone pleading not guilty.

Governments reached a pivotal moment and created changes that are here to stay. The demand for online services, in particular, became urgent during the pandemic. The expectation is that those services are going to remain and keep rolling. Virtual solutions that enable remote work, help navigate uncertainty, and facilitate new ways to serve are certainly responses to the COVID-19 crisis environment. Even more important, they are necessary for governments to be sure when the next crisis hits — whether recession, hurricane, or something else — their technology is in place and flexible enough to support them.

Virtual Solutions

To improve daily operations now and weather the next full-blown crisis or even smaller bump in the road, governments should implement comprehensive, virtual solutions to better serve all stakeholders. Stakeholders in the broadest sense of the term include government employees, businesses, residents, other governments and agencies, and decision-makers and officials. Following are specific ways to meet the evolving needs of these groups.

Better Serve Government Employees

Employees' ability to work remotely relies on transforming familiar, in-person workflows to new digital solutions.

Virtual Work Solutions

Web-based, cloud solutions enable remote work and are easily scalable when needing to add new functionality and evolve as community needs change. Digital content management makes all relevant documents available to remote workers throughout workflows, putting key information at employee fingertips rather than in inaccessible file cabinets.

Electronic Time Sheets

Digital workflows effectively replace inefficient paper processes around time, attendance, and scheduling, eliminating in-person handoffs and signoffs.

Employee Self-Service

Improving employee access to crucial information and services reduces other staff time spent responding to routine requests. Fully customizable employee portals help staff help themselves – from updating personal information to making benefit selections – in a way that also eliminates paper forms and redundant data entry.

Better Serve the Business Community

Technology that connects the core functions of government internally and to the public can facilitate advanced business management and bolster community development.

Automate Internal Processes

Solutions that reach the public, automate business functions, and enable self-service expedite actions necessary for growth and economic development, such as licensing, tax remittance, and fee collections. These solutions also help to enforce ordinances even when offices are physically closed.

Paperless, Web-Based Plan Reviews

Integrating regulatory and business development requirements of relevant departments in a single platform creates internal efficiencies so staff can process plan reviews, permits, and inspections, faster and from remote locations. Specifically, a browser-based paperless plan review and submittal process provides collaborative interaction between government and constituents without requiring in-person interaction.

Community Development Public Portals

Modern community development software provides online or mobile permitting, inspection, payment, and enforcement functionalities, 24/7. Allowing online monetary or records retrieval transactions helps community members conduct nearly all business with government online, on their own time, and keeps development moving forward.

Better Serve Residents

Governments that inform, engage, and enable action for their residents allow constituents to become a part of the government process. Successful, user-centric policy and program delivery not only provide easy ways for residents to interact with agencies and consume information that is relevant to them, they also solve the challenge of people going to multiple departments to conduct government business.

Remote Accessibility

Having a quick and reliable e-commerce solution to support traditional in-office transactions ensures residents can “do business” with government from anywhere. Facilitating easy remote transactions also

ensures timely revenue collection. Enabling online utility payments via web link or phone payments via IVR systems, for example, drastically reduces delinquencies.

Community Engagement

Facilitating mass communication can also help residents conduct business with government more easily. With real-time or pre-scheduled push notifications, governments can quickly disseminate emergency or other information to residents, targeted by location, whenever necessary. These types of notifications also play an important role in relaying emergency information to the hearing impaired, where traditional phone calls or emergency sirens prove ineffective.

Offering public-facing engagement tools in an app allows residents to participate in government in a customizable mobile experience. Using a 311 app or website, residents, allowing them to make payments, report non-emergency issues, request services, and respond to surveys. Mobile-friendly websites that are easy to navigate and provide both information and useful interaction are also essential in providing community news. Interactive maps help residents access geospatial views for neighborhood-level information and trend analysis or alert notification. Remote government employees can additionally convey news automatically to residents via phone, text, or email in a secure, audited environment. Technology that facilitates remote meeting management allows residents to participate in virtual town hall or council meetings, with online agendas, minutes, and real-time meeting interaction. This not only helps internal organizational guidelines but also increases transparency.

The Future

When considering existing and new challenges facing governments, it is important to recognize that technology alone is not the solution to most problems. Policy changes are the solutions. That said, successful policies are nearly impossible to implement without enabling technology behind them.

GovTech Stacks

Taken together, the many elements of a government's technology infrastructure can seem like an impenetrable monolith, especially to non-technologists. A strategy or roadmap laying out what a modern government technology stack (i.e., GovTech Stack) entails allows leaders to strategize through the various components of a government's digital foundation over time, so the enterprise becomes more comprehensive and integrated with each step.

A modern GovTech Stack requires governments think beyond the department level to determine how any system serves business partners, serves the public, and provides internal and external decision-makers with actionable insight, as the virtual solutions highlight above. A complete GovTech Stack accounts for this expanded definition of "stakeholder" and contains:

- Integrated administrative and business management systems
- Two-way citizen engagement tools
- Modern data storage and integration
- Data analytics for actionable insight

This is a long-term strategy to position an organization's technology to support the evolving needs of government. The road map consists of dimensions to be built out over multiple budget cycles and without disruption.

The Cloud

Encircling the GovTech Stack elements are robust cybersecurity and privacy controls along with an enterprise-wide cloud architecture. Accelerating a move to the cloud allows governments to take advantage of its many capabilities that bolster all core areas. During the COVID-19 crisis, it was a big problem to have a critical server locked in an office where staff couldn't go. As we move out of that crisis and into the future, there are other benefits. Not only does the cloud mitigate security risk – with built-in disaster recovery, security compliance, and remote updates – but it can also improve the agility of government to respond quickly to other rapidly evolving situations. Governments operating in the cloud environment tend to keep software and environments up to date. Governments with on-premises solutions can fall behind on multiple software releases. Leaders must ensure their organizations aren't trying to move a decades-old system into the cloud but are instead adopting modern software as they migrate. Once in the cloud, governments can essentially address their future technology road map without independently solving resourcing problems. To keep communities connected and served during crises and in times of change, governments must attend to a long-term digital infrastructure. The virtual solutions noted above not only better serve all key stakeholders, but they also provide governments with resource-saving efficiencies. In the context of uncertain fiscal impact and evolving community needs, strategies making operations smarter and more sustainable are critical to move governments solidly into the future. The focus on virtual solutions is especially important as governments realize the value of mobility, online engagement, and remote citizen interaction. The continuation of remote work, investment in secure networks, and improved engagement and communication will drive ongoing innovation to strengthen governments and communities they serve well into the future.

View additional resources and tools to improve service and support communities at

https://www.tylertech.com/covid-19-resources.

Roles and Responsibilities

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

Tyler Roles & Responsibilities

Tyler assigns project managers prior to the start of each phase of the project. The project manager assigns other Tyler resources as the schedule develops. One person may fill multiple project roles.

Tyler Executive Sponsor

Tyler executive management has indirect involvement with the project and is part of the Tyler escalation process, helping to facilitate implementation project tasks and decisions if needed.

Tyler Implementation Manager

Tyler implementation management is consulted on issues and outstanding decisions critical to the project only if needed.

Tyler Project Manager

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

provides regular updates to the City Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in contract, implementation, and resource management and planning.

Tyler Implementation Consultant

Document activities for services performed by Tyler. They help guide the City through software validation process following configuration and facilitate training sessions. ICs also assist during go live processing.

Tyler Sales

Supports Sales to Implementation knowledge transfer during stage 1- initiate and plan- and provides historical information, as needed, throughout implementation.

Tyler Technical Services

Maintains Tyler infrastructure requirements and design document(s) and are involved in system infrastructure planning/review(s). They deploy Tyler products.

City Roles & Responsibilities

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

City Executive Sponsor

The City executive sponsor provides support to the project by providing strategic direction and communicating key issues about the project and its overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated project issues. The executive sponsor engages in the Project, as needed, 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 steering committee, project manager(s), and functional leads to make critical business decisions for the City.

City Steering Committee

The City steering committee understands and supports the cultural change necessary for the project and fosters an appreciation for the project's value throughout the organization. The steering committee oversees the City project manager and project as a whole through participation in regular internal meetings. The City steering committee also serves as primary level of issue resolution for the project.

City Project Manager (PM)

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

The City PM acts as primary point of contact for all contract and invoicing questions; and collaborates on and approves change requests, if needed, to ensure proper scope and budgetary compliance. The City PM also handles all site resource management items. The City PM collaborates with Tyler PM(s) to plan and/or establish:

- project timelines to achieve on-time implementation

- process and approval matrix to ensure that scope changes and budget are transparent and handled effectively and efficiently
- risk and issue tracking and reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items
- key business drivers and success indicators that will help to govern project activities and key decisions
- communication channels at client site to aid in the understanding of goals, objectives, current status, and health of the project by all team members
- requirements gathering process

City Functional Leads

The City functional leads make business process change decisions, communicate current processes and procedures and desired changes during current and future state analysis. Most importantly, functional leads act as an ambassador/champion of change for the new process and provide business process change support. Finally, they actively participate in all aspects of the implementation.

City Power Users

The City power users participate in project activities as required by the project team and pm(s). They act as SMEs, as needed, attend all scheduled training sessions, validate all configuration, and provide knowledge transfer to client staff during and after implementation.

City End Users

Client end users all scheduled training sessions and become proficient in application functions related to job duties. They adopt and utilize changed procedures related to their job functions.

City Technical Lead

The City technical lead(s) coordinate updates and releases, copying of source databases to training/testing databases, adds new users/printers etc., as well as interface development for third party interfaces. They validate that all users understand log-on process and have necessary permission for all training sessions and develop/assist in creating reports as needed. They may also be responsible for extracting and submitting conversion data and control reports from the City ’s legacy system per the conversion schedule set forth in the project schedule.

City Upgrade Coordination

The City upgrade coordinator utilizes Tyler Community to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the City ’s software upgrade process. They manage software upgrade activities post-implementation.

City Change Management Lead

The City change management lead validates that users receive timely and thorough communication regarding process changes and provides coaching to supervisors to prepare them to support users through the project changes.

Explain proposed project management services including:

- Role of the vendor project manager
- Use of project collaboration site
- Expected role of the Government project manager
- On-Site presence of vendor project manager
- Proposed quality assurance procedures

Project Management

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

Project Communication

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

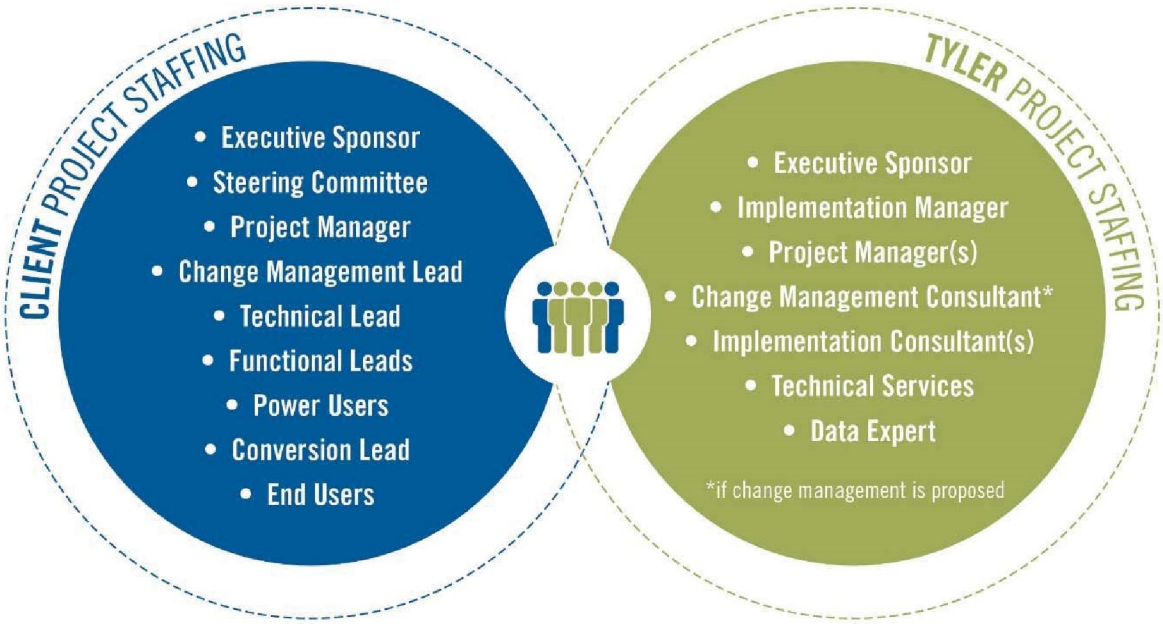
This site will be jointly maintained by the project teams for the duration of the implementation. Once the client has gone live, the portal will be maintained by Tyler's client services team for the first year of live processing.

Management and Scope

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

Project Organizational Chart

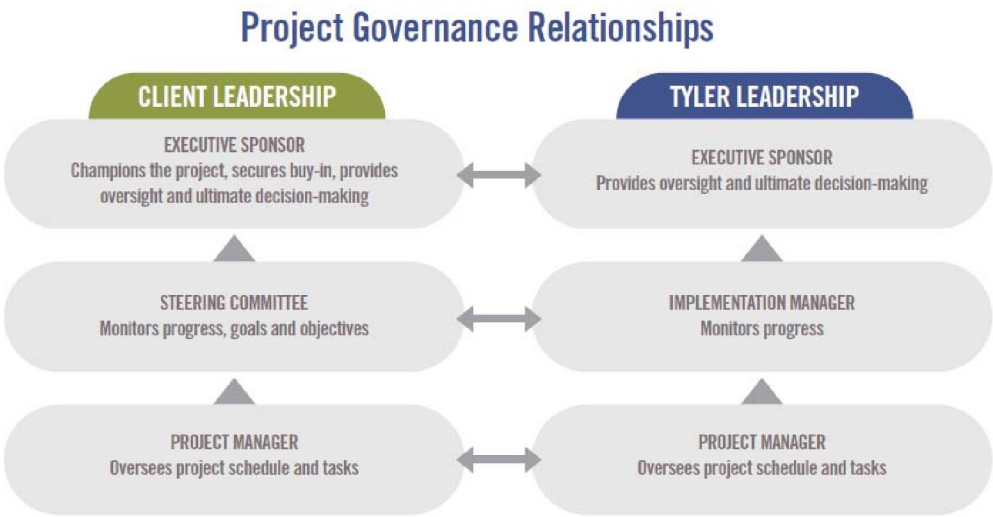
Every implementation project is comprised of both client resources and Tyler resources working together at varying levels of involvement to ensure a successful implementation. The chart below outlines each of those resource groups. Please keep in mind that some resources in your organizations may fall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



Project Governance

Communication and transparency are essential to any successful implementation. Tyler and City resources collaborate to determine core business needs, objectives and priorities. Project teams work together to navigate challenges as they arise according to the escalation paths outlined in the organization charts.

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



Business Process Consulting Overview

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

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

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

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

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

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

Solution Validation

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

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

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

Expected benefits from the completion of validation also include:

- The infrastructure of hardware and network design is thoroughly vetted
- Modifications are delivered and fully integrated into the solution
- A managed issues list is fully quantified

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

Explain the expected Government staffing for the project including:

- Assumed participation in the project (average portion of FTE). This should include all time spent working on the project (including time spent with and without vendor consultants)
- Assumptions about prior skills / competencies of resources
- Complete Attachment 12 (Staffing). Refer to Section C.4 of the RFP for project staffing assumptions.

Please see Tyler's Roles and Responsibility information listed above in this Section of the RFP Response. Tyler utilized Attachment 12 as information to best provide a response below in this Section of the Response.

Tyler Resources

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

Assembling a quality project team that suits for project needs is important. We appreciate your patience as we make arranges to allocate resources for your project phases. Upon award of contract, Tyler assigns a project manager and quality project team to ensure your implementation success. Tyler staff perform services in a professional, workman-like manner, consistent with industry standards.

The resumes presented in this proposal reflect the caliber and experience that Tyler will assign to this project. Due to the variable duration of selection and contract processes, it is difficult for us to predict resources that would be available at project commencement.

Sample Resumes

Brittany T., Project Manager – Incode Professional Services	
Tenure	Employee since May 2017
Experience	As a Project Manager, Brittany uses her two years of Utility Billing and CRM implementation experience, and an additional year of combined Utility Billing and Financials/Payroll implementations, to guide projects to their completion.
Education	Texas Tech University, Bachelor of Business Administration – Business Management
Reference Projects	Bella Vista Property Owners Association Champlin, MN West Valley Water District, CA

Geri T., Project Manager – Incode Professional Services	
Tenure	Employee since September 2004
Experience	Geri has more than 25 years of computer operations, government finance and Tyler software experience.
Education	Iowa State University, Bachelor of Business Administration – Information Systems Management
Reference Projects	Dublin, GA

Choctaw, OK
Westchester Park District, IL

Kathy W., Project Manager – Incode Professional Services	
Tenure	Employee since February 2020
Experience	More than 20 years of experience in project management, accounting, and local government enhance Kathy's ability to guide her clients though their project implementation.
Education	University of Dubuque – Master of Business Administration

Alphonzo C., Project Manager – Incode Professional Services	
Tenure	Employee since October 2019
Experience	With 5 years' experience as a Project Manager, Alphonzo uses his strong background to streamline the implementation process, analyze complex issues and quickly develop effective solutions. Alphonzo's solid understanding of software functionality helps him communicate effectively with client executives and their respective teams.
Education	Morehouse College, Bachelor of Business Administration – Marketing
Reference Projects	Garden City, CO Corning, NY Rio Communities

Kelley M., Project Manager – Incode Professional Services	
Tenure	Employee since February 2013
Experience	Kelley has a thorough understanding of Incode and the end user experience. As a Project Manager, Kelley uses her knowledge and background to guide her clients through their project implementation.
Education	Iowa State University, Bachelor of Science – Health and Human Performance
Reference Projects	Ringgold City, IA Sioux City, IA Grass Valley, CA

Jennifer L., Project Manager – Incode Professional Services	
Tenure	Employee since February 2008
Experience	With combined experience as Tyler Support Specialist and Advisor, Conversion and Implementation Analyst, and Project Manager, Jennifer brings a great mixture of customer service and knowledge of Tyler processes. Her experience as a Project Manager at Tyler is enhanced by the study and achievement of her Project Management Professional (PMP) certification.
Education	Texas Tech University – Bachelor of Business Administration – Finance, PMP Certified

Reference Projects	Ray City, MO North East Borough, PA Washington, IL Aledo, TX

Jolene H., Project Manager – Incode Professional Services

Tenure	Employee since Oct 2019
Experience	As a Project Manager, Jolene uses her knowledge and background that she has acquired through experience for the past 10 years with working as an Implementation Analyst and a Project Manager with financial software. Her experience is helpful in navigating through the entire process from installation of the software to implementation of the applications in a production environment
Reference Projects	Erath City, TX Bollinger City, MO

Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training and web training services for the core project team, end users, and technology personnel (if required).

- Explain any roles and responsibilities the Government is expected to provide for the training effort including (but not limited to) training coordination, training material development, training delivery, etc.

Tyler Training Plan

Everyone's learning style is different. That's why Tyler offers several training formats to accommodate our diverse clients' needs. Training by Tyler staff provides hands-on learning in your own labs. Your resources receive consultative knowledge transfer sessions that are a combination of lecture and hands-on education, using your organization's own data.

A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. The purpose of the education plan is to:

- Communicate the process to stakeholders and functional leaders
- Answer specific questions (where classrooms will be established, what database environment will be utilized, etc.)
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the plan has been successfully followed

Your organization is set up for success with Tyler's train the trainer approach to training and education plan developed over years of industry experience.

Scheduling and Attendance

Tyler prefers a classroom and curriculum approach for training to ensure knowledge transfer, comprehension, and retention. A successful user training session is in a classroom environment with a computer for each user, whiteboard, printer in the room or nearby, and one computer connected to a projector.

Class size should be limited to twelve (12) users in attendance to the training is critical to gain hands-on experience with the system.

Responsibilities

Tyler knows the value of being prepared for the use of our software in production. Our goal is to partner with you and lend our expertise based on experience, in order to allow your resources to be successful at go-live.

Both teams collaborate on all aspects of training, discussed, and documented during the planning stage of the project. The expectation is for Tyler to provide one or more occurrence of each scheduled training. You will be responsible for the logistics of the training by completing such tasks as scheduling resources and ensuring facilities are available. These sessions are to be attended by your key staff members (i.e. functional leads and power users) so that they can then disseminate the information they learn to others in your organization if or when necessary.

Training Materials

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

Training Options for Public Health

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

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

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

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

Knowledge Transfer Approach

During implementation of our products, Tyler's goal is to educate your resources so that they are self-sufficient users of the solution. Tyler uses a train-the-trainer model to transfer knowledge. Tyler's project team will provide comprehensive training to your team, which includes the project manager, functional leads, and power users. Tyler provides one occurrence, or more, of each scheduled training or implementation topic. The first time focuses on the process steps, while the second time, the training is more advanced. Sessions for each topic will also cover configuration for functional leads and power users, so that future changes can be easily made.

Ensuring comprehension of daily job functions is essential to a successful go-live and product adoption. The goal of our train-the-trainer approach is to expose the most sophisticated users to the system first, so system configuration, converted data, and new procedures are thoroughly vetted by your team before being introduced to end users. During training, Tyler implementation consultants measure knowledge transfers through assessments and lead mini parallel processes and validations.

Complete Attachment 11 (Conversions). The Government expects proposers to include all conversions listed in the RFP.

Tyler utilized Attachment 11 as information to best provide a response below in this Section of the Response.

Data Conversion

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

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

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

Data Conversion Standards & Responsibilities

While Tyler's data experts have extensive experience with data mining, conversion, and migration, it is your responsibility to provide Tyler with readable conversion data and to review the converted data for accuracy and completeness. Tyler recommends that you conduct due diligence to ensure that your team delivers clean data, to make data validation efforts seamless resulting in a high-quality migration.

Financial Conversion Summary

This document is a summary of what is included in the standard conversion for Tyler Technologies Financial Suite. This is not a complete description; for a complete description, please refer to the *Tyler Technologies Financial Data Conversion Specification* document available upon request. Items not listed below are generally assumed to not be eligible for electronic data conversion with Incode 10.

Client Responsibilities

- Data in Tyler's Standard Data Layouts or approved formats
- Provide data definitions
- Provide screen shots
- Review conversion during setup and go-live

Data Conversion

Full dependencies are detailed in Appendix A.

General Ledger

Standard Conversion Includes:

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

Additional Selections:

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

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

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

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

Accounts Payable

Standard Conversion Includes:

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

Additional Selections:

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

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

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

Personnel Management

Standard Conversion Includes:

- Basic employee information – employee master, address, primary contact, dates, phone numbers, dependents, notes
- Current direct deposit bank information
- Federal and state tax withholding information

Additional Options:

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

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

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

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

Fixed Assets

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

Inventory

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

Applications not converted

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

Custom Conversion Services

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

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

Data Extract

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

- Microsoft SQL Server database

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

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

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

Duplicate Entry

Unless otherwise noted, it is assumed all data conversion elements will be converted once. While the timing of each data conversion element will be scheduled out between the Client and Tyler's Project Managers, once an element has been converted and delivered, it will not be converted again and duplicate entry between the current legacy system and Incode 10 will be required for a period of time until Incode 10 becomes the live system of record.

Section 4.0 - Implementation Plan

Section 5.0 Ongoing Support and Hosting Services

The proposal should specify the nature of any post-implementation and on-going support, including hosting services provided by the vendor including:

E.4 Attachment 7 (Technical Specifications)

• **Technical Specifications**	
• **Required Licenses**	
• Does the Proposed System Require that the Government install software?	• (Yes)/No
• Provide full documentation of technical specifications and requirements necessary to host the system *(vendors can submit documentation in alternate format and attach to this page.)*	Please see Tyler's specification for Hosted and On Premise solution hardware requirements listed below in this section of the RFP Response.
• Hardware / Server / Database Requirements	Please see Tyler's specification for Hosted and On Premise solution hardware requirements listed below in this section of the RFP Response.
• Desktop / Client Requirements	Please see Tyler's specification for Hosted and On Premise solution hardware requirements listed below in this section of the RFP Response.
• Mobile Requirements	Please see Tyler's specification for Hosted and On Premise solution hardware requirements listed below in this section of the RFP Response.
• **Business Intelligence**	
• Describe how business intelligence tools operate and if the Government would be able to leverage tools for non-ERP data	Tyler solutions have number of built in programs and tools for application based administration, configuration, monitoring, and debugging. A System Administrator's menu options include setup programs, parameter files, program activity logs, and diagnostic and run time information utilities.
• Does the report writer utilize a separate database?	No
• **Security**	
• Describe database security	Every client has its own separate database for their data. Our Database servers are locked down so only necessary people with proper access has access to them.

• Describe application security	Tyler's Incode solution uses the Trusted Security Model based on Microsoft Windows® philosophy. This means once a user logs into his\her operating system, Incode's system security will automatically recognize the individual. Security within the software supports both individual and group permissions simultaneously. These permissions can be assigned to individual applications and programs within applications. The software also tracks which programs are executed and by whom. The system logs information such as date, time, user, program name, and system message for each entry. Other security options available in a number of Incode applications include fund, department, record, tab, and field.
• Is system compatible with single sign on?	Yes

E.5 Attachment 8 (Software-as-a-Services / Hosting)

*Attach additional pages if necessary

• **Alternative Delivery Options**	
• **Options**	
• Is system available through a hosted model (Government owns license and system implemented on dedicated single tenant environment)	• Yes/No
• Is the system available through SaaS model (Government pays subscription fee and system implemented in multi-tenant	• Yes/No
• Is the system available through a managed services model (Government owns and hosts system; vendor maintains system)	• Yes/No
• Where is the data center and disaster recovery data center located?	*Falmouth, ME, and Dallas, TX*
• **Network Bandwidth**	
• If ASP or SaaS, what are the internet bandwidth requirements for optimal performance?	*Gigabit Ethernet*
• **Contract**	
• Describe any minimum contract periods (example: Minimum of 5 year)	SaaS agreement is based upon a 5year agreement.
• Does vendor contract provide for price increases above 0% per year for years 2-5	The proposed annual SaaS agreement is based upon 5 years and will not increase until there after
• After contract period, is it possible to transition to self-hosted model? Describe what is required for transition and cost	The City can always transition from SaaS to an OnPremise Solution. The City will own the license fees so there should only be service costs

• Does vendor contract cap price increase to less than 5% for years 6-10)	The SaaS Annual fee in the proposal will be locked in for the 5year agreement and there after will go to the then current rates.
• **Proposed Services**	
• Number of database instances (please list)	2
• Describe proposed disaster recovery services	*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 Munis applications in the event of a disaster or component failure.*
• Describe proposed application availability service level	Please see Tyler's SLA that is included in our standard terms and conditions located in this RFP Response.
• **Support**	
• Describe operations support	*Please see Tyler's standard support services listed below in this section of this RFP Response.*
• Describe back up procedures and testing of backups and other quality assurance processes to ensure the backup is working correctly.	*Hosting Operations follows security best practices dictated and defined by the three assurance audits that Tyler Technologies are subject to. SOX-404 Financial and IT General Controls, PCI Security Council PA-DSS/PCI-DSS, and the AICPA SSAE-16 SOC 1 Type 2.*
• Describe process for installing patches and updates	*Patches are released weekly as needed to address issues that arise between monthly patches. If an urgent bug fix or security fix is needed, Tyler will coordinate the release of that fix with the client base on a case by case basis.*
• Describe process for roll-back of patches and updates if major functionality is broken as a result of the patch and/or update	*If a patch or update needs to be rolled back, the previously installed code is reinstalled.*

1.. Describe proposed services for hosting including:

- Information on the specific hosting services provided
- Help desk support services
- Application support
- Operational support services
- Technology infrastructure services
- Disaster recovery
- Will all products (including third party products) be hosted through the same provider?
- Will the Government need to host anything on its servers?

Tyler SaaS Solution

With our Tyler-owned and operated system, we will host and manage your Tyler software applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating systems.

With this solution you receive clear, concise documentation, defining all aspects of the relationship. You will receive a Contract and Service Level Agreement stating measurable expectations of performance.

Benefits of a Hosted Solution

The over-riding benefit to clients is the ability to have others outside their organization manage and administer the expensive and complex computing environments used today — something that is increasingly important to our clients.

More and more organizations like yours are turning to SaaS and other cloud computing services because of this benefit — reducing large upfront hardware, software, server, and licensing costs and eliminating their responsibility for maintaining databases or operating systems. According to Darrell West, director of the Center for Technology Innovation at the Brookings Institution, a large percentage of public sector IT costs get sunk into hardware, software, and storage.

Tyler Data Center

Tyler maintains two SaaS data centers operating under a continuous improvement model whereby the hardware, software and technical infrastructure are constantly being reviewed and optimized for performance and stability. New client acquisition, utilization and advancements in technology all influence changes in the data center configuration.

System and Security Administration

Tyler performs daily administrative tasks. We address the installation, upgrade, support, and file maintenance of your Tyler software applications, database servers, operating systems, database, application files, and image files. Tyler provides secure data transmission paths from each client workstation to Tyler MHS servers. User IDs, passwords, and application access rights for the VPN and your Tyler software applications are administered by Tyler with the Client's final approval.

Tyler Technologies maintains a baseline IT Security Policy that is communicated to and acknowledged by all employees. Tyler may include detailed industry best practices if desired by the Client. In addition, we conduct and document SIRP tests on quarterly basis based on NIST standards.

IT Security Policy

Security Incident Response Procedures

Procedure Highlights:

(1) Discovery

(2) Investigation

(3) Notification

(4) Response

(5) Recovery

(6) Follow-up

Hosting Operations follows security best practices dictated and defined by the three assurance audits that Tyler Technologies are subject to. SOX-404 Financial and IT General Controls, PCI Security Council PA-DSS/PCI-DSS, and the AICPA SSAE-16 SOC 1 Type 2.

Tyler's Responses to Typical Hosting Questions

Q. What kind of computer and Internet connection do users need to use SaaS?

A. System requirements vary slightly for each Tyler product and can be found on our website. In general, our products can be supported and configured on commonly used machines.

Although bandwidth requirements are low, a high-speed Internet connection is required. Dial-up modems may work but will not provide ideal performance.

Q. Do users have to install any programs on their computers to access their SaaS-hosted database and software applications?

A. Certain applications require software to be loaded on your users' computers, such as an ActiveX® control which is a small add-on program used on the Internet. If software is required, our Tyler SaaS team can help with the installation.

Q. How does your data center utilize multiple ISPs to prevent telecommunications outages in the event your primary ISP goes down?

A. Tyler's data centers not only utilize multiple ISPs but are also designed so that bandwidth is drawn from different hub locations. Multiple ISPs and multiple hub sources mitigate the risk of a data center Internet outage.

Q. What measures do you have in place for a power outage?

A. The SaaS data center is equipped with battery back-ups in the event of a power loss. During a sustained outage a diesel generator supplies power. The equipment is tested weekly.

Q. How often do you perform backups?

A. Nightly backups are stored off site.

Q. What about physical security?

A. The Yarmouth, Maine, data center is always locked, requiring key card access only by authorized personnel. Our Dallas, Texas, data center is co-located at DataBank. This facility is manned by a guard 24 x 7 and includes keycard and biometric security tools in place.

Q. Do you rely on any sub-contractors or third parties to administer the SaaS application and database servers?

A. No, Tyler recognizes the importance and value of having experienced staff support and administer the SaaS infrastructure.

Q. Does your company own and have complete control of the data center that hosts the SaaS servers?

A. Tyler owns the building where the Yarmouth, Maine, data center is located. Tyler does not own the DataBank building in Dallas, Texas, but we own all of the equipment located there.

DataBank provides a locked cage, air cooling, Internet services and power. They do not administer or provide any equipment that is used to run Tyler hosted applications.

Tyler Hosted System Requirements

Tyler Technologies' Hosted Solution is designed to operate on networks and operating systems that meet certain requirements. Systems that do not meet the required specifications may not provide reliable or

adequate performance, and Tyler cannot guarantee acceptable results. This should include a reliable Internet connection provided by your ISP.

Workstation Requirements

Component	Requirement
Hardware	Microsoft Windows Certified PC
Processor	Pentium Core 2 Duo
Memory	2 GB
Disk Space	5 GB available disk space
Operating System	Windows 7 Professional or Windows 8 Professional, 8.1[1]
Network	Gigabit Ethernet
Network Environment	Latest Windows Updates

1 Windows 95/98/ME, XP Home, and Vista Home editions and workgroup or peer-to-peer networks are not supported.

Full Hardware Specifications

For complete details on hardware recommendations the City can visit the Site Assessment website. There you can select specific details that will determine what hardware configuration would be the best fit for your site. The City will also be able to compare recommendations for an on-premise solution verses a Tyler-hosted solution.

To complete your site assessment, log in to http://check.tylertech.com

Enter your email address and the password "Tyler".

Select the Incode product to begin your system assessment. You will also be able to download PDF copies of hardware requirements from within the process. We strongly recommend that you download and keep a copy of the full hardware requirements as this document also covers recommended data backup procedures.

Tyler's Secure Data Bank

With more than 30 years of industry experience, Tyler provides a unique combination of services to meet the specific needs of state and local government. Our SaaS offering is a full-service SaaS, meaning we own, administer, and support all hardware and applications. Our commitment to full service means that Tyler doesn't rely on sub-contractors. We have a team of Tyler employees who are dedicated solely to SaaS operations.

Tyler maintains two SaaS data centers operating under a continuous improvement model whereby the hardware, software and technical infrastructure are constantly being reviewed and optimized for performance and stability. New client acquisition, utilization and advancements in technology all influence changes in the data center configuration. Our investments include industry-leading solutions from:

- Microsoft®
- IBM®
- Cisco®
- Liebert®
- Caterpillar®

Data Security

Tyler takes security very seriously. We use a multitude of different security solutions to ensure secure communications including Virtual Private Network (VPN) devices, software VPNs and HTTPS. Network engineers work closely with application teams to ensure security practices are employed throughout the entire product lifecycle.

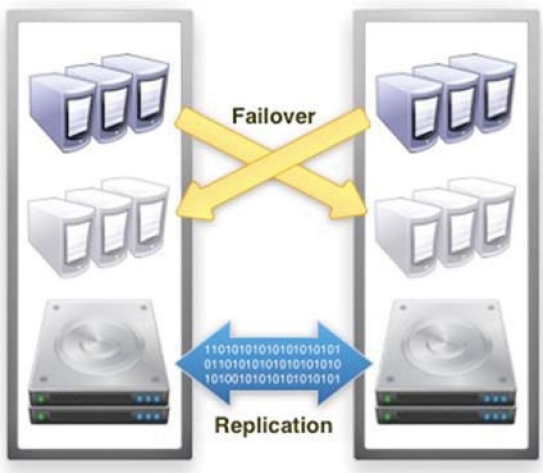
Redundancy

When we built our SaaS infrastructure the goal was simple: no single point of failure. Our investments in every facet of the project include multiple devices set up for high availability and failover. The disk sub-system uses fully redundant drive arrays that prevent downtime due to a failed disk drive. We have multiple Internet providers at both of our data centers in Yarmouth, Maine, and Dallas, Texas, leaving their respective states through different routes. An Uninterruptible Power Supply (UPS) provides seamless failover to a diesel generator in the event of a power outage. In the event of a catastrophic failure at one facility, our disaster recovery plan assures that all critical processes continue uninterrupted at the second data center.

An audit of Tyler's SaaS data center, sponsored by one of Tyler's SaaS clients, was performed by IBM Global Services. The audit was conducted to formally document the redundancy and fault tolerance capabilities of the data center and its operational procedures. It's clear — Tyler takes its SaaS services very seriously. Our professional staff is trained and knowledgeable in all aspects of SaaS administration, our facility is state-of-the-art and our attention to our clients is unrivalled.

The Data Banks

- Tier III Plus datacenter
- Carrier Neutral – over 20 ISPs
- Owned and operated by DataBank
- Nuclear Fallout / Tornado Shelter



Physical Access

- 7 x 24 on-site security staff
- Gated private parking lot
- Separate visitor parking
- Card and bio-metric access

Compliance

- EU Safe Harbor
- SAS 70 Type II / SSAE 16

Service Availability

- VMWare HA
- 2x Client by Parallels
- Infrastructure HA

Datacenter Availability

- Active / Active Datacenters
- SAN level data replication over MPLS*
- Geographically dispersed clientele*

Supported Clients

- Windows XP/Vista and Windows 7
- Mac OS X
- iPad, iPhone, Android Devices*

Supported Devices

- Dynamic printer support*
- Local disk access
- Twain compliant devices*
- Windows Image Acquisition*

Protecting Your Data

- SAN level snapshots
- Disk to Disk Backups
- SAN level replication*

IT Security Policy

Version History

Tyler Technologies	Tyler IT Policy		Page #: 202
	Original Issue Date: 08/08/2008	Revision Date: 01/10/2014	Rev #: 1.1
Subject: IT Security Policy	Developed By: Rick Hoff	Date: 08/08/2008	
Issuing Department: INFORMATION TECHNOLOGY	Approved By: Peter T. Higgins	Date: 01/10/2014	CXO: Date:

Ver #	Date	Author	Description
0	08/08/08	Rick Hoff	This new policy combines the following previous policies: (1) Information Security Policy, (2) Access and Password Policy, (3) Anti-Virus Policy, (4) Security Incident Response Procedures, (5) User Access Administration Policy
1	8/26/11	Neal Huffman	Added section 6 to support annual review of Tyler IT Security Policy and Processes

1.1	01/10/14	Peter T. Higgins	Annual Policy Review Updated PCI/PA-DSS references

User Access Administration

Policy

A formal user administration policy is used across all Tyler Technologies sites. This process ensures that only authorized users are able to access the Tyler Technologies' network and Enterprise systems. Furthermore, this policy extends to employees who have left the company to ensure that their access to all systems is terminated in a timely manner.

Scope

These procedures apply to all Tyler Technologies sites and to all Tyler Technologies' employees, contractors, and third-party providers. Employee requests include but are not limited to: (1) new user accounts, (2) changes to existing accounts and (3) termination of accounts. The IT organization at each Tyler site is responsible for enforcing this policy within the designated guidelines and in cooperation with their respective HR department.

Network User Administration Procedures

New user access must be formally submitted via the *TrackIT Help Desk System* or a comparable IT Service Request System, to the local Network System Administrator by the appropriate department manager. The department manager must state:

- Employee's First and Last Name
- Position Title
- Start Date
- Overall System Access, e.g. email, company intranet, etc.
- Access to specific Financial, Financial – Feeder systems and Financial Spreadsheets
- Network Shared Folder Access

Request forms are retained permanently either hard copy or electronically to provide adequate audit trails of management approval.

When the job duties of an employee change, the appropriate department manager notifies the local Network System Administrator informing him of the change. This request must occur using *TrackIT Help Desk System* or a comparable IT Service Request System. The request must state the information above noting any additions or deletions to the user account.

Terminations

Upon notification of an employee's termination, it is the responsibility of the employee's department manager to notify the local Human Resources (HR) department of the termination status and the last working date. HR then notifies the local Network System Administrator and Director of Accounting Systems by Email of the employee's termination status and their effective date of termination. Upon notification, the user's network and Enterprise Financial Systems accounts are inactivated / deleted within 1 business day.

Access and Password Policy

Each user is required to have a unique ID and password. The creation of generic and/or shared User ID's is specifically prohibited. Each user has exactly one User ID and password, except where job requirements necessitate the creation of multiple ID's to access different business functions.

Authority

Each user is granted only the level of access specifically required by their job. Use of "Administrator", "Super User", "Security Administrator", and/or "SA" levels of authority is severely restricted.

Generic User IDs

Generic User IDs are not allowed to sign on to systems.

Password Standards

Account Policy	Recommended Setting
Maximum Password Age	90 days
Minimum Password Age	2 days
Minimum Password Length	8 characters
Enforce Password History	6 passwords (last 6 cannot be used)
Account Lockout (# of unsuccessful logon attempts)	5 bad attempts
Account Lockout Duration	6 hours
Reset Account Lockout Counter After	6 hours

Admin or Super-User Passwords

All Administrative or Super-User passwords, i.e. Network Domain, SQL Server, Epicor are complex passwords, i.e. they contain at least two non-alphanumeric characters, e.g. @, #, $, etc.

Review

Local and Tyler Corporate System Administrators implement policies and procedures to validate the on-going implementation and adherence to this policy. User ID's and passwords are audited annually. These audits are maintained for a period of at least 1 year.

Anti-Virus Policy

Purpose

The purpose of this section is to describe the IT Operations processes to prevent and respond to virus attacks. This prevention and response process applies to all internal computer systems and all instances for virus threat and attack to these systems. It is the responsibility of each Local IT Manager to populate and maintain all Company desktops, notebooks, Windows servers, and appliance server systems with Anti-Virus software for virus protection and detection.

Procedures

Inbound E-Mail Protection

- Updated virus definitions should be downloaded every day.
- All inbound e-mail messages should be scanned.

– The file attachment should be deleted if the extension is contained in the following table:

.bat	.cpl	.exe	.scr
.cab	.dbx	.hlp	.shs
.cmd.	.dll	.mht	.vbs
.com	.eml	.pif	.wab

– The e-mail recipient should be notified of the attachment deletion.

– When a virus is detected, the system should try to repair it. If the repair is not successful, the email should be deleted.

- If the system detects five virus infections in one-minute time span, it should send notification to the IT system administrator by email.

Servers, Desktops, Notebooks Protection

Local IT personnel should install and configure Antivirus for Windows desktops, notebooks, and servers expected to join Company's corporate network domain (via Active Directory).

- All desktops and notebooks should be scheduled to perform complete virus scanning of local hard drives at least once a month.
- When a virus is detected, the system should try to clean the file. If the cleaning is not successful, the file should be deleted. .
- Updated virus definitions should be downloaded every day.
- All domain computers (servers, desktops, and notebooks) should be scheduled to update the local virus definition file when the system is re-booted
- IT system administrators can push updated virus definition and perform remote scanning on selected domain computers if they are suspected of being virus infected.
- IT system administrator can push new version of antivirus client or engine software to any/all domain computers as required.

Urgent/High Visibility Virus Attacks

Notification of users as a result of widespread virus attacks will be evaluated on a case-by-case basis. The IT Operations Manager and Help Desk will assess needed actions, including:

- Logical or physical network disconnect of infected computers;
- Proactive distribution of updated virus definition files to selected network computers;
- Proactive remote scanning of selected network computers;
- E-mail notification of Company users, 1) during virus attack situation, and 2) 'post-attack' summaries of efforts taken; and
- Notification to senior management of selected virus attacks that may have affected general employee productivity or impacted project/business timeframes.

Security Incident Response Procedures

Purpose

This section will supply guidance to be used before, during, and after a computer security incident occurs on a server, network, site, or enterprise. The philosophy in the event of a breach of computer security is to react according to a plan. This is true whether the breach is the result of an external intruder attack, unintentional damage, or a disgruntled employee. Each of the possible types of events, such as those just listed, should be addressed in advance by adequate contingency plans.

Procedure Overview

1. Discovery
2. Investigation
3. Notification
4. Response
5. Recovery
6. Follow-up

Discovery

Monitor Vulnerability Advisories Daily

An integral part of the *Security Incident Response Procedures* (SIRP) is the ability of the IT department to ensure its information systems are appropriately patched and updated. The Internet provides a valuable resource that allows organizations to monitor the release of patches and upgrades from vendors. The following table identifies such resources:

Monitoring Logs

Logs should be monitored in order for incidents to be identified. Monitoring could be by accomplished through manual means and/or an Intrusion Detection System, e.g. *GFI's Security Monitor.*

Incident Response Tracking Database

Organization	Website
CERT Advisories	http://www.cert.org/advisories/
Security Focus	http://www.securityfocus.com/
Sun Solaris	http://sunsolve.sun.com/security
Microsoft	http://www.microsoft.com/technet/security/current.asp
Cisco	http://www.cisco.com/warp/public/770/
Netscape	http://home.netscape.com/security/notes/index.html
Checkpoint	http://phoneboy.com/fw1/

A database should be maintained to track all reported security incidents. This may facilitate the organization in warding off future incidents.

Classification and Identification of an Incident

All reported incidents should be classified as a high/medium/low risk to facilitate the appropriate actions to take. The following table provides an incident classifications scheme:

Criticality	Definition	Examples
High	Incidents that *have a monumental* impact on the organization's business or service customers.	• Malicious code attacks, including Trojan horse programs and virus infections
		• Unauthorized system access
Medium	Incidents that has a significant or has the potential to have a monumental impact on the organization's business or service customers.	• Password cracking attempts
		• Password does not allow access to system, apparent change of password without user knowledge has occurred
Low	Incidents that *has the potential to have a significant or monumental* impact on the organization's business or service customers.	• Probes and network mapping
		• Denial of access to the system due to unexpected lockout

INVESTIGATION

Using your experience and knowledge and any available tools you must gather evidence that a crime is or has been committed. To protect evidence and help federal, state, or local law enforcement agencies investigate the incident, take the following actions:

- make backup copies of damaged or altered files, and keep these backups in a secure location;
- activate all auditing software;
- consider implementing a keystroke monitoring program, provided an adequate warning banner is displayed on your system; and
- DO NOT contact the suspected perpetrator.

If there is significant damage being done or sensitive material is being compromised, shut down and stop the intrusion. If necessary, disconnect the affected device from the network. Sometimes the risk of compromising sensitive material is not worth the risk of trying to catch the perpetrator.

The following checklist identifies steps that can be used to facilitate in classifying the incident, if one in fact has occurred:

- Log files
- Privileged programs
- System file tampering
- Sniffer Programs
- Unauthorized services
- Password file changes

- Check system and network configurations
- Look for unusual files
- Examine other hosts.

The main goal of this initial step is to gather as much detail about the intrusion as possible. This means finding answers to the following questions. Ensure that you fully document every detail of the incident.

- How was the attack initiated?
- When did the attack occur? (Date and time)
- Where did the attack occur?
- What tools did the intruder use?
- What was compromised?

Notification

If the incident is of 'Medium' or 'High' criticality (see table above) the first person notified when you discover that an attack has occurred should be the Corporate Tyler IT Manager. He or She will assist you in the notification process. If the incident is of 'High criticality (see table above) the CIO or CTO should be notified immediately and presented with as many facts and reports of the incident as are available. The bottom line is that management should know about this AS SOON AS POSSIBLE.

If the incident is of 'High' criticality the next level of incident notification should be to your local Federal Bureau of Investigation (FBI) office or the National Infrastructure Protection Center (NIPC). The National Infrastructure Protection Center (NIPC) is a government agency whose mission is to serve as the U.S. government's focal point for threat assessment, warning, investigation, and response for threats or attacks against our critical infrastructures.

Response

After sufficient evidence has been gathered or another agency (FBI or NIPC) has completed their investigation, you must return to the task of information security.

Ensure that another party could not use the means by which the original intruder has gained access again. Essentially… plug the hole. This will prevent further damage or compromise to your network. There are several "quick solutions" that can facilitate stopping an intrusion from propagating further. These solutions include blocking the IP from which the attack is being generated, disabling the affected user id; remove/block the system from the network and shutting the system down.

Document the procedures taken and publish them for use by others. Ensure that all your documented information is available to those individuals within your organization who may also be vulnerable to the same or similar attacks.

Recovery

A main purpose of the Security Incident Response Program is to ensure an efficient recovery through the removal of security vulnerabilities and the reinstatement of repaired systems. Recovery includes ensuring the attacker's points of penetration and any associated vulnerabilities have been eliminated and all systems have been restored. The IT Department should work in conjunction with the Disaster Recovery team to ensure efforts made by each team can be leveraged, i.e. the best course of action may be to failover the effected sub-systems to the Disaster Recovery site until those sub-systems have been fully restored in the production environment. This decision should be made jointly by the CIO or CTO and Tyler's Corporate IT Manager.

Follow-up

It is imperative that we learn from incidents that occur. This will reduce the likelihood of an incident from reoccurring. Incidents should be tracked and reported appropriately. In addition, an awareness and training program should be developed to ensure all members of the organization are aware of what constitutes a security incident and who the appropriate personnel are to handle the situation. Depending upon the nature of the incident, it may be necessary to have meetings involving the IT department and executive management to bring everyone up to date on the latest risk and to ensure full support from executive management. In addition, the results from such a meeting as well as the information surrounding the incident should be organized in the *Incident Response Database* for future reference.

Physical Security of Computer Equipment

The server room must contain an adequate air conditioning system to provide a stable operating environment to reduce the risk of system crashes due to heat related component failure.

Fire suppression systems and/or fire extinguishers must be available to deal with the threat of fire.

Whenever possible UPS power is provided to the server room to help protect the computer systems and provide temporary power in the case of a main power failure.

The server room is physically secured preferably with a 'badge reader' which also has the capability of printing an access log. However, at a minimum, the server room has a physical lock.

Access to the server room is restricted to allow only staff that requires access to perform their job functions.

Contractors requiring access to server rooms notify IT Services staff in advance so that the necessary access can be arranged, and they must sign a "Visitor Log" including name, company, date & time of entry, date & time of exit and purpose of visit.

Physical LAN Security

All communications should pass through the Company's router and firewall. Dial-in modems are not used if at all possible

LAN equipment, routers, hubs, bridges, switches and VPNs must be kept in secure rooms or closets.

Generally, wireless LAN equipment should not be used as it introduces security risks. If a wireless LAN is deployed to facilitate guest access to the internet, then a restricted domain is employed to prevent access to the primary LAN.

Annual Review Process

On an annual basis, a Qualified Security Auditor (QSA) will conduct a formal audit of the Hosted/SaaS network supporting the integrated credit card processing software. The review will cover the environment regarding PCI/PA-DSS compliance based on the current PCI Security Council standards. This review will be chaired by the IT Security Officer Tyler Security Officer.

The final audit artifacts will cover the following:

1. Identify potential threats either from internal resources or external 3rd parties
2. Identify vulnerabilities to the existing network and ensure that any planned modifications to the environment do not create penetration risks or PCI/PA-DSS risks

Review Team:

The review team will consist of each representative group within the IT Organization. Currently the following groups exist to support Tyler Technologies' IT initiatives:

1. Applications
2. Infrastructure
3. End User Support
4. Hosting
5. Governance

Results of the annual audit will be store in the SharePoint IT Security Officer site under

http://tylshare/depts/it/ITSecurity/PCIWorkspace/Forms/AllItems.aspx

1.. For each of the services proposed explain service levels that are used to guarantee performance for the Government through the proposed hosting agreement. Complete Attachment 9 (Proposed Service Level Agreement)

E.6 Attachment 9 (Proposed Service Level Agreement)

If hosting services are proposed, please complete the following table identifying proposed service level guarantees. For each service, please indicate the metric used to measure the service quality, the proposed requirement (target for service), and the proposed remedy/penalty if guarantee is not met.

Proposed Service Level Guarantees			
Service	**Metric**	**Requirement/ Guarantee**	**Remedy if Not Met**
System Availability (Unscheduled Downtime)	99.9		
System Response (Performance)	N/A		
Issue Response Time	*		
Issue Resolution Time	*		
System Data Restore	24 Hours		
Implementation of System Patches	24 Hours		
Notification of Security Breach	1 Business Day		
Please list other proposed service levels			

*Please see Tyler's support information listed below in this Section of the RFP Response. Please see Tyler's terms and Conditions also included in this response for all service lever agreement.

Proposed Service Level Guarantees	
How is performance against service levels reported to the Government	City will need to notify Tyler of performance problems.
Describe process for Government reporting issue to the vendor	Village will submit a support ticket

Support and Maintenance

E.7 Attachment 10 (Maintenance and Support)

• **Proposed Maintenance and Support**	
• **Post-implementation Support:**	
• Days of on-site support after go-live	**Remote** due to covid restrictions.
• What is purpose of on-site support?	**Remote** due to covid restrictions.
• Other on-site support after go-live (month end, quarter end, year-end, open enrollment, etc.)	**Remote** due to covid restrictions.
• **Telephone Support:**	
• Hours available (and time zone)	*8 am to 5 pm (Monday-Friday) across four US time zones (Pacific, Mountain, Central, and Eastern)*
• Problem reporting and resolution procedures	*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 tollfree 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.*

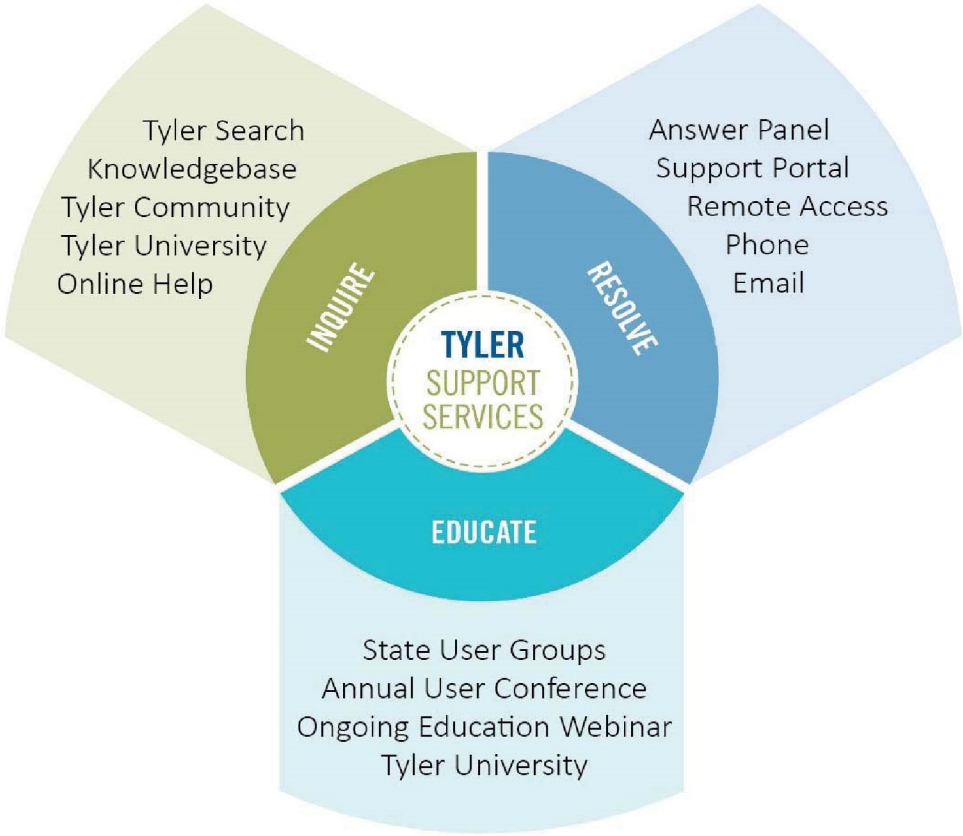
• Response time for various levels of severity	*Tyler's support goals are as follows* *1 Critical – within 1 hour* *2 High – within 4 hours* *3 Medium – within 1 business day* *4 Non-Critical – within 2 business days*
• **Third Parties:**	
• Support provided for third party products?	N/A
• **Upgrades/Patches:**	
• Upgrade Frequency (major and minor releases)	*Upgrades occur as determined by the client and in conjunction with Tyler.*
• How are upgrades delivered?	*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.*
• Are upgrades required?	*Tyler recommends clients stay up to date, but it is up to the client if they wish to take an upgrade.*
• How many versions are currently supported?	*Tyler supports up to three major versions of the software for as long as clients are using them. New versions are typically offered annually, however a new version may not be released within a 12 month period*
• **Third Party Support**	
• Upgrade Frequency (major and minor releases)	N/A
• How are upgrades delivered?	N/A
• Are upgrades required?	N/A
• How many versions are currently supported?	N/A

Additional Support and Maintenance Information

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

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

Tyler provides online and continuing education resources for our clients, including but not limited to the following resources.



Support Channels

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

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

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

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

Support Resources

- *Tyler Search* – an online query tool that provides answers for your questions by culling through all Tyler's online resources using Knowledge Centered Service
- *Tyler Knowledgebase* – a documentation library in a single, easily accessible location
- *Tyler Community* – Tyler's online forum available 24/7
- *Tyler University* – Tyler's e-learning solution to enhance support and training of your employees using your data
- *Tyler Release Management Console** – Shows all release version information, with a summary of each release and associated enhancements, open, closed and non-critical issues
- *Online Help* – context sensitive field help and procedural information to assist your team in completing program tasks
- *Answer Panel* – As you begin entering your case details, Tyler Search presents results in the panel that matches your question. Answers provided are the most relevant to your question, regardless of the source of the information.
- *MyView** – MyView is a screen capture tool to give Support more information to assist clients with a case. The recording is linked to the case and visible in the Online Support Incidents portal.
- *Online Support Portal* – log or manage incidents and attach documentation and screenshots
- *GoToAssist & Bomgar** – remote assistance from Support used to connect to your desktop
- *Phone* – Tyler provides a dedicated 800 number that places no limits on who from your team may contact Support, or the number of calls placed
- *Chat** – accessible within the software, you can speak with a Tyler representative to quickly answer questions
- *State User Groups* – forums organized by Tyler staff and attended by existing clients to get the latest information on Tyler products
- *Annual Conference* – Tyler Connect features online courses taught by Tyler subject matter experts hosted in a different city each year

**Some options may not be included, please review with Account Executive for complete details.*

Support Availability

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

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

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Issue Handling

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

PRIORITY	DESCRIPTION	RESOLUTION
CRITICAL	Issue is severe and requires immediate resolution. A critical issue is one where there is a complete work stoppage, or the loss of multiple essential system functions for all users.	1 day or less
HIGH	A high priority issue is one where there is a repeated, consistent failure of essential functionality affecting more than one user, or the loss or corruption of data. Your system is operational, but an essential piece of functionality is not working.	10 days or less
MEDIUM	Issue is non-severe.	30 days or less
NON-CRITICAL	Issue is a lower priority and you will work with Support as time permits.	60 days or less

Problem Escalation

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

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

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

If the support incident is received via e-mail or online support portal, an incident is created, and a support representative will contact the customer based on a combination of the priority of the issue and the order that the issue was received. The support representative will take ownership of the incident and see it to

resolution. The support representative will use many different resources to resolve the issue including on-line help, Knowledge Base, advisors, team leaders, managers, and software developers.

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

Tyler Community

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

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

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

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

Software Updates & Maintenance

Tyler has proven history of providing upgrades and enhancement releases on a continual basis, which are available to all clients. Our evergreen philosophy ensures that those upgrades and enhancements are provided at no cost to those current with their annual software maintenance contract. Enhancement releases take place every year and are scheduled with the 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 evergreen development philosophy has been a strong differentiator that separates us from our competitors and provides a significant cost savings to our family of clients. Through evergreen, our clients receive the latest technology developments, releases, and updates without paying additional license fees – for the life of their Tyler product. While this has provided our clients with a return on investment that is unrivaled in our industry, the frequency and complexity of software releases can sometimes create a consumption gap for our clients.

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

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

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 5.0 Ongoing Support and Hosting Services

Section 6.0 - Exceptions to RFP

Tyler Statement Regarding Exceptions to the City of Corcoran's RFP for Enterprise Resource Planning (ERP) System Technical Proposal

Tyler's Proposal is based on the delivery of the requested software and services according to Tyler's standard implementation methodology and Tyler's standard contract(s).. That methodology, and that contract(s), have been refined and enhanced over Tyler's many years of operation in the public sector information technology market. Tyler's submission of its Proposal does not constitute a waiver of Tyler's right to negotiate any and all terms to the mutual satisfaction of the parties.

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

Tyler will consider its implementation methodology and its contract(s) to be the starting point for those negotiations unless expressly stated otherwise in its Proposal. Tyler's standard contract(s) are included for your reference. To the extent you request to incorporate your bid documents and our proposal documents into the contract package, we will agree to do so as long as the order of priority is (a) the final, negotiated contract; (b) our proposal documentation; and (c) your bid documentation.

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

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

Section 6.0 - Exceptions to RFP

Exceptions to the City of Corcoran, Minnesota ("Client") Request for Proposal:
Enterprise Resource Planning (ERP) System

Tyler's Proposal is based on the delivery of the requested software and services according to Tyler's standard implementation methodology and Tyler's standard contract(s). That methodology, and that contract(s), have been refined and enhanced over Tyler's many years of operation in the public sector information technology market. ***Tyler's submission of its Proposal does not constitute a waiver of Tyler's right to negotiate any and all terms to the mutual satisfaction of the parties.*** Tyler shall be obligated to provide products and services only upon execution, and under and according to the terms and conditions, of the mutually negotiated contract between Tyler and the Client.

Tyler will consider its implementation methodology and its contract(s) to be the starting point for those negotiations unless expressly stated otherwise in its Proposal. Tyler's standard contract(s) are included for your reference. To the extent you request to incorporate your bid documents and our proposal documents into the contract package, we will agree to do so as long as the order of priority is (a) the final, negotiated contract; (b) our proposal documentation; and (c) your bid documentation.

Conditions (Section A.5.4); Price Proposal (Section B.9): We reserve the right to negotiate pricing and payment terms to the mutual satisfaction of the parties.

Government's Rights Reserved (Section A.6.6); Proposal Submission Instructions (Section A.12.7): The Client may use the Tyler Proposal for its internal reference in evaluating proposals. Tyler shall retain ownership of all proprietary information contained in all deliverables. Tyler reserves the right to protest the public disclosure of its confidential and proprietary information, consistent with applicable public records laws.

Proposal Submission Instructions (Section A.12.3): Tyler's signature on the Proposal indicates acceptance by Tyler of terms, conditions, and requirements set forth in the RFP, except as modified by, taken exception to, and as otherwise provided in Tyler's Proposal.

Proposal Submission Instructions (Section A.12.6): The software will be implemented in accordance with a schedule determined by mutual agreement of Tyler and the Client.

Key Personnel (Section D.1): Because personnel are assigned based on experience and availability, Tyler cannot allow the Client to interview and approve key personnel. In the event Tyler personnel provide services that do not conform to Tyler's services warranty, Tyler will be given an opportunity to correct the deficiency. In the event the deficiency persists, the Client may require the removal of personnel in question. Tyler will use commercially reasonable efforts to not remove Tyler personnel providing ongoing services from the Client's implementation.

Warranty (Section D.2): For as long as the Client 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.

Warranty Remedy (Section D.3): 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.

System Acceptance (Section D.4): Tyler is willing to negotiate a mutually agreeable acceptance process based on warranted functionality.

Additional Users and Modules (Section D.5): Tyler will hold rates for additional users and modules in place for twelve months from the contract's effective date, except as otherwise mutually agreed to by the parties.

Accuracy of Proposal Fees (Section D.6): Tyler reserves the right to negotiate the language of this provision to the mutual satisfaction of the parties.

Section 6.0 - Exceptions to RFP

Section 7.0 - Deliverables and Project Outcomes

This section should describe proposed project deliverables and past client outcomes specifically addressing the following:
Provide a listing of project deliverables (work products) and for each identify:

- Purpose of deliverable
- Expected scope / contents of deliverable
- If deliverable is expected to have value outside the ERP implementation project

Please see Tyler's Implementation Plan in Section 4.0 of this RFP Response for details on project deliverables.

Provide an excerpt from project deliverables showing process documentation, configuration documentation, testing scripts, training materials, and requirements traceability

The Government is looking to fully leverage the human resource functionality in the system. Please describe a past project where you feel your client established an effective system modeled in "best practice" for managing an employee's human resources for employee evaluations, training, skills/certifications, succession planning, and recruiting.
Incode 10 has the capability of tracking evaluations, training (vendor & hours) and certifications. These are all housed individually on the employee page and can be accessed in various reporting methods.

Payroll can go live at any time of the year. Our recommendation would be to look at the payroll calendar and pick a time that's slow as far as payroll related changes. We don't recommend live payroll to be scheduled during a time of open enrollment, raises, seasonal changes, ect if it can be avoided. The beginning of both calendar year and fiscal years are typically busy times of year with lots of changes happening, and depending on your staff size it may or may not be a good time for you. Staff availability and workload are very important factors when determining timing of go live.

The Government desires to automate the exchange of information between the system and various benefit providers. Please explain specific past client examples where your firm helped establish these interfaces.
Incode 10 does not link to any provider specifically. Clients have the capability of uploading options of benefit selection to ESS (Employee Self – Service) which allows employees to make their benefit selections electronically. Those selections update the employee page for new open enrollment.

The Government's long term fiscal sustainability depends on ability to make smart budget decisions, create long-range financial plans, and effectively manage its existing capital infrastructure and equipment. Please describe a past project where the proposed software is used to complete the following:

- Create a program budget

Incode 10 offers both Fiscal Year Budgeting as well as Project Accounting Budgets. Project Accounting Budgets can cross multiple years. Fiscal Budgeting has the capabilities of Projection Scenarios & Notes & Detail Tracking, Importing from excel, Budget Comparison to name a few.

- Consider multiple scenarios that impact service levels

Projection Scenarios are often used to evaluate budget numbers with different scenarios in place.

- Create long term financial projections

Some sites create multiyear budgets, revisiting the second/third, etc. as time progresses. The budget code for the appropriate year is installed.

- Develop a multi-year CIP

Project Accounting can serve as a fantastic resource for this. It will allow multiyear, budgeting and track revenues/expenses.

- Create asset replacement schedules

More information is required to better respond to this requirement

- Identify long term funding needs for capital projects

The budgeting module can be utilized for this need.

With the system, the Government expects to improve the effectiveness of its purchasing function and a significant part of that will depend on the ability to collect and report information from p- cards. Please describe how past clients have used p-card integration to track spending by vendor, type of purchase, and user.

Incode 10 has the capability of importing pcard information form the vendor. The purchases made on a pcard are loaded as purchases on the individual vendors history tab. Commodity codes can be used as a way to track a type of purchase. Incode 10 in the web does have some new user approval functionality.

With modern technology providing greater access to information, Government employees and managers are able to better utilize information for decision making. However, much of this relies on having technology that is truly accessible. Please identify how a past client used mobile features, dashboards, reporting tools, and self-service capabilities to create a source of information that is widely used across the organization.

Incode 10 has mobile features in web and the list is growing daily. Smart Cards are used on Dashboard views for quick looks of work that "needs to be completed". Employee Self-Service Time & Attendance can be used for employee updates such as address changes, phone changes, pto requests, w-4 information, check simulation, & benefit enrollment.

Section 8.0 - Sample Documents

Proposers should include sample copies of the following documents.

Any sample agreements that the Government would be required to sign upon contract award. This would include any applicable software license agreements, professional service agreements, hosting agreements, third party agreements, etc.

Please see the Tyler Technologies standard Terms and Conditions contract in this section of this RFP Response. Tyler Technologies is willing to negotiate contract terms to suit both parties upon award of contract.

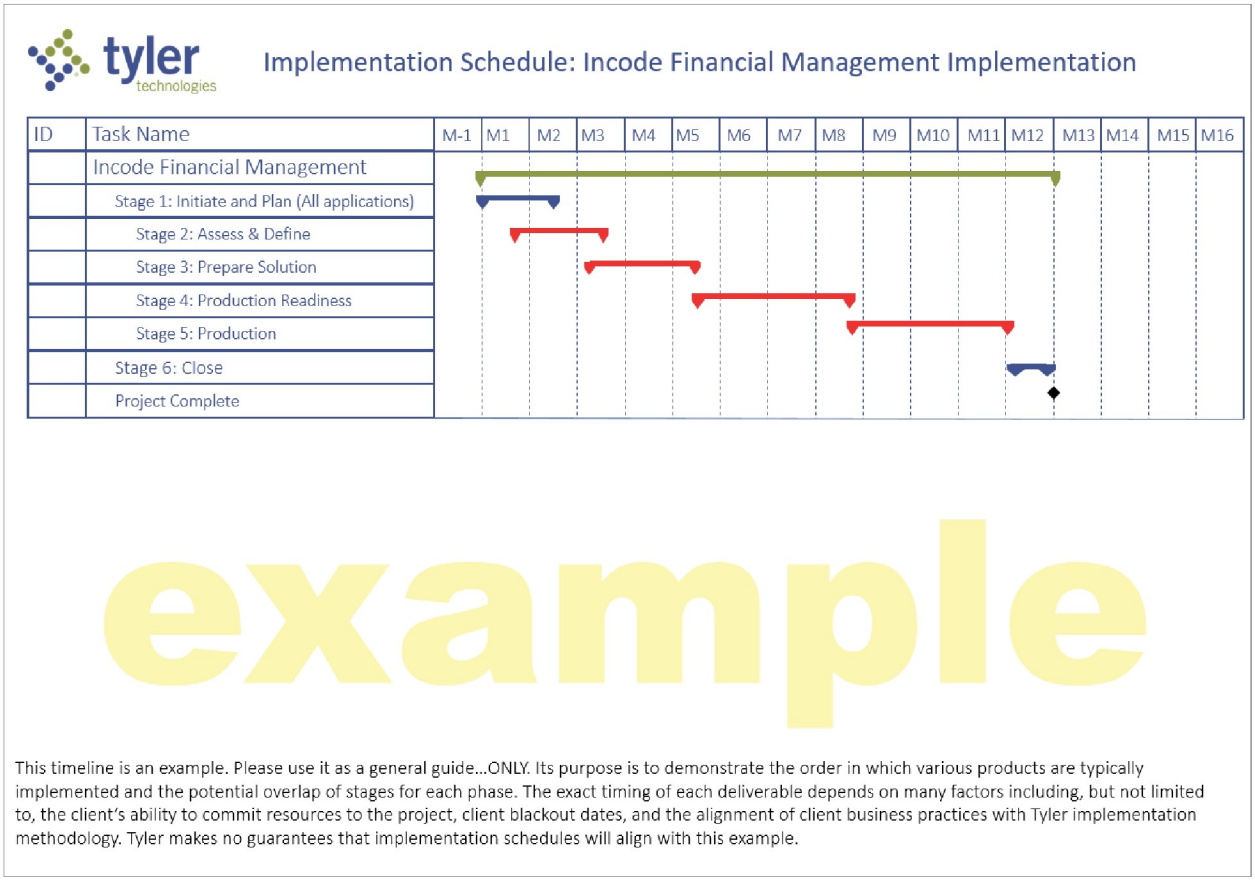
Sample Project Plan

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

Proposed Project Phases

Proprietary and Confidential – Subject to Restrictions on Disclosure

Incode Financial Management Timeline



LICENSE AND SERVICES AGREEMENT[1]

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.
- **"Defined Named Users"** means the number of named users that are authorized to use the EnerGov labeled modules. The Defined Named 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,

[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.

or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.

- **"Investment Summary"** means the agreed upon cost proposal for the software, products, and services attached as Exhibit A.
- **"Invoicing and Payment Policy"** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **"Maintenance and Support Agreement"** means the terms and conditions governing the provision of maintenance and support services to all of our customers. A copy of our current Maintenance and Support Agreement is attached as Exhibit C.
- **"Statement of Work"** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit 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 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 Services"** means the third party services, if any, identified in the Investment Summary.
- **"Third Party Software"** means the third party software, if any, identified in the Investment Summary.
- **"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.
- **"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. With respect to the "Energov" labeled modules, such use shall be limited to the number of Defined Named Users, as defined herein. 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. To the extent Client purchases MyGovPay/Virtual Pay, additional terms and conditions related to those applications are set forth in Exhibit D, Schedule __

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 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.

1.8 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 applicable annual beneficiary fee. 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).

8. Background Checks. 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.

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. 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.

5. 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. 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 F(2).

   1.1 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).

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

   1.3 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 upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid license and other fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

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 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 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 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 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, 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.

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. Tyler will secure a performance bond ("Bond") agreeable to both parties within ten (10) business days after execution of this Agreement in the face amount of $[X]. The cost of the Bond,

equal to $[Y], is based on the total contract dollar amount of this Agreement 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 performance bond, and Client shall be solely responsible for providing us with notice and for any additional bond premiums. All bond renewals shall be subject to underwriting or 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: Chief Legal Officer	Address for Notices: [INSERT CLIENT NAME] [INSERT CLIENT ADDRESS] [INSERT CLIENT ADDRESS] Attention: _____

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.

Tyler sales quotation to be inserted prior to Agreement execution.

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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 *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.

   1.3 *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.

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 delivery of the Best Practice Recommendations, by module, and 50% upon delivery 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 as delivered, at the rates set forth in the Investment Summary. 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.

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 and are provided in accordance with the Agreement for Tyler Systems Management attached to this Agreement as Exhibit ___. 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 be provided in accordance with the terms of our then-current Disaster Recovery Agreement and 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. Our current Disaster Recovery Agreement is attached to this Agreement as Exhibit ___.

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.

3.6 *Annual Fees*: Annual fees for the Tyler Incode applications set forth in the Investment Summary are invoiced on the Effective Date. Subsequent fees are due annually in advance of each anniversary thereof 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 *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.

4.5 *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 for Tyler delivered services 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 available by contacting AR@tylertech.com.

Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

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

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

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

B. Baggage Fees

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

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

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

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

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

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

4. Meals and Incidental Expenses

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

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

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

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

5. Internet Access – Hotels and Airports

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

6. International Travel

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

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

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

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

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 (subject to any applicable release life cycle policy); 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 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 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 any applicable 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.

Priority Level	Characteristics of Support Incident	Resolution Targets
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the 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
DocOrigin End User License Agreement

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

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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. Virtual Machines ("VM's") are considered as a server. Installing and configuring the software on multiple VM's requires one license per VM server. An enterprise license is available upon request. Pricing varies based on the size of the company.

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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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.

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6.1 Eclipse Corporation shall defend and/or settle at its expense, any claims, actions, allegations or proceedings against You to the extent arising out of or relating to misappropriation or infringement by the Software of any third party's proprietary or intellectual property right ("**Claims**"), and Eclipse Corporation shall pay all damages finally awarded by a court of competent jurisdiction to such third party against You, or any settlement amounts agreed by Eclipse Corporation; subject to the conditions that, You shall notify Eclipse Corporation promptly of any You Claims, permit Eclipse Corporation to control the defense and settlement of such Claims and assist Eclipse Corporation, at Eclipse Corporation's expense, in defending or settling such Claims. Eclipse Corporation shall not be liable for any settlement amounts entered into by You without Eclipse Corporation's prior written approval. If Eclipse Corporation has reason to believe that it would be subject to an injunction or continuing damages based on the Software, then Eclipse Corporation may (and if Eclipse Corporation or any of its customers or third party software suppliers is subject to an injunction or continuing damages based on the Software), then notwithstanding any other provision in this Agreement, Eclipse Corporation shall be entitled to either modify the Software to make it non-infringing and/or remove the misappropriated material, replace the Software or portion thereof with a service or materials that provide substantially the same functionality or information, or, if neither of the foregoing is commercially practicable, require You to cease using the Software and refund to You (a) a pro rata portion of any one (1) time fees (based on a three (3) year, straight-line depreciation schedule from the date of payment), and (b) any fees that have been pre-paid by You but are unused. The foregoing notwithstanding, Eclipse Corporation shall have no liability for a claim of infringement or misappropriation to the extent caused by (i) the combination of the Software with any other service, software, data or products not provided or approved by Eclipse Corporation; or (ii) the use of any material provided by You or any end users, (iii) any breach by You of this Agreement. THE FOREGOING IS ECLIPSE CORPORATION'S SOLE AND EXCLUSIVE LIABILITY, AND YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY INFRINGEMENT OR MISAPPROPRIATION OF ANY THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS.

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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 Eclipse Corporation may terminate this Agreement in the event of any breach by You if such breach has not been cured within thirty (30) days of notice to You. No termination of this Agreement will entitle You to a refund of any amounts paid by You to Eclipse Corporation or its applicable distributor or reseller or affect any obligations You may have to pay any outstanding amounts owing to Eclipse Corporation or its distributor.

7.3 Your rights to use the Software will immediately terminate upon termination or expiration of this Agreement. Within thirty (30) 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 Eclipse Corporation

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 Eclipse Corporation 's prior written consent. Eclipse Corporation 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 if You are located in the USA**. This Agreement shall be governed by the laws of the State of Texas if You are located in the USA. No choice of laws rules of any jurisdiction shall apply to this Agreement. You consent and agree that the courts of the State of Texas 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 Governing Law and Venue if You are not located in the USA. This Agreement shall be governed by the laws of the Province of Ontario in Canada if You are not located in the USA . 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 in Canada 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.

8.6 **Entire Agreement**. This Agreement is the entire understanding and agreement between You and Eclipse Corporation 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 Eclipse Corporation from time to time and the most recent version of the Agreement will be available on the Eclipse Corporation website www.docorigin.com.

Last Updated: July 22, 2017

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 AGREEMENT[2]

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 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.

[2] 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.

- **"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.
- **"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 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 Services"** means the third party services, if any, identified in the Investment Summary.
- **"Third Party Software"** means the third party software, if any, identified in the Investment Summary.
- **"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.
- **"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 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(9). The foregoing notwithstanding, to the extent we have sold you perpetual licenses for Tyler Software, if and listed in the Investment Summary, for which you are receiving SaaS Services, your rights to use such Tyler Software are perpetual, subject to the terms and conditions of this Agreement including, without limitation, Section B(4). We will make any such software available to you for download.

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).

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.

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(9), 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. 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.

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

6.3 Our Tyler data centers 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. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.

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.

6.8 We provide secure Data transmission paths between each of your workstations and our servers.

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

6.10 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 –PROFESSIONAL SERVICES

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. 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.

15. Background Checks. 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.

16. 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).

17. 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:

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

    17.2 provide support during our established support hours;

    17.3 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;

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

17.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable 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

6. 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.

7. 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.

8. Third Party Products Warranties.

8.1 We are authorized by each Developer to grant access to the Third Party Software.

8.2 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.

8.3 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.

9. 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

3. 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).

4. 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 three (3) 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.

1. 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).

4.1 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.

4.2 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).

4.3 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.

4.4 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.

4.5 Fees for Termination without Cause during Initial Term.[3] 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 25% 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 15% 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 10% of the SaaS Fees then due for the remainder of the initial term.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

7. Intellectual Property Infringement Indemnification.

1.5 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).

[3] IF SERVICES HAVE BEEN PRICED AS PART OF SAAS FEES, THEN THE APPLICABLE PERCENTAGES ARE 75%, 50%, 25%

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.

1.6 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.

1.7 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.

1.8 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. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

8. General Indemnification.

2.3 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 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.

2.4 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.

9. 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.

10. **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(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).**

11. **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.**

12. 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

24. 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.

25. 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.

26. 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.

27. 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.

28. 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.

29. 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.

30. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.

31. 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.

32. 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.

33. 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.

34. 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.

35. 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.

36. 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.

37. Independent Contractor. We are an independent contractor for all purposes under this Agreement.

38. 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.

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

40. 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:

(e) 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;
(f) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
(g) a party receives from a third party who has a right to disclose it to the receiving party; or
(h) 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.

41. 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.

42. 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.

43. 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.

44. 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.

45. 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: Chief Legal Officer	Address for Notices: INSERT CLIENT NAME INSERT INSERT Attention: _____

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.

Tyler sales quotation to be inserted prior to Agreement execution.

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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 *VPN Device*: The fee for the VPN device will be invoiced upon installation of the VPN.

   2.2 *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.[4]

   2.3 *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.

   2.4 *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

[4] 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."

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.[5]

2.5 *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 this Agreement.

2.6 *Other Fixed Price Services*: Other fixed price services are invoiced as delivered, at the rates set forth in the Investment Summary. 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.

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.

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.

[5] REMOVE IF IMPLEMENTATION AND CONVERSION SERVICES FEES ROLLED INTO SAAS FEES.

3.5 *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.

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, 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.[6]

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

[6] USE FOR FLIP CONTRACTS WHERE THE SAAS TERM BEGINS BEFORE THE END OF THE ANNUAL MAINTENANCE TERM.

Exhibit B
Schedule 1
Business Travel Policy

6. 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.

7. 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.

8. 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.

9. Meals and Incidental Expenses

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

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

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

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

10. 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.

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:

(5) 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.
(6) 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.
(7) Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
(8) 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:

(5) Tyler Website – www.tylertech.com – for accessing client tools and other information including support contact information.
(6) Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
(7) Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
(8) 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.

Priority Level	Characteristics of Support Incident	Resolution Targets
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the 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:

(5) Level 1: front-line representatives
(6) Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues
(7) Level 3: assist in incident escalations and specialized client issues
(8) 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:

(4) 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.
(5) Email – clients can send an email to software support in order to escalate the priority of an issue
(6) 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 Agreement[7]

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[7] INCLUDE ONLY WHERE TYLERFORMS ARE PART OF LICENSED MODULES.

ATTENTION: THE SOFTWARE PROVIDED UNDER THIS AGREEMENT IS BEING LICENSED TO YOU BY **ECLIPSE CORPORATION WSL, INC. (Eclipse Corporation)** 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 Eclipse Corporation WSL, Inc. referred to in this EULA as Eclipse Corporation, 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

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 Eclipse Corporation ,designed to provide unlocked access to the Software and its functionality.

1.2 **Evaluation License.** Subject to all of the terms and conditions of this Agreement, Eclipse Corporation grants You a limited, royalty-free, non-exclusive, non-transferable license to download and install a copy of the Software from www.docorigin.com on a single machine and use it on a royalty-free basis for no more than 120 days from the date of installation (the "**Evaluation Period**"). You may use the Software during the Evaluation Period solely for the purpose of testing and evaluating it to determine if You wish to obtain a commercial, production license for the Software. This evaluation license grant will automatically end on expiry of the Evaluation Period and you acknowledge and agree that Eclipse Corporation will be under no obligation to renew or extend the Evaluation Period. If you wish to continue using the Software You may, on payment of the applicable fees, upgrade to a full license (as further described in section 1.3 below) on the terms of this Agreement and will be issued with a License Key for the same. If you do not wish to continue to license the Software after expiry of the Evaluation Period, then You agree to comply with the termination obligations set out in section [7.3] of this Agreement. For greater certainty, any document generated by you under an evaluation license will have a 'spoiler' or watermark on the output document. Documents generated by DocOrigin software that has a valid license key file also installed will not have the 'spoiler' produced. You are not permitted to remove the watermark or 'spoiler' from documents generated using the software under an evaluation license.

1.3 **Development and Testing Licenses.** Development and testing licenses are available for purchase through authorized distributors and resellers of Eclipse Corporation only. Subject to all of the terms and conditions of this Agreement, Eclipse Corporation grants You, a perpetual (subject to termination by Eclipse Corporation due to your breach of the terms of this Agreement), non-exclusive, non-transferable, worldwide

non-sub license able license to download and install a copy of the Software from www.docorigin.com on a single machine and use for development and testing to create collateral deployable to Your production system(s). You are not entitled to use a development and testing license for live production purposes.

1.4 **Production Licenses**. Production licenses are available for purchase through authorized distributors and resellers of Eclipse Corporation only. Subject to all of the terms and conditions of this Agreement, Eclipse Corporation grants You, a perpetual (subject to termination by Eclipse Corporation due to your breach of the terms of this Agreement), non-exclusive, non-transferable, worldwide non-sub license able 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 Eclipse Corporation, 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. Virtual Machines ("VM's") are considered as a server. Installing and configuring the software on multiple VM's requires one license per VM server. An enterprise license is available upon request. Pricing varies based on the size of the company.

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.

2. LICENSE RESTRICTIONS

Any copies of the Software shall include all trademarks, copyright notices, restricted rights legends, proprietary markings and the like exactly as they appear on the copy of the Software originally provided to You. You may not remove or alter any copyright, trademark and/or proprietary notices marked on any part of the Software or related documentation and must reproduce all such notices on all authorized copies of the Software and related documentation. You shall not sublicense, distribute or otherwise make the Software available to any third party (including, without limitation, any contractor, franchisee, agent or dealer) without first obtaining the written agreement of (a) Eclipse Corporation to that use, and (b) such third party to comply with this Agreement. You further agree not to (i) rent, lease, sell, sublicense, assign, or otherwise transfer the Software to anyone else; (ii) directly or indirectly use the Software or any information about the Software in the development of any software that is competitive with the Software, or (iii) use the Software to operate or as a part of a time-sharing service, outsourcing service, service bureau, application service provider or managed service provider offering. You further agree not to reverse engineer, decompile, or disassemble the Software.

3. UPDATES, MAINTENANCE AND SUPPORT

3.1 During the validity period of Your License Key, You will be entitled to download the latest version of the Software from the DocOrigin website www.docorigin.com. Use of any updates provided to You shall be governed by the terms and conditions of this Agreement. Eclipse Corporation reserves the right at any time to not release or to discontinue release of any Software and to alter prices, features, specifications, capabilities, functions, licensing terms, release dates, general availability or other characteristics of the Software.

3.2 On expiry of your maintenance and support contract, you will have the right to continue using the current version(s) of the Software which you downloaded prior to the date of expiry of your License Key. However, you will need to renew maintenance and support in order to receive a new License Key that will unlock the more current version(s) of the Software. For greater certainty, if you attempt to use an expired License Key to download the latest version of the Software, the Software will revert to being a locked, evaluation copy of that version of the Software.

4. INTELLECTUAL PROPERTY RIGHTS.

This EULA does not grant you any rights in connection with any trademarks or service marks of Eclipse Corporation or DocOrigin. All title and intellectual property rights in and to the Software, the accompanying printed materials, and any copies of the Software are owned by Eclipse Corporation or its suppliers. All title and intellectual property rights in and to the content that is not contained in the Software, but may be accessed through use of the Software, is the property of the respective content owners and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content. If this Software contains documentation that is provided only in electronic form, you may print one copy of such electronic documentation.

5. DISCLAIMER OF WARRANTIES.

TO THE GREATEST EXTENT PERMITTED BY LAW, THE LICENSED SOFTWARE AND TECHNICAL SUPPORT PROVIDED BY ECLIPSE CORPORATION 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 ECLIPSE CORPORATION ECLIPSE CORPORATION DISCLAIM ANY IMPLIED WARRANTIES OR CONDITIONS OF QUALITY, MERCHANTABILITY, MERCHANTABLE QUALITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. ECLIPSE CORPORATION 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. **INDEMNIFICATION & LIMITATIONS OF LIABILITY.**

6.1 Eclipse Corporation shall defend and/or settle at its expense, any claims, actions, allegations or proceedings against You to the extent arising out of or relating to misappropriation or infringement by the Software of any third party's proprietary or intellectual property right ("**Claims**"), and Eclipse Corporation shall pay all damages finally awarded by a court of competent jurisdiction to such third party against You, or any settlement amounts agreed by Eclipse Corporation; subject to the conditions that, You shall notify Eclipse Corporation promptly of any You Claims, permit Eclipse Corporation to control the defense and settlement of such Claims and assist Eclipse Corporation, at Eclipse Corporation's expense, in defending or settling such Claims. Eclipse Corporation shall not be liable for any settlement amounts entered into by You without Eclipse Corporation's prior written approval. If Eclipse Corporation has reason to believe that it would be subject to an injunction or continuing damages based on the Software, then Eclipse Corporation may (and if Eclipse Corporation or any of its customers or third party software suppliers is subject to an injunction or continuing damages based on the Software), then notwithstanding any other provision in this Agreement, Eclipse Corporation shall be entitled to either modify the Software to make it non-infringing and/or remove the misappropriated material, replace the Software or portion thereof with a service or materials that provide substantially the same functionality or information, or, if neither of the foregoing is commercially practicable, require You to cease using the Software and refund to You (a) a pro rata portion of any one (1) time fees (based on a three (3) year, straight-line depreciation schedule from the date of payment), and (b) any fees that have been pre-paid by You but are unused. The foregoing notwithstanding, Eclipse Corporation shall have no liability for a claim of infringement or misappropriation to the extent caused by (i) the combination of the Software with any other service, software, data or products not provided or approved by Eclipse Corporation; or (ii) the use of any material provided by You or any end users, (iii) any breach by You of this Agreement. THE FOREGOING IS ECLIPSE CORPORATION'S SOLE AND EXCLUSIVE LIABILITY, AND YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY INFRINGEMENT OR MISAPPROPRIATION OF ANY THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS.

TO THE GREATEST EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL ECLIPSE CORPORATION 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 ECLIPSE CORPORATION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES, OR SUCH LOSSES OR DAMAGES ARE FORESEEABLE.

6.2 THE ENTIRE LIABILITY OF ECLIPSE CORPORATION AND YOUR EXCLUSIVE REMEDY WITH RESPECT TO THE SOFTWARE AND TECHNICAL SUPPORT AND ANY OTHER PRODUCTS OR SERVICES SUPPLIED BY ECLIPSE CORPORATION 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 ECLIPSE CORPORATION 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 Eclipse Corporation may terminate this Agreement in the event of any breach by You if such breach has not been cured within thirty (30) days of notice to You. No termination of this Agreement will entitle You to a refund of any amounts paid by You to Eclipse Corporation or its applicable distributor or reseller or affect any obligations You may have to pay any outstanding amounts owing to Eclipse Corporation or its distributor.

7.3 Your rights to use the Software will immediately terminate upon termination or expiration of this Agreement. Within thirty (30) 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 Eclipse Corporation

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 Eclipse Corporation 's prior written consent. Eclipse Corporation 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 if You are located in the USA**. This Agreement shall be governed by the laws of the State of Texas if You are located in the USA. No choice of laws rules of any jurisdiction shall apply to this Agreement. You consent and agree that the courts of the State of Texas 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 Governing Law and Venue if You are not located in the USA. This Agreement shall be governed by the laws of the Province of Ontario in Canada if You are not located in the USA . 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 in Canada 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.

8.6 **Entire Agreement**. This Agreement is the entire understanding and agreement between You and Eclipse Corporation 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 Eclipse Corporation from time to time and the most recent version of the Agreement will be available on the Eclipse Corporation website www.docorigin.com.

Last Updated: July 22, 2017

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

Statement of Work, if applicable, to be inserted prior to Agreement execution.

SOFTWARE SOURCE CODE ESCROW AGREEMENT

TERMS AND CONDITIONS

IN CONSIDERATION OF the terms and conditions of the Agreement and other good and valuable consideration, the parties hereto agree as follows:

ESCROW AGREEMENT. Tyler Technologies agrees to name, _____hereinafter CLIENT, as a beneficiary in accordance with the provisions of the Software Escrow Service Agreement Tyler Technologies maintains with an independent escrow service.

PRICE. CLIENT agrees to pay an initial start-up fee of $1500.00, due upon execution of this agreement. Future annual payments of $1500.00 will be invoiced in the month prior to the renewal date and will be due in full for this agreement to continue in effect.

SOFTWARE SOURCE CODE COVERED. This Agreement applies to all Tyler Software Products for which CLIENT has paid the full agreed upon price of the Tyler Software license. If CLIENT acquires additional Tyler Software Products in the future, such software shall also be covered by this Agreement. If CLIENT fails to pay the Escrow fee when due, Tyler Technologies shall have the right in its sole discretion to suspend its performance or terminate this Agreement.

TERM. This Agreement shall become effective on the date executed by an officer of Tyler Technologies and shall have a term ending upon the last day of the month one year following that date.

A. This Agreement will automatically renew for subsequent one year terms unless either party gives the other party at least thirty days prior written notice of its intent not to renew. Fees for subsequent years are subject to change.

PROVISIONS. As a minimum requirement, Tyler Technologies agrees to provide the following service to CLIENT through an escrow agreement:

A. Tyler Technologies will maintain a software escrow service agreement with an independent escrow service provider.

B. Tyler Technologies will deposit a current copy of source code for all licensed Tyler Software Products and will update the deposit when a major revision of the software is released.

C. If Tyler Technologies chooses to change the provider of the escrow service, Tyler Technologies will notify CLIENT of the name and address of the new escrow service provider.

D. The provisions included in the escrow service agreement will include provisions for the beneficiary to receive access to the Tyler Software Products source code when the escrow service provider has received written instruction directly from Tyler Technologies, Tyler Technologies' trustee in bankruptcy, or a court of competent jurisdiction and payment to the escrow service provider of the deposit copying and delivery fees, then the escrow service provider will release a copy of the deposit materials to CLIENT.

ACCEPTED BY: ACCEPTED BY:

Tyler Technologies, Inc.	[CLIENT NAME]
Local Government Division	
By:_____	By:_____
Name:_____	Name:_____
Title:_____	Title:_____
Date:_____	Date:_____

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 3/31/2020

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	CONTACT NAME: Moira Crosby	
Hays Companies Inc. 133 Federal Street, 4th Floor Boston MA 02110	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
INSURED Tyler Technologies, Inc. 5101 Tennyson Parkway Plano TX 75024	INSURER B : Hartford Casualty Insurance Company	29424
	INSURER C : Lloyds of London Syndicates	048337 &
	INSURER D :	048945
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** 20-21 GL Auto WC **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	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [ ] OCCUR [X] GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY [ ] PRO-JECT [ ] LOC OTHER:			08UENAY8572	4/1/2020	4/1/2021	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO ALL OWNED AUTOS [ ] SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS			08UENAY8572	4/1/2020	4/1/2021	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB [ ] CLAIMS-MADE DED [ ] RETENTION $			08XHUAZ8392	4/1/2020	4/1/2021	EACH OCCURRENCE AGGREGATE	$ 25,000,000 $ 25,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N [ ] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		08WEEL5271	4/1/2020	4/1/2021	X PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
C	Cyber/Privacy Prof Liab			B0621PTYLE000219	12/17/2019	12/17/2020	Limit	$20,000,000
C	Cyber/Privacy Prof Liab			B0621PTYLE000319	12/17/2019	12/17/2020	Excess Limit	$10,000,000

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/MCROSB

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Section 9.0 - Price Proposal (To Be Submitted Under Separate Cover)

Please see Tyler's Price Proposal document that had been included in this submission separately as requested in the RFP.

Section 9.0 - Price Proposal (To Be Submitted

ORIGINAL

City of Corcoran

Enterprise Resource Planning (ERP) System Price Proposal

Thursday, February 18, 2021

Cody Gunstenson - Account Executive
5519 53rd Street, Lubbock, TX 79414
Phone: 214.578.5166
Email: Cody.Gunstenson@tylertech.com

COPY

City of Corcoran

Enterprise Resource Planning (ERP) System Price Proposal

Thursday, February 18, 2021

Cody Gunstenson - Account Executive
5519 53rd Street, Lubbock, TX 79414
Phone: 214.578.5166
Email: Cody.Gunstenson@tylertech.com

Restrictions on Disclosure

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

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

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

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

Trademarks Disclaimer

Because of the nature of this 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.

5519 53rd Street
Lubbock, TX 79414
P: 800.646.2633
F: 806.797.4849
www.tylertech.com

Thursday, February 18, 2021

City of Corcoran
Jessica Beise
Administrative Services Director
8200 County Road 116
Corcoran, MN 55340

Dear Jessica Beise,

Tyler Technologies, Inc. (Tyler) is pleased to submit the enclosed fee proposal for your evaluation and consideration in response to the City of Corcoran's RFP Enterprise Resource Planning (ERP) System Price Proposal. As requested, we have included pricing as a sperate document to this response.

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

This fee proposal is valid and binding for 120 days following the RFP due date. With the exception of what is set forth in this proposal, this proposal can be released in part or in total as public information in accordance with the requirements of the laws covering same.

Tyler continually seeks out business partners to share in our success rather than just customers. Our partners, like you, understand the difference between value and cost and want what is best for their communities. If you have any questions, , please contact Cody Gunstenson, your Account Executive at 214.578.5166 or via email at Cody.Gunstenson@tylertech.com for more information.

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

Respectfully submitted,

Dane Womble
President – Local Government Division, Tyler Technologies, Inc.
Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL)
EIN: 75-2303920

Price Proposal

Notes

The following Price Proposal is based on the stated requirements provided by City of Corcoran in this RFP. It includes Tyler software license fees, estimated services, project management, and conversion costs.

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

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

Tyler SaaS

With the Tyler Software as a Service (SaaS) solution, we will host and manage the Incode applications from our facilities. All of your Tyler applications are hosted, maintained, supported and administered on a private cloud by Tyler personnel at our Yarmouth, Maine, or Dallas, Texas, facilities. We manage all regular administrative tasks — including installation, upgrades, support and file maintenance — and ensure all your databases, database servers, operating system, application files and image files are up to date and secure. Users simply access comprehensive Tyler applications and data through a secure Web interface that transmits encrypted data between each client workstation and our dedicated servers. Local governments and schools of all sizes can easily employ this streamlined system, taking advantage of a proven product and doing more with less. No heavy up-front fees, no dedicated IT staff, no maintenance required. It's safe, reliable, affordable and easy to use.

Managed Hosted Solution

With Tyler's Managed Hosting Solution, we will host and manage your Tyler software applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating systems.

With this solution you receive clear, concise documentation, defining all aspects of the relationship. You will receive a Contract and Service Level Agreement stating measurable expectations of performance, and the following benefits:

- **Availability** – Available 24x7x365, remote access
- **Ease of Implementation** – Cost effective and scalable way to deliver applications and services in a timely manner
- **Predictable Costs** – Eliminate big up-front costs to upgrade and update hardware needs
- **Disaster Recovery** – Built-in disaster recovery/business continuity

Escrow-Source Code

Tyler has established a relationship with a third party escrow company, Iron Mountain Escrow Services, who can store, maintain, and update the Tyler source code. Under specific conditions or triggers spelled out in the source-code agreement, the escrow company can provide the Tyler source-code directly to the City of Corcoran. The cost for this *optional service* is a $1500 fee, plus $1500 annual maintenance.

Clients have the ability to enroll in this program at any time (This is an optional service and is not included in our Investment Summary.)

E.14 Pricing Summary – Details. All Costs – Required Modules.

• Required Module	• Notes	• Comments
• **Core Financials**	• 3 currently will want additional users for growth • Remote access required	Included in proposed pricing.
• **Human Resources**	• 30 FTE • 15 temp/seasonal • • 36 W-2's	Included in proposed pricing.
• **Payroll**	• 26 Pay periods • 30 FTE • 15 temp/seasonal	Included in proposed pricing.
• **Time keeping/HR**	• 45 named users	Included in proposed pricing.
• **Cash receipting**	• 2 named users • 2 collection points	Included in proposed pricing.
• **Utility Billing**	• 600 named accounts • 12 billing cycles	Included in proposed pricing.
• **Project/Grant Accounting**	• 6 named projects • 4 named grants • 2 named users	Included in proposed pricing.
• **Fixed Assets**	• 212 named assets • $27,537,618 total amount of assets	Included in proposed pricing.
• **Implementation:** Total cost for implementation, data conversion, training, report development, integration, travel, etc. for required modules.		$82,730
• **Maintenance:** Total cost years 1-10		$329,240
• **Other Costs**		$82,730 (services)
• **Total First Year Cost – required modules**		$32,924 + Services billed as incurred / we deliver
• **Total Ten-Year Cost – required modules**		$329,240

Quoted By:	Cody Gunstenson
Quote Expiration:	8/14/2021
Quote Name:	City of Corcoran - RFP - Financials, Personnel Mgmt,
Quote Number:	2021-123285
Quote Description:	SaaS

Sales Quotation For
City of Corcoran
8200 County Road 116
Corcoran , MN 55340-2100

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Tyler Software and Related Services - SaaS	One Time Fees					
Description	Impl. Hours	Impl. Cost	#Yrs	Annual Fee	Discount	Net Annual Fee
Financial Management Suite						
Core Financials	116	$12,180		$10,285	$3,908	$6,377
Purchasing	20	$2,100		$3,076	$1,169	$1,907
Fixed Assets	12	$1,260		$1,077	$409	$668
Inventory Control	32	$3,360		$1,945	$739	$1,206
Project Accounting	12	$1,260		$2,312	$879	$1,433
Grants Management	8	$840		$1,029	$391	$638
Personnel Management Suite						
Personnel Management (Includes Position Budgeting)	92	$9,660		$7,070	$2,687	$4,383
Employee Self Service (Employee Portal)	16	$1,680		$0	$0	$0
ESS Time & Attendance	28	$2,940		$1,243	$622	$621
Benefits Enrollment	12	$1,260		$1,650	$627	$1,023
Customer Relationship Management Suite						
Accounts Receivable	12	$1,260		$1,945	$739	$1,206
Utility CIS System	120	$12,600		$6,427	$2,442	$3,985
Cashiering	28	$2,940		$1,929	$733	$1,196
EasyPay Online Payment Component	0	$0		$0	$0	$0
Content/Document Management Suite						
Laserfiche Output Channel	4	$420		$1,769	$672	$1,097
Laserfiche Interface - Financial/Personnel Management	4	$420		$1,833	$697	$1,136
Laserfiche Interface - CRM	4	$420		$1,833	$697	$1,136
Community Development						
Mobile Inspections	0	$0		$1,000	$0	$1,000
Permitting	40	$4,200		$2,894	$1,100	$1,794
Tyler Hosted Applications						
Utility Billing Online Component	0	$0		$288	$0	$288
Notifications for Utility Billing	0	$0		$0	$0	$0
IVR Solution for Utility Billing	0	$0		$0	$0	$0

Tyler U		0	$0		$1,830	$0	$1,830
Incode 10							
Contracts Management		20	$2,100		$0	$0	$0
	Sub-Total:		*$60,900*		*$51,435*	*$18,511*	*$32,924*
	TOTAL:	**580**	**$60,900**	5	$51,435	$18,511	**$32,924**

Other Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Online Application -Set up fee	1	$800	$800	$0
Project Management	1	$5,000	$5,000	$0
TOTAL:			**$5,800**	**$0**

Conversion Services

Description	Hours	Unit Price	Programming Fee	Extended Price
Financial Management Suite				
General Ledger Master			$1,000	$1,000
General Ledger History	4	$105	$500	$920
Accounts Payable Master	4	$105	$1,250	$1,670
Accounts Payable History	4	$105	$500	$920
Personnel Management Suite				
Personnel Management -Payroll Master	4	$105	$2,000	$2,420
Personnel Management -Payroll History	4	$105	$1,000	$1,420
Customer Relationship Management Suite				
Utility Billing History	4	$105	$1,000	$1,420
Utility Billing Master	12	$105	$5,000	$6,260
Total:				**$16,030**

Summary	**One Time Fees**	**Recurring Fees**
Total Tyler SaaS	$0	$32,924
Total Tyler Services	$82,730	$0
Total Third Party Hardware, Software and Services	$0	$0
Summary Total	**$82,730**	**$32,924**

Optional Tyler Software and Related Services - SaaS

		One Time Fees					
Description		Impl. Hours	Impl. Cost	#Yrs	Annual Fee	Discount	Net Annual Fee
Customer Relationship Management Suite							
Mobile Service Orders		8	$840		$322	$122	$200
Smart Meter Portal (600)		0	$0		$1,560	$0	$1,560
Tyler Content Manager							
Tyler Content Manager Standard Edition (TCM SE)		32	$3,360		$3,501	$1,330	$2,171
Community Development							
Permitting Online Component		0	$0		$1,200	$0	$1,200
MyCivic							
MyCivic Citizen Engagement		0	$0		$2,500	$0	$2,500
	Sub-Total:		*$4,200*				*$7,631*
	TOTAL:	**40**	**$4,200**	**5**			**$7,631**

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Comments

- All services quoted herein are assumed to be delivered remote unless otherwise indicated.
- Core Financials includes general ledger, budget prep, bank recon, AP, CellSense, a standard forms pkg, output director, positive pay, secure signatures (qty 2).
- Utility CIS System includes collections, tax lien process and import, utility payment import, a standard forms pkg., output director and one Utility handheld meter-reader interface.
- Cashiering supports credit/debit cards via ETS, includes PCI Compliant, a cash collection interface, a cashiering receipt import)
- Incode Utility Billing Online Component displays the current status (late, cut off etc), the action needed to avoid penalty, current balance, deposits on file (optional), last payment date, last payment amount, payment arrangements on file, last bill amount, last bill date, bill due date, contracts on file and status, transaction history (online payments). Payment packet is created to be imported to utility system. Address information includes legal description, precinct, school district, and services at address(subject to data availability). Includes consumption history by service (including graphs), request for service (optional), information change request (optional), security -SSL (secure socket layer). Note that the customer pays $1.25 fee per transaction for payment on-line.
- Notification for Utility Billing ($0.10 per call) includes Customer notification by phone (call late notices and general notifications). Call lists are automatically generated and the account is updated after the call. It includes a custom message for each call type and the call message can be in English or Spanish. It generates reports based on call results. Note: The Utility will be billed at the rate specified above for all the calls made. The Utility will be billed quarterly by Tyler Technologies for calls conducted.
- General Ledger conversions include Chart of Accounts - additional fee for historical views.
- Accounts Payable conversions include Vendor Master Only - additional fee for historical views.
- Personnel Management/Payroll conversions include employee master information. This includes master record, addresses, contact and dependent information, state and federal tax setup, direct deposit information, as well as state specific retirement. Additional fee for historical views.
- Utility Billing conversions include contacts/properties/accounts, service meter info - meter inventory, transaction/consumption/read history, metered services, non-metered service. Additional fee for historical views.
- Incode IVR Solution for Utility Billing-The payment packet is created in centralized cash collections. The IVR system gives the customer an account balance, the customer makes the payment by phone, and the account manager is updated with the payment record. NOTE: There is a $1.25 per transaction fee associated with the IVR that will be paid by client unless Tyler is instructed by the client to pass along to the user at time of payment.
- Smart Meter Portal give the ability to view AMI data in a chart form thru Billing online Payments. It provides citizen transparency to track and proactively manage consumption and citizens can opt in to receive consumption notifications and leak alerts. Note: Notifications are billed out quarterly as incurred at $0.10 per call or text.
- Permitting Online displays project status, projects for payment, and schedule/re-schedule inspections. It has security -SSL (Secure socket Layer), payment processing (credit card), and the payment packet is created to be imported to the Permitting System. Note that the customer pays $1.25 fee per transaction for payment on-line.

Comments

- EasyPay Online Payment Component allows clients to setup payment forms for misc. payments with a fixed, calculated or open payment amount. The payments are sent from the website to the cash collection/Cashiering application and then posted to the GL application. NOTE: There is a $1.25 per transaction fee associated with the EasyPay that will be paid by client unless Tyler is instructed by the client to pass along to the user at time of payment.