

CONTRACT ROUTING FORM

1. Complete the information below BEFORE printing and completing items 2 through 7. Items in red are required.

Department: County Manager's Office

Department contract file name (use effective date): TylerTechnologies\_ManagersOffice\_20140318

Project Code: [Click here to enter text.](#)

Contract type: Software/IT Support

Contracted Services/Goods: Munis ERP Software

Contract Component: Master

Change Order Number/Addendum Number: [Click here to enter text.](#)

Vendor Name: Tyler Technologies

Effective Date: 3/18/2013

Approved by: Commissioners

Ending Date: [Click here to enter a date.](#)

Total Amount: [Click here to enter text.](#)

Account # charged: [Click here to enter text.](#)

Special Terms: [Click here to enter text.](#)

Reminder Date: [Click here to enter a date.](#)

Reminder Email to: [Click here to enter text.](#)

Reminder Reason: [Click here to enter text.](#)

Vendor ID: [Click here to enter text.](#)

Vendor Contact Name: [Click here to enter text.](#)

Vendor Email: [Click here to enter text.](#)

Vendor Address: [Click here to enter text.](#)

Vendor Phone #: [Click here to enter text.](#)

Archive Date: [Click here to enter a date.](#)

2. Department Head or his/her designee has read the contract in its entirety.

By: *Wally McCreary* (Department Head signature required)

3. County Attorney has reviewed Yes



If this box is checked the County Attorney's Office has reviewed the contract but has not made needed changes to protect the County because the contract is a sole source contract and the services required by the County are not available from another vendor.

4. Technical Advisor has signed the contract. Yes  No  *Has OK'd*

5. Vendor has signed the contract. Yes  No

6. A budget amendment is necessary before approval. Yes  No   
If budget amendment is necessary, please attach to this form.

7. Approval

Requires approval by the BOC - contracts over \$100,000.00. Follow Board submission guidelines.

Requires approval by the Manager - contracts \$100,000 or less.

8. Submit to Deputy Clerk.

**Deputy Clerk's Office Only**

Finance Officer has signed the contract

The Finance Officer is not required to sign the contract

Company ID Number: 43510

EMPLOYMENT ELIGIBILITY PROGRAM FOR EMPLOYERS AND EMPLOYEES

MEMORANDUM OF UNDERSTANDING

**ARTICLE I**

**PURPOSE AND AUTHORITY**

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Social Security Administration (SSA), the Department of Homeland Security (DHS) and **TYLER TECHNOLOGIES, INC** (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). E-Verify is a program in which the employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification Form (Form I-9) has been completed.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note).

**ARTICLE II**

**FUNCTIONS TO BE PERFORMED**

**A. RESPONSIBILITIES OF THE SSA**

1. Upon completion of the Form I-9 by the employee and the Employer, and provided the Employer complies with the requirements of this MOU, SSA agrees to provide the Employer with available information that allows the Employer to confirm the accuracy of Social Security Numbers provided by all newly hired employees and the employment authorization of U.S. citizens.
2. The SSA agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. The SSA agrees to provide the Employer with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify process.
3. The SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of the E-Verify program or such other persons or entities who may be authorized by the SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).
4. SSA agrees to establish a means of automated verification that is designed (in conjunction with DHS's automated system if necessary) to provide confirmation or tentative nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 3 Federal Government work days of the initial inquiry.

Company ID Number: 43510

5. SSA agrees to establish a means of secondary verification (including updating SSA records as may be necessary) for employees who contest SSA tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 10 Federal Government work days of the date of referral to SSA, unless SSA determines that more than 10 days may be necessary. In such cases, SSA will provide additional verification instructions.

## **B. RESPONSIBILITIES OF THE DEPARTMENT OF HOMELAND SECURITY**

1. Upon completion of the Form I-9 by the employee and the Employer and after SSA verifies the accuracy of SSA records for aliens through E-Verify, DHS agrees to provide the Employer access to selected data from DHS's database to enable the Employer to conduct:

- Automated verification checks on newly hired alien employees by electronic means, and
- Photo verification checks (when available) on newly hired alien employees.

2. DHS agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. DHS agrees to provide the Employer names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.

3. DHS agrees to provide to the Employer a manual (the E-Verify Manual) containing instructions on E-Verify policies, procedures and requirements for both SSA and DHS, including restrictions on the use of E-Verify.. DHS agrees to provide training materials on E-Verify.

4. DHS agrees to provide to the Employer a notice, which indicates the Employer's participation in the E-Verify program. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, and U.S. Department of Justice.

5. DHS agrees to issue the Employer a user identification number and password that permits the Employer to verify information provided by alien employees with DHS's database.

6. DHS agrees to safeguard the information provided to DHS by the Employer, and to limit access to such information to individuals responsible for the verification of alien employment eligibility and for evaluation of the E-Verify program, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security Numbers and employment eligibility, to enforce the Immigration and Nationality Act and federal criminal laws, and to ensure accurate wage reports to the SSA.

7. DHS agrees to establish a means of automated verification that is designed (in conjunction with SSA verification procedures) to provide confirmation or tentative nonconfirmation of employees' employment eligibility within 3 Federal Government work days of the initial inquiry.

Company ID Number: 43510

8. DHS agrees to establish a means of secondary verification (including updating DHS records as may be necessary) for employees who contest DHS tentative nonconfirmations and photo non-match tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

### **C. RESPONSIBILITIES OF THE EMPLOYER**

1. The Employer agrees to display the notices supplied by DHS in a prominent place that is clearly visible to prospective employees.

2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted regarding E-Verify.

3. The Employer agrees to become familiar with and comply with the E-Verify Manual.

4. The Employer agrees that any Employer Representative who will perform employment verification queries will complete the E-Verify Tutorial before that individual initiates any queries.

A. The employer agrees that all employer representatives will take the refresher tutorials initiated by the E-Verify program as a condition of continued use of E-Verify.

B. Failure to complete a refresher tutorial will prevent the employer from continued use of the program.

5. The Employer agrees to comply with established Form I-9 procedures, with two exceptions:

- If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2 (b) (1) (B)) can be presented during the Form I-9 process to establish identity).
- If an employee presents a DHS Form I-551 (Permanent Resident Card) or Form I-766 (Employment Authorization Document) to complete the Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The employer will use the photocopy to verify the photo and to assist the Department with its review of photo non-matches that are contested by employees. Note that employees retain the right to present any List A, or List B and List C, documentation to complete the Form I-9. DHS may in the future designate other documents that activate the photo screening tool.

6. The Employer understands that participation in E-Verify does not exempt the Employer from the responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, except for the following modified requirements applicable by reason of the Employer's participation in E-Verify: (1) identity documents must have photos, as described in paragraph 5 above; (2) a

Company ID Number: 43510

rebuttable presumption is established that the Employer has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of any individual if it obtains confirmation of the identity and employment eligibility of the individual in compliance with the terms and conditions of E-Verify ; (3) the Employer must notify DHS if it continues to employ any employee after receiving a final nonconfirmation, and is subject to a civil money penalty between \$500 and \$1,000 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) the Employer is subject to a rebuttable presumption that it has knowingly employed an unauthorized alien in violation of section 274A(a)(1)(A) if the Employer continues to employ any employee after receiving a final nonconfirmation; and (5) no person or entity participating in E-Verify is civilly or criminally liable under any law for any action taken in good faith on information provided through the confirmation system. DHS reserves the right to conduct Form I-9 compliance inspections during the course of E-Verify, as well as to conduct any other enforcement activity authorized by law.

7. The Employer agrees to initiate E-Verify verification procedures within 3 Employer business days after each employee has been hired (but after both sections 1 and 2 of the Form I-9 have been completed), and to complete as many (but only as many) steps of the E-Verify process as are necessary according to the E-Verify Manual. The Employer is prohibited from initiating verification procedures before the employee has been hired and the Form I-9 completed. If the automated system to be queried is temporarily unavailable, the 3-day time period is extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability. In all cases, the Employer must use the SSA verification procedures first, and use DHS verification procedures and photo screening tool only after the the SSA verification response has been given.

8. The Employer agrees not to use E-Verify procedures for pre-employment screening of job applicants, support for any unlawful employment practice, or any other use not authorized by this MOU. The Employer must use E-Verify for all new employees and will not verify only certain employees selectively. The Employer agrees not to use E-Verify procedures for re-verification, or for employees hired before the date this MOU is in effect. The Employer understands that if the Employer uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and the immediate termination of its access to SSA and DHS information pursuant to this MOU.

9. The Employer agrees to follow appropriate procedures (see Article III.B. below) regarding tentative nonconfirmations, including notifying employees of the finding, providing written referral instructions to employees, allowing employees to contest the finding, and not taking adverse action against employees if they choose to contest the finding. Further, when employees contest a tentative nonconfirmation based upon a photo non-match, the Employer is required to take affirmative steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.

10. The Employer agrees not to take any adverse action against an employee based upon the employee's employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1 (l)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification to verify work authorization, a tentative nonconfirmation, or the finding of

Company ID Number: 43510

a photo non-match, does not mean, and should not be interpreted as, an indication that the employee is not work authorized. In any of the cases listed above, the employee must be provided the opportunity to contest the finding, and if he or she does so, may not be terminated or suffer any adverse employment consequences until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo non-match, then the Employer can find the employee is not work authorized and take the appropriate action.

11. The Employer agrees to comply with section 274B of the INA by not discriminating unlawfully against any individual in hiring, firing, or recruitment or referral practices because of his or her national origin or, in the case of a protected individual as defined in section 274B(a)(3) of the INA, because of his or her citizenship status. The Employer understands that such illegal practices can include selective verification or use of E-Verify, discharging or refusing to hire eligible employees because they appear or sound "foreign", and premature termination of employees based upon tentative nonconfirmations, and that any violation of the unfair immigration-related employment practices provisions of the INA could subject the Employer to civil penalties pursuant to section 274B of the INA and the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-7688 or 1-800-237-2515 (TDD).

12. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

13. The Employer agrees that it will use the information it receives from the SSA or DHS pursuant to E-Verify and this MOU only to confirm the employment eligibility of newly-hired employees after completion of the Form I-9. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords) to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU.

14. The Employer acknowledges that the information which it receives from SSA is governed by the Privacy Act (5 U.S.C. § 552a (i) (1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)), and that any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.

15. The Employer agrees to allow DHS and SSA, or their authorized agents or designees, to make periodic visits to the Employer for the purpose of reviewing E-Verify -related records, i.e., Forms I-9, SSA Transaction Records, and DHS verification records, which were created during the Employer's participation in the E-Verify Program. In addition, for the purpose of evaluating E-Verify, the Employer agrees to allow DHS and SSA or their authorized agents or designees, to interview it regarding its experience with E-Verify, to interview employees hired during E-Verify use concerning their experience with the pilot, and to make employment and E-Verify related records available to DHS and the SSA, or their designated agents or designees. Failure to comply with the terms of this paragraph may lead DHS to terminate the Employer's access to E-Verify.

Company ID Number: 43510

### **ARTICLE III**

#### **REFERRAL OF INDIVIDUALS TO THE SSA AND THE DEPARTMENT OF HOMELAND SECURITY**

##### **A. REFERRAL TO THE SSA**

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. The Employer will refer employees to SSA field offices only as directed by the automated system based on a tentative nonconfirmation, and only after the Employer records the case verification number, reviews the input to detect any transaction errors, and determines that the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security Number to SSA for verification again if this review indicates a need to do so. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.
3. If the employee contests an SSA tentative nonconfirmation, the Employer will provide the employee with a referral letter and instruct the employee to visit an SSA office to resolve the discrepancy within 8 Federal Government work days. The Employer will make a second inquiry to the SSA database using E-Verify procedures on the date that is 10 Federal Government work days after the date of the referral in order to obtain confirmation, or final nonconfirmation, unless otherwise instructed by SSA or unless SSA determines that more than 10 days is necessary to resolve the tentative nonconfirmation..
4. The Employer agrees not to ask the employee to obtain a printout from the Social Security Number database (the Numident) or other written verification of the Social Security Number from the SSA.

##### **B. REFERRAL TO THE DEPARTMENT OF HOMELAND SECURITY**

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. If the Employer finds a photo non-match for an alien who provides a document for which the automated system has transmitted a photo, the employer must print the photo non-match tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the finding.
3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation received from DHS automated verification process or when

Company ID Number: 43510

the Employer issues a tentative nonconfirmation based upon a photo non-match. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.

4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will provide the employee with a referral letter and instruct the employee to contact the Department through its toll-free hotline within 8 Federal Government work days.

5. If the employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will provide the employee with a referral letter to DHS. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.

6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will send a copy of the employee's Form I-551 or Form I-766 to DHS for review by:

- Scanning and uploading the document, or
- Sending a photocopy of the document by an express mail account (furnished and paid for by DHS).

7. The Employer understands that if it cannot determine whether there is a photo match/non-match, the Employer is required to forward the employee's documentation to DHS by scanning and uploading, or by sending the document as described in the preceding paragraph, and resolving the case as specified by the Immigration Services Verifier at DHS who will determine the photo match or non-match.

#### **ARTICLE IV**

##### **SERVICE PROVISIONS**

The SSA and DHS will not charge the Employer for verification services performed under this MOU. The Employer is responsible for providing equipment needed to make inquiries. To access the E-Verify System, an Employer will need a personal computer with Internet access.

#### **ARTICLE V**

##### **PARTIES**

This MOU is effective upon the signature of all parties, and shall continue in effect for as long as the SSA and DHS conduct the E-Verify program unless modified in writing by the mutual consent of all parties, or terminated by any party upon 30 days prior written notice to the others. Any and all system enhancements to the E-Verify program by DHS or SSA, including but not limited to the E-Verify checking against additional data sources and instituting new verification procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes. DHS agrees to train employers on all changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify manual. Even

Company ID Number: 43510

without changes to E-Verify, the Department reserves the right to require employers to take mandatory refresher tutorials.

Termination by any party shall terminate the MOU as to all parties. The SSA or DHS may terminate this MOU without prior notice if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established procedures or legal requirements. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as they may determine.

Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.

Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.

The employer understands that the fact of its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, and responses to inquiries under the Freedom of Information Act (FOIA).

The foregoing constitutes the full agreement on this subject between the SSA, DHS, and the Employer.

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively.

**To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify Operations at 888-464-4218.**

**Employer TYLER TECHNOLOGIES, INC**

\_\_\_\_\_  
Name (Please type or print)

\_\_\_\_\_  
Title

*Electronically Signed*

*04/27/2007*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Department of Homeland Security – Verification Division**

Company ID Number: 43510

**USCIS Verification Division**

Name (Please type or print)

Title

*Electronically Signed*

**04/27/2007**

Signature

Date



Company ID Number: 43510

E-mail Address: **sebrina.cote@tylertech.com**

Name: **LORENA M DUBOIS**

Telephone Number: **(207) 781 - 2260 ext. 4266**

Fax Number: **(207) 781 - 6005**

E-mail Address: **lorena.dubois@tylertech.com**

## Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

Name (as shown on your income tax return)

**Tyler Technologies, Inc.**

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:

- Individual/sole proprietor   
  C Corporation   
  S Corporation   
  Partnership   
  Trust/estate  
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ \_\_\_\_\_  
 Other (see instructions) ▶ \_\_\_\_\_

Exemptions (see instructions):

Exempt payee code (if any) \_\_\_\_\_  
Exemption from FATCA reporting code (if any) \_\_\_\_\_

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

List account number(s) here (optional)

**REMITTANCE ADDRESS>>>>Tyler Technologies, Inc. PO Box 203556 Dallas, TX 75320-3556 <<<<<**

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

			-			-			
--	--	--	---	--	--	---	--	--	--

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number

7	5	-	2	3	0	3	9	2	0
---	---	---	---	---	---	---	---	---	---

### Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below), and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

**Sign Here**

Signature of U.S. person ▶

*[Handwritten Signature]* Director of Revenue

Date ▶ 01/02/2014

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on IRS.gov for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the

withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

## AGREEMENT

This agreement ("Agreement") is made this 17<sup>th</sup> day of March 2014 ("Effective Date") by and between **Tyler Technologies, Inc.**, a Delaware corporation with offices at One Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and **Chatham County**, with offices at 12 East Street, Pittsboro, North Carolina 27312-8635 ("Client").

In consideration of the mutual covenants and promises set forth herein, Tyler and Client agree that Tyler shall provide products and services, and Client shall pay prices, as set forth in this Agreement.

### SECTION A – SOFTWARE LICENSE AGREEMENT

#### 1. License Grant.

- a) Upon the Effective Date, Tyler hereby grants to Client a non-exclusive, non-transferable, royalty-free, revocable license to use the Tyler software products set forth in the investment summary attached hereto as Exhibit 1 ("Investment Summary") and related interfaces (collectively, the "Tyler Software Products") and Tyler user guides provided in or with the Tyler Software Products ("User Guides") for Client's internal business purposes only and otherwise subject to the terms and conditions of this Agreement. This license is revocable by Tyler if Client fails to comply with the terms and conditions of this Agreement, including without limitation, Client's failure to timely pay the Software fees in full. Upon Client's payment in full for the Tyler Software Products, this license will become irrevocable, subject to the restrictions on use and other terms set forth in this Agreement.
- b) Tyler shall retain ownership of, including all intellectual property rights in and to, the Tyler Software Products and User Guides.
- c) The Tyler Software Products are not licensed to perform functions or processing for subdivisions or entities that were not disclosed to Tyler prior to the Effective Date.
- d) The right to transfer the Tyler Software Products to a replacement hardware system is included in this Agreement. Client shall pay Tyler for the cost of new media or any required technical assistance to accommodate the transfer. Client shall provide advance written notice to Tyler of any such transfer.
- e) Client acknowledges and agrees that the Tyler Software Products and User Guides are proprietary to Tyler and have been developed as trade secrets at Tyler's expense. Client shall use best efforts to keep the Tyler Software Products and User Guides confidential and to prevent any misuse, unauthorized use or unauthorized disclosure of the Tyler Software Products or User Guides by any party.
- f) The Tyler Software Products may not be modified by anyone other than Tyler. If Client modifies the Tyler Software Products without Tyler's prior written consent, Tyler's obligations to provide maintenance services on, and the warranty for, the Tyler Software Products will be void. Client shall not perform decompilation, disassembly, translation or other reverse engineering on the Tyler Software Products.
- g) Client may make copies of the Tyler Software Products for archive purposes only. Client shall repeat any and all proprietary notices on any copy of the Tyler Software Products. Client may make copies of the Tyler User Guides for internal use only.
- h) Tyler maintains an escrow agreement with an escrow services company under which Tyler places the source code of each major release of the Tyler Software Products. At Client's request, Tyler will add Client as a beneficiary to such escrow agreement. Client will pay the annual beneficiary fee (currently \$756) directly to the escrow services company and is solely responsible for maintaining its status as a beneficiary.
- i) In the event Client acquires from Tyler any edition of Tyler Content Manager software other than Enterprise Edition, the license for Content Manager is restricted to use with Tyler applications only. If Client wishes to use Tyler Content Management software with non-Tyler applications, Client must purchase or upgrade to Tyler Content Manager Enterprise Edition.

2. License Fees. Client agrees to pay Tyler, and Tyler agrees to accept from Client as payment in full for the

license granted herein, the Software fees set forth in the Investment Summary.

### 3. Verification of the Tyler Software Products.

Client shall select one (1) of the following two (2) options within thirty (30) days of loading the Tyler Software Products on the Client's hardware ("Installation") by providing written notice to Tyler in accordance with Section E(19):

- a) Within sixty (60) days after Installation, Tyler shall verify the Tyler Software Products by demonstrating to Client that the Tyler Software Products perform all of the functions set forth in Exhibit 2 - Verification Test, which demonstration will constitute verification that the Tyler Software Products substantially conform to the then-current Tyler User Guides ("Verification"); or
- b) Within sixty (60) days after Installation, Client shall use its own process to verify that the Tyler Software Products perform all of the functions set forth in Exhibit 2 - Verification Test, which will constitute verification that the Tyler Software Products substantially conform to the then-current Tyler User Guides ("Verification").
- c) Verification as described herein will be final and conclusive except for latent defect, fraud, and a gross mistake that amounts to fraud. In the event Verification is not final and conclusive, pursuant to this paragraph, Tyler will correct the cause thereof. In the event Tyler cannot correct the cause thereof, Client may invoke its rights under Section A (4).
- d) Tyler shall promptly correct any functions of the Tyler Software Products that failed Verification.

4. Limited Warranty. For the purposes of this Agreement, a "Defect" is defined as a failure of the Tyler Software Products to substantially conform to the then-current Tyler User Guides and the functional descriptions of the Tyler Software Products in Tyler's written proposal to Client ("Proposal Functional Descriptions"). In the event of conflict between the then-current Tyler User Guides and the Proposal Functional Descriptions, then for a period of two (2) years from the Effective Date the Proposal Functional Descriptions shall control, thereafter the then-current Tyler User Guides shall control. Tyler agrees that the warranted functionality shall not be removed in future releases of the Tyler Software Products, except in connection with compliance with state or federal mandates, however, Tyler may in such future releases, provide the functionality by a different method, manner, process, or way. A Tyler Software Product is "Defective" if it contains a Defect. For as long as a current Maintenance Agreement is in place, Tyler warrants that the Tyler Software Products will not contain Defects. If the Tyler Software Products do not perform as warranted, Tyler will use reasonable efforts, consistent with industry standards, to cure the Defect in accordance with Tyler's then-current support call process (Tyler's current support call process is set forth in the document attached hereto as Exhibit 3). Should Tyler be unable to cure the Defect or provide a replacement product, Client will be entitled to a refund of the Software fee paid for the Defective Tyler Software Product, as depreciated on a straight-line basis over a seven (7) year period commencing upon the earlier of: i) the date (not later than 24 months from the Effective Date) set forth in the mutually developed project plan for the first productive use of all of the Tyler Software Products using actual Client Data ("Complete Live Production"), unless such Complete Live Production is postponed by Tyler's failure to perform, in which event the date for Complete Live Production will be postponed the corresponding number of days, or ii) the first day of Complete Live Production of all of the Tyler Software Products, which will be Client's sole remedy should Tyler be unable to cure the Defect or provide a replacement product, however, that nothing herein shall be deemed to preclude Client from terminating as set forth in Section E, Article 14 of this Agreement.

### 5. Intellectual Property Infringement Indemnification.

a) Tyler's Obligations. Tyler shall defend and indemnify Client against any claim by an unaffiliated third party of this Agreement that a Tyler Software Product, if used within the scope of this Agreement, directly infringes that party's registered United States patent, copyright or trademark issued and existing as of the Effective Date or as of the distribution date of a release to the Tyler Software Product, and will pay the amount of any resulting adverse final judgment issued by a court of competent jurisdiction or of any settlement made by Tyler in writing.

b) Client's Obligations. Tyler obligations in this section are contingent on the Client performing all of the following in connection with any claim as described herein:

- i. Promptly notifies Tyler in writing of any such claim;
- ii. Gives Tyler reasonable cooperation, information, and assistance in connection with the claim; and
- iii. Consents to Tyler's sole control and authority with respect to the defense, settlement or compromise of the claim.

c) Exceptions to Tyler's Obligations. Tyler will have no liability hereunder if the claim of infringement or an adverse final judgment rendered by a court of competent jurisdiction results from:

- i. Client's use of a previous version of a Tyler Software Product and the claim would have been avoided had Client used the current version of the Tyler Software Product;
- ii. Client's combining the Tyler Software Product with devices or products not provided by Tyler;
- iii. Use of a Tyler Software Product in applications, business environments or processes for which the Tyler Software Product was not designed or contemplated as represented by Tyler to the Client in the Proposal, and where use of the Tyler Software Product outside such application, environment or business process would not have given rise to the claim;
- iv. Corrections, modifications, alterations or enhancements that Client made to the Tyler Software Product and such correction, modification, alteration or enhancement is determined by a court of competent jurisdiction to be a significant contributing cause of the infringement;
- v. Use of the Tyler Software Product by any person or entity other than Client or Client's employees; or
- vi. Client's willful infringement, including Client's continued use of the infringing Tyler Software Product after Client becomes aware that such infringing Tyler Software Product is or is likely to become the subject of a claim hereunder.

d) Remedy.

i. In the event a Tyler Software Product is, by a court of competent jurisdiction, finally determined to be infringing and its use by Client is enjoined, Tyler will, in addition to its obligations in Section A(5)(a) above, at its election:

- (a) Procure for Client the right to continue using the infringing Tyler Software Products;
- (b) Modify or replace the infringing Tyler Software Products so that it becomes non-infringing; or
- (c) Terminate Client's license for the infringing Tyler Software Product and refund to Client the Software fee paid for the infringing Tyler Software Product, as depreciated on a straight-line basis over a seven (7) year period commencing upon the earlier of: i) the date (not later than 24 months from the Effective Date) set forth in the mutually developed project plan for the first productive use of all of the Tyler Software Products using actual Client Data ("Complete Live Production"), unless such Complete Live Production is postponed by Tyler's failure to perform, in which event the date for Complete Live Production will be postponed the corresponding number of days, or ii) the first day of Complete Live Production of all of the Tyler Software Products..

ii. The foregoing states Tyler's entire liability and Client's sole and exclusive remedy with respect to the subject matter hereof.

6. Limitation of Liability. In no event will Tyler be liable for special, indirect, incidental, consequential, or exemplary damages, including, without limitation, any damages resulting from loss of use, loss of data, interruption of business activities, or failure to realize savings arising out of or in connection with the use of the Tyler Software Products. Except as otherwise expressly set forth in this Software License Agreement, Tyler's liability for damages and expenses arising out of this Software License Agreement, whether based on a theory of contract or tort, including negligence and strict liability, will be limited to two (2) times the amount of Software fees set forth in the Investment Summary and paid by Client. Such License fees reflect and are set in reliance upon this limitation of liability.

## **SECTION B – PROFESSIONAL SERVICES AGREEMENT**

1. Services. Tyler shall provide the services set forth in the Investment Summary at Client's election, including Consulting, Training, Conversion, Extended Analysis, and other miscellaneous Services (Extended Analysis services are described in Exhibit 6 of this Agreement).

2. Professional Services Fees.

a) Notwithstanding specific prices to the contrary set forth in the Investment Summary, all Consulting and Training services will be invoiced in half-day and full-day increments.

b) Verification in accordance with Section A(3)(a) will be billable to Client at the rate for Training services set forth in the Investment Summary.

c) Expenses will be billed in accordance with the then-current Tyler Business Travel Policy, based on Tyler's usual and customary practices. Copies of receipts will be provided on an exception basis at no charge. Should all receipts for non per diem expenses be requested, an administrative fee will be incurred. Receipts for mileage and miscellaneous items less than five dollars (\$5) are not available.

3. Additional Services.

a) Training and/or consulting services utilized in excess of those set forth in the Investment Summary and additional related services not set forth in the Investment Summary will be billed at Tyler's then-current rates.

b) Programming and/or interface quotes are estimates based the specifications supplied by Client. In the event Client requests additional work performed above the specifications provided, Tyler will submit to Client an amendment containing an estimate of the charges for the additional work. Client will have thirty (30) calendar days from the date the estimate is provided to approve the amendment.

4. Limitation of Liability. In no event shall Tyler be liable for special, indirect, incidental, consequential, or exemplary damages, including, without limitation, any damages resulting from loss of use, loss of data, interruption of business activities, or failure to realize savings arising out of or in connection with the provision or quality of the services or the use of the Tyler Software Products. Tyler's liability for damages and expenses arising out of Section B Professional Services Agreement, whether based on a theory of contract or tort, including negligence and strict liability, will be limited to two (2) times the amount of Implementation, Consulting, Training, Conversion, and other miscellaneous Services fees set forth in the Investment Summary and paid by Client. Such fees reflect and are set in reliance upon this limitation of liability.

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

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

## **SECTION C – MAINTENANCE AGREEMENT**

1. Scope of Agreement. Client agrees to purchase and Tyler agrees to provide maintenance services for the Tyler Software Products in accordance with the following terms and conditions.

2. Term of Agreement. This Maintenance Agreement is effective on Installation and will remain in force for an initial one (1) year term, which will renew automatically for additional one (1) year terms at Tyler's then-current Maintenance fees unless terminated in writing by either party at least fifteen (15) days prior to the end of the then-current term.

3. Payment.

- a) Maintenance fees will be invoiced by Tyler annually in advance. Tyler shall provide Client with not less than forty-five (45) days written notice prior to the end of the then current term of any change in annual Maintenance fees.
- b) Additional Charges. Any maintenance services performed by Tyler for Client which are not covered by this Maintenance Agreement, as set forth in Section C(5), including materials and expenses, will be billed to Client at Tyler's then current rates.
- c) Tyler reserves the right to suspend maintenance services if Client fails to pay undisputed Maintenance fees within sixty (60) calendar days of the due date. Tyler shall reinstate maintenance services upon Client's payment of all past due Maintenance fees, including all such fees for the periods during which services were suspended.

4. Maintenance Services Terms and Conditions. For as long as a current Maintenance Agreement is in place, Tyler shall:

- a) In a professional, good and workmanlike manner, perform its obligations in accordance with Tyler's then-current support call process (Tyler's current support call process is set forth in the document attached hereto as Exhibit 3- Tyler shall not in future Support Call Processes reduce or diminish the overall quality of support provided in Exhibit 3) in order to conform the Tyler Software Products to the applicable warranty under this Agreement. If Client modifies the Tyler Software Products without Tyler's prior written consent, Tyler's obligations to provide maintenance services on and warrant the Tyler Software Products will be void.
- b) Provide telephone support on the Tyler Software Products. Tyler personnel shall accept telephone calls during the hours set forth in Exhibit 3 - Support Call Process.
- c) Continuously maintain a master set of the Tyler Software Products on appropriate media, a hardcopy printout of source code to the Tyler Software Products, and Tyler User Guides.
- d) Maintain personnel that are appropriately trained to be familiar with the Tyler Software Products in order to provide maintenance services.
- e) Provide Client with all releases Tyler makes to the Tyler Software Products that Tyler makes generally available without additional charge to customers possessing a current Tyler annual Maintenance Agreement. Third Party Products; and installation, Consulting and Training services related to the new releases will be provided to Client at Tyler's then-current rates. Client acknowledges and agrees that a new release of the Tyler Software Products is for implementation in the Tyler Software Products as they exist without Client customization or modification.
- f) Support prior releases of the Tyler Software Products in accordance with Tyler's then-current release life cycle policy.

5. Limitations and Exclusions. Maintenance fees do not include Installation or implementation of the Tyler Software Products, onsite support (unless Tyler cannot remotely correct a defect in a Tyler Software Product), application design, other consulting services, support of an operating system or hardware, and support outside Tyler's normal business hours.

6. Client Responsibilities.

- a) Client shall provide, at no charge to Tyler, full and free access to the Tyler Software Products; working space; adequate facilities within a reasonable distance from the equipment; and use of machines, attachments, features, or other equipment necessary to provide maintenance services set forth herein.
- b) Tyler currently utilizes "Go To Assist" as a secure commercial PC to PC remote connectivity tool to provide remote maintenance services. Client shall maintain for the duration of the Agreement a high-speed Internet connection capable of connecting to Client's PC's and server. Tyler strongly recommends that Client also maintain a modem or VPN for backup connectivity purposes. Tyler, at its option, will use the connection to assist with problem diagnosis and resolution.

7. Limitation of Liability. In no event shall Tyler be liable for special, indirect, incidental, consequential, or exemplary damages, including, without limitation, any damages resulting from loss of use, loss of data,

interruption of business activities, or failure to realize savings arising out of or in connection with the provision or quality of maintenance services or use of the Tyler Software Products. Tyler's liability for damages and expenses arising out of this Maintenance Agreement, whether based on a theory of contract or tort, including negligence and strict liability, will be limited to two (2) times the Maintenance fees paid to Tyler during the twelve (12) months prior to the claim. Such Maintenance fees reflect and are set in reliance upon this limitation of liability.

## **SECTION D – THIRD PARTY PRODUCT AGREEMENT**

1. Agreement to License or Sell Third Party Products. For the price set forth in the Investment Summary, Tyler agrees to license or sell and deliver to Client, and Client agrees to accept from Tyler the System Software (the “System Software”) and Hardware set forth in the Investment Summary (collectively, the “Third Party Products”).

### 2. License of System Software.

- a) Upon Client's payment in full of the System Software fees, Tyler shall grant to Client and Client shall accept from Tyler a non-exclusive, nontransferable, non-assignable license to use the System Software and related documentation for Client's internal business purposes, subject to the terms and conditions set forth herein.
- b) The developer of the System Software (each a “Developer”, collectively “Developers”) shall retain ownership of the System Software.
- c) The right to transfer the System Software to a replacement hardware system is governed by the Developer. The cost for new media or any required technical assistance to accommodate the transfer would be billable charges to Client. Client shall provide advance written notice to Tyler of any such transfer.
- d) Client acknowledges and agrees that the System Software and related documentation are proprietary to the Developer and have been developed as trade secrets at the Developer's expense. Client shall use best efforts to keep the System Software and related documentation confidential and to prevent any misuse, unauthorized use, or unauthorized disclosure of the System Software and related documentation by any party.
- e) Client shall not perform decompilation, disassembly, translation or other reverse engineering on the System Software.
- f) Client may make copies of the System Software for archive purposes only. Client shall repeat any and all proprietary notices on any copy of the System Software. Client may make copies of the documentation accompanying the System Software for internal use only.

3. Delivery. Unless otherwise indicated in the Investment Summary, the prices for Third Party Products include costs for shipment while in transit from the Developer or supplier to Client.

4. Installation and Acceptance. Unless otherwise noted in the Investment Summary, the Tyler Software Product installation fee includes installation of the Third Party Products. Upon completion of installation, Client will obtain from Tyler a certification of completion, or similar document, which will constitute Client's acceptance of the Third Party Products. Such acceptance will be final and conclusive except for latent defect, fraud, and a gross mistake as amount to fraud.

5. Site Requirements. Base on the written specifications provided by Tyler to the Client, Client shall provide a suitable environment, location and space for the installation and operation of the Third Party Products; sufficient and adequate electrical circuits for the Third Party Products; and installation of all required cables.

### 6. Warranties.

- a) Tyler is authorized by each Developer to grant licenses or sublicenses to the System Software.
- b) Tyler warrants that each System Software product will be new and unused, and if Client fully and faithfully performs each and every obligation required of it under this Section D Third Party Product Agreement of this Agreement, Client's title or license to each System Software product will be free and clear of all liens and

encumbrances arising through Tyler.

c) Client acknowledges and agrees that Tyler is not the manufacturer of the Third Party Products. As such, Tyler does not warrant or guarantee the condition or operating characteristics of the Third Party Products. Tyler hereby grants and passes through to Client any warranty adjustments that Tyler may receive from the Developer or supplier of the Third Party Products.

#### 7. Maintenance.

a) In the event Client elects not to purchase through Tyler maintenance services on the System Software, it will be the responsibility of Client to repair and maintain the System Software and purchase enhancements as necessary after acceptance.

b) In the event Client elects to purchase through Tyler maintenance services on the System Software, Tyler will facilitate resolution of a defect in a System Software product with the Developer.

c) In the event the Developer charges a fee for future System Software release(s), Client will be required to pay such fee.

8. Limitation of Liability. In no event shall Tyler be liable for special, indirect, incidental, consequential, or exemplary damages, including, without limitation, any damages resulting from loss of use, loss of data, interruption of business activities, or failure to realize savings arising out of or in connection with the use of the Third Party Products. Tyler's liability for damages and expenses arising out of this Third Party Product Agreement, whether based on a theory of contract or tort, including negligence and strict liability, will be limited to the License Fee/Purchase Price of the Third Party Products paid by Client. Such prices are set in reliance upon this limitation of liability.

### **SECTION E – GENERAL TERMS AND CONDITIONS**

1. Taxes. The fees set forth in the Investment Summary do not include any taxes, including, without limitation, sales, use or excise tax. All applicable sales, use or excise taxes shall be paid by Tyler to the proper authorities and shall be reimbursed by Client to Tyler. In the event Client possesses a valid direct-pay permit, Client will forward such permit to Tyler on the Effective Date, in accordance with Section E(19). In such event, Client will be responsible for remitting all applicable taxes to the proper authorities. If tax-exempt, Client will provide Tyler with Client's tax-exempt certificate.

#### 2. Invoice Dispute.

a) In the event Client believes products or services do not conform to Tyler's obligations or warranties in this Agreement, Client will provide written notice to Tyler within fifteen (15) calendar days of receipt of the applicable invoice. Client is allowed an additional fifteen (15) calendar days to provide written clarification and details. Tyler will provide a written response to Client that will include either a justification of the invoice or an adjustment to the invoice. Tyler and Client will develop a plan to outline the reasonable steps to be taken by Tyler and Client to resolve any issues presented in Client's notice to Tyler. Client may only withhold payment of the amount actually in dispute until Tyler completes its action items outlined in the plan. Notwithstanding the foregoing, if Tyler is unable to complete its actions outlined in the plan because Client has not completed its action items outlined in the plan, Client will remit full payment of the invoice.

b) Any invoice not disputed as described above will be deemed accepted by Client. Tyler reserves the right to suspend delivery of all services in the event Client fails to pay an invoice not disputed as described above within sixty (60) calendar days of receipt of invoice.

3. Force Majeure; Client Assistance. "Force Majeure" is defined as an event beyond the reasonable control of a party, including governmental action, war, riot or civil commotion, fire, natural disaster, labor disputes, restraints affecting shipping or credit, delay of carriers, inadequate supply of suitable materials or any other cause which could not with reasonable diligence be foreseen, controlled or prevented by the party. Neither party

shall be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure.

Force Majeure will not be allowed unless:

a) Within ten (10) business days of the occurrence of Force Majeure, the party whose performance is delayed thereby provides the other party or parties with written notice explaining the cause and extent thereof, as well as a request for a time extension equal to the estimated duration of the Force Majeure events.

b) Within ten (10) business days after the cessation of the Force Majeure event, the party whose performance was delayed provides the other party written notice of the time at which Force Majeure ceased and a complete explanation of all pertinent events pertaining to the entire Force Majeure situation.

Either party will have the right to terminate this Agreement if Force Majeure suspends performance of scheduled tasks by one or more parties for a period of one hundred-twenty (120) or more days from the scheduled date of the task. This paragraph will not relieve Client of its responsibility to pay for services and goods provided to Client and expenses incurred on behalf of Client prior to the effective date of termination.

In addition, Client acknowledges that the implementation of the Tyler Software Products is a cooperative process requiring the time and resources of Client personnel. Client shall, and shall cause Client personnel to, use all reasonable efforts to cooperate with and assist Tyler as may be reasonably required to meet the project deadlines and other milestones agreed to by the parties for implementation. Tyler shall not be liable for failure to meet such deadlines and milestones when such failure is due to Force Majeure (as defined above) or to the failure by Client personnel to provide such cooperation and assistance (either through action or omission).

#### 4. Indemnification.

a) Tyler shall indemnify and hold harmless Client and its agents, officials and employees from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct.

b) Client shall indemnify and hold harmless Tyler and its agents, officials and employees from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Client's negligence or willful misconduct.

5. Disclaimer. THE RIGHTS, REMEDIES, AND WARRANTIES SET FORTH IN THIS AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER RIGHTS, REMEDIES, AND WARRANTIES EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND SYSTEM INTEGRATION, WHICH ARE HEREBY DISCLAIMED BY TYLER.

6. Dispute Resolution. Client will notify Tyler in writing within fifteen (15) days of becoming aware of a dispute. If Tyler and Client cannot resolve such dispute within thirty (30) calendar days of Tyler's receipt of written notice from Client, the following procedure will apply:

a) Each party shall appoint one (1) person to act as an impartial representative. The appointed individual will have sufficient knowledge and experience to understand and deal with the dispute but will not be a person assigned to the project. The set of four (4) individuals consisting of Tyler's Project Manager for this project, Client's Project Manager for this project, and the two (2) appointees is called a Dispute Resolution Group.

b) The Dispute Resolution Group shall convene at Client's location no later than twenty-one (21) calendar days after the expiration of the thirty (30) calendar day period referenced above and shall meet for a maximum of four (4) four (4) hour sessions during the subsequent four (4) business days, unless otherwise mutually agreed. Any resolution will be in writing and signed by both parties. Such resolution will constitute a binding amendment to the Agreement.

In the event the Dispute Resolution Group fails to resolve the dispute as set forth above, the dispute will be referred to non-binding mediation. Thereafter, either party may assert its other rights and remedies under this Agreement within a court of competent jurisdiction.

All meetings and discussions of the Dispute Resolution Group will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Civil Procedure 408 or any similar applicable state rule.

Nothing in this Article will prevent a party from applying to a federal or state court of competent jurisdiction to obtain injunctive relief pending resolution of the dispute through the dispute resolution procedures set forth herein.

7. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of Tyler and Client. 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.

8. Governing Law. This Agreement will be governed by and construed in accordance with the laws of Client's state of domicile, and any action on this Agreement shall be venued in Raleigh, North Carolina, provided, however, Tyler reserves the right to remove any action to a federal court of competent jurisdiction in North Carolina.

9. Entire Agreement. This Agreement represents the entire agreement of Client and Tyler with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Client hereby acknowledges that in entering into this Agreement it did not rely on any information not explicitly set forth in this Agreement.

10. Severability. If any term or provision of this Agreement or the application thereof, to any extent, be held invalid or unenforceable, the remainder of this Agreement or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable will not be affected thereby, and each term and provision of this Agreement will be valid and enforced to the fullest extent permitted by law.

11. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by Tyler or Client, such non-enforcement shall not act as or be deemed to act as a waiver or modification of this Agreement, nor shall such non-enforcement prevent Tyler or Client from enforcing each and every term of this Agreement thereafter.

12. Multiple Originals and Signatures. This Agreement may be executed in multiple originals, any of which shall be independently treated as an original document. Any electronic, faxed, scanned, photocopied or similarly reproduced signature on this Agreement or any amendment hereto shall be deemed an original signature and shall be fully enforceable as if an original signature.

13. Amendment. This Agreement may only be modified by written amendment signed by authorized representatives of both parties.

14. Termination. Client may terminate this Agreement for cause in the event Tyler does not cure a material breach of this Agreement within thirty (30) days of receiving notice of such breach from Client. Upon such termination, Client shall pay Tyler for all services and expenses not in dispute and non-Defective Tyler Software Products which were delivered or incurred prior to the date Tyler received Client's notice of termination. Payment for services and expenses in dispute will be determined in accordance with the dispute resolution process.

15. Non-appropriation.

(a) Client reasonably believes that funds sufficient to make all payments due under this Agreement can be

obtained. While recognizing that it is not empowered to make any binding commitment to make payments beyond its current fiscal year, the Governing Body of Client in authorizing the execution of this Agreement has stated its intent to make annual appropriations sufficient to make the payments due hereunder and has recommended that future governing bodies continue to do so.

(b) The County Manager shall include in the initial proposal for each of the Client's annual budgets the amount of all payments coming due during the fiscal year to which such budget is applicable. Notwithstanding that the Manager includes an appropriation for payments in a proposed budget; Client may terminate all its obligations hereunder by not appropriating sufficient funds to make the payment. In the event the Governing Body determines not to appropriate in its budget an amount sufficient to make all payments coming due in the applicable fiscal year, the Governing Body shall adopt a resolution specifically deleting such appropriation from the proposed budget for that fiscal year. Such resolution shall state the reasons for such deletion, shall be adopted by a vote identifying those voting for and against and abstaining from the resolutions, and shall be recorded in the minutes of the Governing Body. A copy of such resolution shall be promptly sent to Tyler.

(c) Notwithstanding the foregoing Client shall remit payment for all products and services delivered to Client and all expenses incurred by Tyler. Client will not be entitled to a refund or offset of previously paid license and other fees.

16. Approval of Governing Body. Client represents and warrants to Tyler that this Agreement has been approved by its governing body and is a binding obligation upon Client.

17. No Assignment. Neither party may assign its rights and responsibilities under this Agreement without the other party's prior written permission, not to be unreasonably withheld, conditioned, or delayed. Notwithstanding the foregoing, Tyler may, without the prior express written permission of the Client, assign this Agreement in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets.

18. Successors and Assigns. This Agreement shall inure to the benefit of and be binding on the parties hereto and their permitted successors and assigns.

19. Notices. All notices or communications required or permitted as a part of this Agreement will be in writing (unless another verifiable medium is expressly authorized) and will be deemed delivered when:

- 1) Actually received,
- 2) Upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the party,
- 3) Upon receipt by sender of proof of email delivery, or
- 4) If not actually received, ten (10) 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 respective other party at the address set forth in this Agreement or such other address as the party may have designated by notice or Agreement amendment to the other party.

Consequences to be borne due to failure to receive a notice due to improper notification by the intended receiving party of a new address will be borne by the intended receiving party. The addresses of the parties to this Agreement are as follows:

Tyler Technologies, Inc.  
One Tyler Drive  
Yarmouth, ME 04096  
Attention: Associate General Counsel

Chatham County  
Post Office Box 1809  
Pittsboro, NC 27312-8635  
Attention: County Manager

20. Independent Contractor. This is not an agreement of partnership or employment of Tyler or any of Tyler's employees by Client. Tyler is an independent contractor for all purposes under this Agreement.

21. Insurance. Prior to performing services under this Agreement, Tyler shall provide Client with certificates of

insurance evidencing the following insurance coverage:

- 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; and
- d) Workers compensation complying with statutory requirements.

22. 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. Each party agrees that it shall not disclose any confidential information of the other party and further agrees to take 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 for a period of two (2) years. This obligation of confidentiality will not apply to information that:

- a) At the time of the disclosure is in the public domain;
- b) After disclosure, becomes part of the public domain by publication or otherwise, except by breach of this Agreement by a party;
- c) A party can establish by reasonable proof was in that party's possession at the time of disclosure;
- d) A party receives from a third party who has a right to disclose it to that party; or
- e) Is subject to Freedom of Information Act or North Carolina Public Records Law requests, only to the extent disclosure is based on the good faith written opinion of the receiving party's legal counsel (licensed in North Carolina for Public Records request) that disclosure is required by law: provided, however, that that receiving party shall give prompt notice of the service of process or other documentation that underlies such requirement and use its best efforts to assist the disclosing party if the disclosing party wishes to obtain a protective order or otherwise protect the confidentiality of such confidential information. The disclosing party reserves the right to obtain protective order or otherwise protect the confidentiality of its confidential information.

23. Nondiscrimination. Tyler shall not discriminate against any person employed or applying for employment concerning the performance of Tyler's responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation.

24. Subcontractors. Tyler shall not subcontract any services under this Agreement without Client's prior written permission, not to be unreasonably withheld.

25. Shipping. Delivery will be F.O.B. shipping point.

26. Business License. In the event a local business license is required for Tyler to perform services hereunder, Client will notify Tyler prior to the Effective Date and will provide Tyler with the necessary paperwork and/or contact information.

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

28. Payment Terms.

a) Tyler shall invoice Client \$102,746.25 upon the Effective Date. Such amount equals 25% of the Tyler software license fees.

b) Tyler shall invoice Client \$205,492.50 when Tyler has made the Tyler Software Products available to Client for downloading. Such sum equals 50% of the Tyler software license fees (\$205,492.50).

c) Tyler will invoice the remaining 25 % of the Tyler Software license fees (totaling \$102,746.25) for each of the Tyler Software Products upon the earlier of:

- i) the date (not later than 24 months from the Effective Date) set forth in the mutually developed project plan for the first productive use of the respective Tyler Software Product using actual Client Data (“Live Production”), unless such Live Production is postponed by Tyler’s failure to perform, in which event the date for Live Production will be postponed the corresponding number of days, or
- ii) the first day of Live Production of the respective Tyler Software Product.

d) Tyler shall invoice Client the Hardware fees of \$1,650 upon delivery of such Hardware.

e) Tyler shall invoice Client \$20,617 upon Installation. Such sum equals 100% of the year 1 OS/DBA Contract Services fee (\$20,617).

f) Tyler will invoice the Client for the following services as follows:

Service Type	Days	Cost
Implementation Days	127	\$149,225.00
Extended Analysis Days	68	\$79,900
Munis Admin & Security	3	\$3,525.00
Project Planning Services	N/A	\$9,000.00
<b>Total</b>		<b>\$241,650.00</b>

Phase	WBS	Milestone ID	Description	Milestone Amount
1	2.4.2	1.1	Client Acceptance of Phase Schedule (WBS 2.4.2)	\$22,865.00
1	3.5.2	1.2	Chart of Accounts Acceptance (WBS 3.5.2)	\$20,797.50
1	4.13.2	1.3	Authorization to Proceed to SET (WBS 4.13.2)	\$24,263.75
1	5.5.5	1.4	Authorization to Proceed to Training (WBS 5.5.5)	\$27,730.00
1	6.5.2	1.5	Authorization to Proceed to Live Preparation (WBS 6.5.2)	\$17,331.25
1	7.5.2	1.6	Sign-off to begin Live Processing (WBS 7.5.2)	\$20,797.50
1	9.3.1	1.7	Phase Closure (WBS 9.3.1)	\$13,865.00
2	2.4.2	2.1	Client Acceptance of Phase Schedule (WBS 2.4.2)	\$4,935.00
2	4.13.2	2.2	Authorization to Proceed to SET (WBS 4.13.2)	\$9,870.00
2	5.5.5	2.3	Authorization to Proceed to Training (WBS 5.5.5)	\$12,337.50
2	6.5.2	2.4	Authorization to Proceed to Live Preparation (WBS 6.5.2)	\$12,337.50
2	7.5.2	2.5	Sign-off to begin Live Processing (WBS 7.5.2)	\$4,935.00
2	9.3.1	2.6	Phase Closure (WBS 9.3.1)	\$4,935.00
3	2.4.2	3.1	Client Acceptance of Phase Schedule (WBS 2.4.2)	\$4,465.00
3	4.13.2	3.2	Authorization to Proceed to SET (WBS 4.13.2)	\$8,930.00
3	5.5.5	3.3	Authorization to Proceed to Training (WBS 5.5.5)	\$11,162.50
3	6.5.2	3.4	Authorization to Proceed to Live Preparation (WBS 6.5.2)	\$8,930.00
3	7.5.2	3.5	Sign-off to begin Live Processing (WBS 7.5.2)	\$6,697.50

Phase	WBS	Milestone ID	Description	Milestone Amount
3	10.3.1	3.6	Project Closure (WBS 10.3.1)	\$4,465.00
<b>Total</b>	<b>19</b>			<b>\$241,650.00</b>

Payment Milestones for Change Management Consulting Solution Services:

Phase	Milestone ID	Milestone	Amount
1	CM1.1	Sign-off on Analysis Results and Change Management Plan Presentation	\$12,500.00
1	CM1.2	Acceptance of Executive Playbook, Resistance Management Plan, Procedural Change Communications Plan	\$12,500.00
1	CM1.3	Completion of Onsite Coach Training Sessions	\$6,250.00
1	CM1.4	Delivery of Post-Live Lessons Learned.	\$7,500.00
2	CM2.1	Completion of Onsite Coach Training Sessions	\$6,250.00
2	CM2.1	Delivery of Post-Live Lessons Learned.	\$5,000.00
<b>Total</b>			<b>\$50,000.00</b>

- g) Tyler shall invoice Client fees for Data Conversion services as follows:  
50% upon initial delivery of converted data, by conversion option  
50% upon Client acceptance to load converted data into live environment (automatic, electronic notification), by conversion option
- h) Except as otherwise set forth herein, Tyler shall invoice Client fees for Services, plus expenses, if and as provided/incurred.
- i) Prices include estimated travel expenses incurred in accordance with Tyler's then-current Business Travel Policy. A detailed summary of Tyler's current Business Travel Policy is attached hereto as Exhibit 4.
- j) Payment is due within thirty (30) days of the invoice date.
- k) The year 1 Tyler software maintenance fees of \$82,467 for the one (1) year period commencing upon Installation are hereby waived. Subsequent annual Maintenance fees will be due on the anniversary of the Installation date.
- l) The year 1 Payroll Tax Table Update fee of \$1,000 for the one (1) year period commencing upon Installation is hereby waived. Subsequent annual Payroll Tax Table Update fees, if the service is requested by Client, will be due on the anniversary of the Installation date.

29. Electronic Payment. Tyler prefers to receive payments electronically. Tyler's electronic payment information is as follows:

Bank: Wells Fargo Bank, N.A.  
420 Montgomery  
San Francisco, CA 94104

ABA: 121000248

Account: 4124302472

Beneficiary: Tyler Technologies Inc. – Operating

30. Operating System/Database Administration. OS/DBA Contract Services are described in Exhibit 7 of this Agreement. OS/DBA Contract Services will renew automatically for additional one (1) year terms at Tyler's then-current OS/DBA fee unless terminated in writing by either party at least fifteen (15) days prior to the end of the then-current term. Tyler shall provide Client with not less than forty-five (45) days written notice prior to the end of the then current term of any change in such fee.

31. Annual Payroll Tax Table Update. Annual Payroll Tax Table Update service, if the service is requested by Client, will renew for additional one (1) year terms at Tyler's then-current Annual Payroll Tax Table Update service fee. Tyler shall provide Client with not less than forty-five (45) days written notice prior to the end of the then current term of any change in such fee.

32. Optional Items. Pricing for optional products and services shall be valid for six (6) months from the Effective Date.

33. Tyler Products and Services. Client may purchase additional Tyler products and services at then-current list price, pursuant to the terms of this Agreement, by executing a mutually agreed addendum.

34. Contract Documents. This Agreement includes the following exhibits:

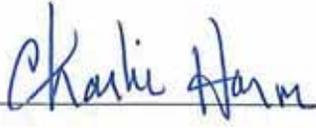
- Exhibit 1 – Investment Summary
- Exhibit 2 – Verification Test
- Exhibit 3 – Support Call Process
- Exhibit 4 – Business Travel Policy
- Exhibit 5 – Adobe End User License Agreement
- Exhibit 6 – Extended Analysis Services
- Exhibit 7 – OS/DBA Contract Services
- Exhibit 8 – Tyler's Proposal

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the dates set forth below.

**Tyler Technologies, Inc.  
ERP and Schools Division**

**Chatham County**

By: 

By: 

Name: Christopher P. Hepburn

Name: Charlie Horne

Title: Senior Vice President

Title: County Manager

Date: 3/11/14

Date: 3/18/14

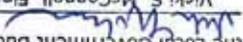
This Instrument has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.  
  
Vicki S. McConnell, Finance Officer Director

Exhibit 1

Investment Summary

Investment Summary follows this page.



Quoted By: Michael Krissel  
 Date: 1/15/2014  
 Quote Expiration: 2/1/2014  
 Quote Name: Chatham County-ERP-Munis  
 Quote Number: 2013-4849  
 Quote Description: ERP Quote with Extended Analysis 120613

**Sales Quotation For**

Chatham County  
 12 East Rd  
 Pittsboro, North Carolina 27312-8635  
 Phone (919) 542-8200

**Tyler Software and Related Services**

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
<b>Financials:</b>						
Accounting/GL/BG/AP	\$80,000.00	19 @ \$1,175.00	\$22,325.00	\$12,300.00	\$114,625.00	\$14,400.00
Purchasing	\$41,000.00	14 @ \$1,175.00	\$16,450.00	\$3,000.00	\$60,450.00	\$7,380.00
Fixed Assets	\$24,200.00	6 @ \$1,175.00	\$7,050.00	\$5,500.00	\$36,750.00	\$4,356.00
Project & Grant Accounting	\$18,200.00	6 @ \$1,175.00	\$7,050.00	\$5,000.00	\$30,250.00	\$3,276.00
Risk Management	\$18,200.00	6 @ \$1,175.00	\$7,050.00	\$0.00	\$25,250.00	\$3,276.00
Cash Management	\$17,000.00	5 @ \$1,175.00	\$5,875.00	\$0.00	\$22,875.00	\$3,060.00
Bid Management	\$11,000.00	4 @ \$1,175.00	\$4,700.00	\$0.00	\$15,700.00	\$1,980.00
Contract Management	\$11,000.00	4 @ \$1,175.00	\$4,700.00	\$0.00	\$15,700.00	\$1,980.00
NC Sales Tax Reimbursement	\$5,500.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$6,675.00	\$990.00
<b>Payroll/HR:</b>						
Payroll w/ESS	\$16,100.00	9 @ \$1,175.00	\$10,575.00	\$10,450.00	\$37,125.00	\$2,898.00
HR Management	\$7,700.00	4 @ \$1,175.00	\$4,700.00	\$0.00	\$12,400.00	\$1,386.00
Applicant Tracking	\$2,750.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$3,925.00	\$495.00
<b>Revenue:</b>						

**Tyler Software and Related Services**

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Utility Billing CIS	\$14,500.00	16 @ \$1,175.00	\$18,800.00	\$12,400.00	\$45,700.00	\$2,610.00
Accounts Receivable	\$22,000.00	11 @ \$1,175.00	\$12,925.00	\$0.00	\$34,925.00	\$3,960.00
UB Interface	\$4,400.00	2 @ \$1,175.00	\$2,350.00	\$0.00	\$6,750.00	\$792.00
<b>Other:</b>						
Payroll Tax Table Updates	\$0.00	0 @ \$1,175.00	\$0.00	\$0.00	\$0.00	\$1,000.00
OSDBA Contract Services	\$0.00	0 @ \$1,175.00	\$0.00	\$0.00	\$0.00	\$20,617.00
<b>Productivity:</b>						
Munis Analytics & Reporting	\$80,600.00	11 @ \$1,175.00	\$12,925.00	\$0.00	\$93,525.00	\$14,508.00
Tyler Content Manager SE	\$30,000.00	6 @ \$1,175.00	\$7,050.00	\$0.00	\$37,050.00	\$5,400.00
Citizen Self Service	\$22,000.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$23,175.00	\$3,960.00
eProcurement	\$17,000.00	1 @ \$1,175.00	\$1,175.00	\$0.00	\$18,175.00	\$3,060.00
Tyler Forms Processing	\$13,500.00	0 @ \$1,175.00	\$0.00	\$0.00	\$13,500.00	\$2,700.00
Sub-Total:	\$456,650.00		\$149,225.00	\$48,650.00	\$654,525.00	\$104,084.00
	<u>Less Discount:</u>		<u>\$0.00</u>	<u>\$0.00</u>	<u>\$45,665.00</u>	<u>\$83,467.00</u>
<b>TOTAL:</b>	<b>\$410,985.00</b>	<b>127</b>	<b>\$149,225.00</b>	<b>\$48,650.00</b>	<b>\$608,860.00</b>	<b>\$20,617.00</b>

**Other Services**

Description	Quantity	Unit Price	Unit Discount	Extended Price
AP/PR Check Recon Import	1	\$1,000.00	\$0.00	\$1,000.00
AP Positive Pay Export Format	1	\$3,000.00	\$0.00	\$3,000.00
Change Management Consulting Solution	1	\$50,000.00	\$0.00	\$50,000.00
Estimated Travel Expenses	1	\$83,088.00	\$0.00	\$83,088.00
Extended Analysis - Accounts Payable	5	\$1,175.00	\$0.00	\$5,875.00
Extended Analysis - Applicant Tracking	4	\$1,175.00	\$0.00	\$4,700.00
Extended Analysis - Benefits Enrollment	2	\$1,175.00	\$0.00	\$2,350.00
Extended Analysis - Bid Management	3	\$1,175.00	\$0.00	\$3,525.00
Extended Analysis - Cash Management	5	\$1,175.00	\$0.00	\$5,875.00
Extended Analysis - Contract Management	3	\$1,175.00	\$0.00	\$3,525.00
Extended Analysis - Fixed Assets	5	\$1,175.00	\$0.00	\$5,875.00

**Other Services**

Description	Quantity	Unit Price	Unit Discount	Extended Price
Extended Analysis - General Ledger	5	\$1,175.00	\$0.00	\$5,875.00
Extended Analysis - HR Management	8	\$1,175.00	\$0.00	\$9,400.00
Extended Analysis - Payroll	8	\$1,175.00	\$0.00	\$9,400.00
Extended Analysis - Project/Grant Accounting	7	\$1,175.00	\$0.00	\$8,225.00
Extended Analysis - Purchasing & Requisitions	5	\$1,175.00	\$0.00	\$5,875.00
Extended Analysis - Utility Billing	8	\$1,175.00	\$0.00	\$9,400.00
Install Fee - New Server Install-WIN	1	\$9,000.00	\$0.00	\$9,000.00
Munis Admin & Security	3	\$1,175.00	\$0.00	\$3,525.00
P-Card Import Format W/Encumbrances	1	\$15,000.00	\$0.00	\$15,000.00
Project Planning Services	1	\$9,000.00	\$0.00	\$9,000.00
Tyler Forms Financial Library	1	\$2,300.00	\$0.00	\$2,300.00
Tyler Forms Look-Up - Additional Forms for Look-Up	10	\$100.00	\$0.00	\$1,000.00
Tyler Forms Look-Up - Flat Fee	1	\$2,195.00	\$0.00	\$2,195.00
Tyler Forms Library - Payroll	1	\$1,200.00	\$0.00	\$1,200.00
Tyler Forms Processing Configuration	1	\$2,000.00	\$0.00	\$2,000.00
Tyler Forms Library - Utility Billing	1	\$3,500.00	\$0.00	\$3,500.00
<b>TOTAL:</b>				<b>\$265,708.00</b>

**3rd Party Hardware, Software and Services**

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00

*3rd Party Hardware Sub-Total:*

				\$1,650.00			\$0.00
<b>TOTAL:</b>				<b>\$1,650.00</b>			<b>\$0.00</b>

**Summary**

Total Tyler Software	\$410,985.00	<b>One Time Fees</b>	<b>Recurring Fees</b>
Total Tyler Services	\$463,583.00	\$20,617.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$1,650.00	\$0.00	\$0.00

**Summary**  
**Summary Total**

**One Time Fees**      **Recurring Fees**  
\$876,218.00      \$20,617.00

**Contract Total**

**\$896,835.00**

**Detailed Breakdown of Conversions (included in Contract Total)**

Description	Unit Price	Unit Discount	Extended Price
Accounting Opt 1 - Actuals - E	\$1,500.00	\$0.00	\$1,500.00
Accounting Opt 2 - Budgets - E	\$1,500.00	\$0.00	\$1,500.00
Accounting Standard COA - E	\$2,000.00	\$0.00	\$2,000.00
Accounts Payable Opt 1 - Checks - E	\$2,000.00	\$0.00	\$2,000.00
Accounts Payable Opt 2 - Invoice - E	\$3,500.00	\$0.00	\$3,500.00
Accounts Payable Standard Master - E	\$1,800.00	\$0.00	\$1,800.00
Fixed Assets Opt 1 - History - E	\$2,000.00	\$0.00	\$2,000.00
Fixed Assets Std Master - E	\$3,500.00	\$0.00	\$3,500.00
Payroll - Option 1 Deductions - B	\$1,300.00	\$0.00	\$1,300.00
Payroll - Option 2 Accrual Balances - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Option 3 Accumulators - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Option 4 Check History - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Option 5 Earning/Deduction Hist - B	\$1,750.00	\$0.00	\$1,750.00
Payroll - Option 6 Applicant Tracking - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Option 8 Position Control - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Option 9 State Retirement Tables - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Standard - B	\$1,400.00	\$0.00	\$1,400.00
Project Grant Accounting Opt 1 - Actuals - E	\$1,500.00	\$0.00	\$1,500.00
Project Grant Accounting Opt 2 - Budgets - E	\$1,500.00	\$0.00	\$1,500.00
Project Grant Accounting Standard - E	\$2,000.00	\$0.00	\$2,000.00
Purchasing - Standard - E	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Option 1 Services - C	\$2,500.00	\$0.00	\$2,500.00
Utility Billing - Option 2 Assessments - C	\$1,200.00	\$0.00	\$1,200.00
Utility Billing - Option 3 Consumption History - C	\$2,000.00	\$0.00	\$2,000.00
Utility Billing - Option 4 Balance Forward AR - C	\$3,500.00	\$0.00	\$3,500.00
Utility Billing - Option 5 Service Orders - C	\$1,200.00	\$0.00	\$1,200.00
Utility Billing - Standard - C	\$2,000.00	\$0.00	\$2,000.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
TOTAL:			\$48,650.00

### Optional Tyler Software & Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
<b>Financials:</b>						
Performance Based Budgeting	\$29,000.00	13 @ \$1,175.00	\$15,275.00	\$0.00	\$44,275.00	\$5,220.00
<b>Other:</b>						
Payroll - Option 10 Certifications - B	\$0.00	0 @ \$1,175.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Payroll - Option 11 Education - B	\$0.00	0 @ \$1,175.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00
Payroll - Option 7 PM Action History - B	\$0.00	0 @ \$1,175.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00
MUNIS Disaster Recovery Service	\$0.00	0 @ \$1,175.00	\$0.00	\$0.00	\$0.00	\$20,617.00
<b>TOTAL:</b>	<b>\$29,000.00</b>	<b>13</b>	<b>\$15,275.00</b>	<b>\$3,000.00</b>	<b>\$47,275.00</b>	<b>\$25,837.00</b>

### Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Extended Analysis - Budget	7	\$1,175.00	\$0.00	\$8,225.00
<b>TOTAL:</b>				<b>\$8,225.00</b>

### Optional Conversion Details (Prices Reflected Above)

Description	Unit Price	Unit Discount	Extended Price
Payroll - Option 10 Certifications - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Option 11 Education - B	\$1,000.00	\$0.00	\$1,000.00
Payroll - Option 7 PM Action History - B	\$1,000.00	\$0.00	\$1,000.00
<b>TOTAL:</b>			<b>\$3,000.00</b>

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

Customer Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ P.O. #: \_\_\_\_\_

All primary values quoted in US Dollars

**Discount Detail**

Description	License	License Discount	License Net Maintenance Basis	Year One Maint Discount	Year One Maint Net
<b>Financials:</b>					
Accounting/GL/BG/AP	\$80,000.00	\$8,000.00	\$72,000.00	\$14,400.00	\$0.00
Bid Management	\$11,000.00	\$1,100.00	\$9,900.00	\$1,980.00	\$0.00
Cash Management	\$17,000.00	\$1,700.00	\$15,300.00	\$3,060.00	\$0.00
Contract Management	\$11,000.00	\$1,100.00	\$9,900.00	\$1,980.00	\$0.00
Fixed Assets	\$24,200.00	\$2,420.00	\$21,780.00	\$4,356.00	\$0.00
NC Sales Tax Reimbursement	\$5,500.00	\$550.00	\$4,950.00	\$990.00	\$0.00
Project & Grant Accounting	\$18,200.00	\$1,820.00	\$16,380.00	\$3,276.00	\$0.00
Purchasing	\$41,000.00	\$4,100.00	\$36,900.00	\$7,380.00	\$0.00
Risk Management	\$18,200.00	\$1,820.00	\$16,380.00	\$3,276.00	\$0.00
<b>Payroll/HR:</b>					
Applicant Tracking	\$2,750.00	\$275.00	\$2,475.00	\$495.00	\$0.00
HR Management	\$7,700.00	\$770.00	\$6,930.00	\$1,386.00	\$0.00
Payroll w/ESS	\$16,100.00	\$1,610.00	\$14,490.00	\$2,898.00	\$0.00
<b>Revenue:</b>					
Accounts Receivable	\$22,000.00	\$2,200.00	\$19,800.00	\$3,960.00	\$0.00
UB Interface	\$4,400.00	\$440.00	\$3,960.00	\$792.00	\$0.00
Utility Billing CIS	\$14,500.00	\$1,450.00	\$13,050.00	\$2,610.00	\$0.00
<b>Productivity:</b>					
Citizen Self Service	\$22,000.00	\$2,200.00	\$19,800.00	\$3,960.00	\$0.00
eProcurement	\$17,000.00	\$1,700.00	\$15,300.00	\$3,060.00	\$0.00
Munis Analytics & Reporting	\$80,600.00	\$8,060.00	\$72,540.00	\$14,508.00	\$0.00
Tyler Content Manager SE	\$30,000.00	\$3,000.00	\$27,000.00	\$5,400.00	\$0.00
Tyler Forms Processing	\$13,500.00	\$1,350.00	\$12,150.00	\$2,700.00	\$0.00
<b>Other:</b>					
Payroll Tax Table Updates	\$0.00	\$0.00	\$0.00	\$1,000.00	\$0.00

**Discount Detail**

Description	License	License Discount	License Net Maintenance Basis	Year One Maint Discount	Year One Maint Net
OSDBA Contract Services	\$0.00	\$0.00	\$20,617.00	\$0.00	\$20,617.00
<b>TOTAL:</b>	<b>\$456,650.00</b>	<b>\$45,665.00</b>	<b>\$104,084.00</b>	<b>\$83,467.00</b>	<b>\$20,617.00</b>

## Comments

Tyler's OSDBA Service is calculated at 25% of the MUNIS annual maintenance. There is a \$2,500 minimum annual fee and a \$30,000 maximum annual fee.

Tyler's Disaster Recovery Service is calculated at 25% of the MUNIS annual maintenance. There is a \$5,000 minimum annual fee and a \$30,000 maximum annual fee for Disaster Recovery service. The Disaster Recovery fees are applicable only to one Live MUNIS database and excludes all test and training databases.

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

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

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

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

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

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

Pricing for optional items will be held for six (6) months from the quote date.

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

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

Tyler's form library prices are based on delivering the specific form quantities listed below. Additional formats of forms listed below are extra. Custom forms are extra. Please note that Tyler Forms requires the use of approved printers only. Contact Tyler support for the list of approved printers.

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

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

Programming for check reconciliation import and positive pay export assumes one bank format each. Multiple bank formats are extra.

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

**Comments**

Project Management includes project planning, kickoff meeting, status calls, task monitoring, verification and transition to support.

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

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

## Exhibit 2

### Verification Test

The verification test ("Test") detailed below will be conducted following Installation. The purpose of the Test is to ensure the Tyler Software Products perform as warranted, using the MUNIS Verification Database. The MUNIS Verification Database contains the types of information ordinarily used by the specified software and the Test utilizes said data to demonstrate the performance of the specified software's base line functions. As such, the Test is not intended to validate any site specific functionality and will only be conducted for those software products licensed by the Client. Client-specific functionality will be reviewed during the implementation phase when site-specific data will be applied against the desired functionality.

Many sections below contain three phases: table views, reports, and process. Each phase is intended to be completed in 4 hours or less. Please note that each phase listed below has a space where Client will be asked to initial, indicating that the verification has been performed and accepted.

#### **FINANCIALS:**

##### **Phase 1**

- View general ledger master table
- View budget master table
- View vendor master table
- View general ledger account inquiry – perform drill down
- Find purchase orders/requisitions in purchase order inquiry
- View inventory master
- View fixed assets master
- View work order master

##### **Phase 2**

- Enter a requisition
- Approve the requisition
- Convert to a purchase order
- Post the purchase order
- Enter an invoice against the requisition
- Post the invoice
- Select items to be paid report
- Print checks (on blank paper without forms)
- Find journals in journal inquiry using date find

##### **Phase 3**

- Reports:
  - General ledger trial balance
  - Year to date budget report
  - Vendor invoice list
  - Purchase orders by general ledger account (select open purchase orders)
  - Inventory list by location
  - Fixed asset list by location

## PAYROLL/HR:

### Phase 1

- View deduction master
- View pay type master
- View employee master
- View employee detail history – perform drill down
- View position table
- View terminated employee table

### Phase 2

- Add new employee
- Build job pay records
- Start a new payroll
- Generate employee records
- Enter exceptions
- Print final proof
- Update employee files
- Print checks (on blank paper without forms)

### Phase 3

- Reports
  - Employee Detail
  - Employee Accrual
  - Detail Check History Report
  - Payroll Register

## UTILITY BILLING:

### Phase 1

- View charge code file with rate tables
- View account master – perform drill down
- View customer file
- View bill inquiry
- View account inquiry

### Phase 2

- Add new account
- Create water service record
- Start a new bill run
  - View charges file maintenance
- Enter meter reading manually
- Run charges proof register
- Generate accounts receivable
- Print bills (on blank paper without forms)
- Make a payment to a bill

### Phase 3

- Reports:
  - Consumption inquiry/report
  - Utility billing aging report
  - Charge/payment history
  - Detail receivables register

## OTHER REVENUE (TAX/EXCISE/GENERAL BILLING):

### Phase 1

- View customer file
- View parcel file
- View charge code file
- View tax year parameter
- View motor vehicle master file
- View bill inquiry
- View lien file
- View receipt inquiry
- View activity totals inquiry/report

### Phase 2

- Create a new general billing customer
- Add a general billing invoice
- Make a payment against the general billing
- Make a payment against a tax/excise/personal property/etc. bill
- Print payments proof
- Post payments
- Use receipt inquiry to find the payment

### Phase 3

- Reports
  - Summary receivables
  - Detail receivables
  - Posted payments report

## PROJECT ACCOUNTING:

(Performed with General Ledger)

- View project master table
- View general ledger master with project code
- View project budget report

## **MUNIS OFFICE:**

- Export from general ledger account inquiry into Excel
- Export from general ledger account inquiry into Word

## **TYLER REPORTING SERVICES:**

- Verification Report for Tyler Reporting Services from the Knowledgebase will be used to display results from the MUNIS Verification database. No configuration needs to be done to run this report.

## **CONTRACT MANAGEMENT:**

- View contract master file
- Enter a requisition against a contract
- View contract master to highlight changes

## **CASH MANAGEMENT:**

- View a recurring cash flow record for current fiscal year in recurring cash flow F/M
- Generate cash flow file maintenance
- Generate a journal entry on the cash flow file maintenance record created
- Go to general journal entry/proof, find journal that was generated and post it

## **MUNIS SELF SERVICE – EMPLOYEES:**

### **Phase 1**

- View and update the general administration settings
- Add a new user under users

### **Phase 2**

- View and update application administration under Employee Admin
- View and add a web link or document under Document Administration

## Exhibit 3

### Support Call Process

Client Support

#### **Tyler Technical Support Department for Munis®**

*Goal: To provide an effective support mechanism that will guarantee timely resolution to calls, resulting in high-level client satisfaction.*

#### **Contact Us**

Call Tyler's toll free number (800-772-2260) or log a support request online through the Tyler Client Portal available at Tyler's Support Web site ([www.tylertech.com](http://www.tylertech.com)).

#### **Support Organization**

Tyler's Technical Support Department for Munis is divided into multiple teams: Financials, Payroll/HR/Pension, Tax/Other Revenue and Collections, Utility Billing and Collections, OS/DBA (Operating System and Database Administration), and TylerForms and Reporting Services.

These "product-specific" teams allow support staff to focus on a group of products or services. A group of specialists assigned to each team handle calls quickly and accurately.

Each team consists of a Munis Support Product Manager, Support Analysts and Technical Support Specialists. The Support Product Manager is responsible for the day-to-day operations of the team and ensures we provide exceptional technical support to our clients. The Support Analysts are responsible for assisting the team with clients' issues, and provide on-going team training. Technical Support Specialists are responsible for diagnosing and resolving client issues in a timely and courteous manner.

#### **Standard Support Hours**

<b>Applications</b>	<b>Hours</b>
Financials	8:00am-9:00pm EST Monday-Friday
Payroll/HR/Pension	8:00am-9:00pm EST Monday-Friday
Tax/Other Revenue & Collections	8:00am-6:00pm EST Monday-Friday
Utility Billing & Collections	8:00am-8:00pm EST Monday-Friday
OS/DBA	8:00am-9:00pm EST Monday-Friday
TylerForms & Reporting Services	8:00am-5:00pm EST Monday-Friday

#### **Focus on Incoming Rate**

When you call Technical Support, your call is answered by a Support Technician, or is transferred into the Support voice mail. *Our goal is to capture 75% of our daily calls incoming*, which means you will often start working with a Support Specialist immediately upon calling Tyler.

### **Leaving Messages for Support**

When leaving a message on the Support voice mail, ensure the following information is contained within the message:

- Your full name (first name, last name) and the site you are calling for/from
- A phone number where you can be reached
- The details of the issue or question you have (i.e.: program, • process, error message)
- The priority of the issue (1, 2, 3, or 4)
- When you will be available for a return call (often Support will call back within an hour of receiving your message)

### **Paging**

All client questions are important to us. There may be times when you are experiencing a priority 1 critical issue and all technicians for the requested team are on the line assisting clients. In this circumstance, it is appropriate to press 0 to be redirected to the operator. The operator will page the team you need to contact. We ask that you reserve this function for those times when Munis is down, or a mission critical application is down and you are not able to reach a technician immediately.

### **Online Support**

Some questions can be handled effectively by e-mail. Once registered as a user on Tyler's Support Web site at [www.tylertech.com](http://www.tylertech.com), you can ask questions or report issues to Support through "Customer Tools". Tyler's Client Portal (TCP) allows you to log an incident to Technical Support anytime from any Internet connection. All TCP account, incident and survey data is available in real-time.

Your existing contact information defaults when you add a new Support incident. You will be asked for required information including Incident Description, Priority, Product Group and Product Module. Unlimited work-note text is available for you to describe the question or problem in detail, plus you can attach files or screenshots that may be helpful to Support.

When a new incident is added, the incident number is presented on the screen, and you will receive an automated e-mail response that includes the incident number. The new incident is routed to the appropriate Technical Support Team queue for response. They will review your incident, research the item, and respond via e-mail according to the priority of the incident.

### **Customer Relationship Management System**

Every call or e-mail from you is logged into our Customer Relationship Management System and given a unique call number. This system tracks the history of each incident, including the person calling, time of the call, priority of the call, description of the problem, support recommendations, client feedback and resolution. For registered users on Tyler's Support Web site ([www.tylertech.com](http://www.tylertech.com)), a list of calls is available real-time under the Tyler Client Portal (TCP).

### **Call Numbers**

Support's goal is to return clients' calls as soon as possible. If you are not available when we call back, we will leave a message with the open call number on your voice mail or with a person in your office. When you call back, you can reference this call number so you do not have to re-explain the issue.

An open call number is also given to you once an initial contact has been made with Support and it has been determined that the issue can't be resolved during the initial call. The open call number lets you easily track and reference specific open issues with Support.

### Call Response Goals

Open Call Priority	Maximum number of days a support call is open	Support managers and analysts review open calls
1	Less than a day	Daily
2	10 Days or less	Every other day
3	30 Days or less	Weekly
4	60 Days or less	Weekly

### Call Priorities

A call escalation system is in place where, each day, Support Analysts and Product Support Managers, review open calls in their focus area to monitor progress.

Each call logged is given a priority (1, 2, 3, and 4) according to the client's needs/deadlines. The goal of this structure is to clearly understand the importance of the issue and assign the priority for closure. The client is responsible for setting the priority of the call. Tyler Support for Munis tracks responsiveness to priority 1, 2 and 3 calls each week. This measurement allows us to better evaluate overall client satisfaction.

**Priority 1 Call** — issue is critical to the client, the Munis application or process is down.

**Priority 2 Call** — issue is severe, but there is a work around the client can use.

**Priority 3 Call** — issue is a non-severe support call from the client.

**Priority 4 Call** — issue is non-critical for the client and they would like to work with Support as time permits.

### Following Up on Open Calls

Some issues will not be resolved during the initial call with a Support Technician. If the call remains open, the technician will give you an open call number to reference, and will confirm the priority of the incident.

If you want to follow up on an open call, simply call the appropriate Support Team and reference the call number to the Technician who answers or leave this information in your message. Referencing the open call number allows anyone in support to quickly follow up on the issue. You can also update the incident through TCP on Tyler's Web site ([www.tylertech.com](http://www.tylertech.com)) and add a note requesting follow-up.

### Escalating a Support Call

If the situation to be addressed by your open call has changed and you need to have the call priority adjusted, please call the appropriate Support Team and ask to be connected to the assigned technician. If that technician is unavailable, another technician on the team may be able to assist you, or will transfer you to the Product Support Team Manager. If you feel you are not receiving the service you need, please call the appropriate Product Manager and provide them with the open call number for which you need assistance. The Product Manager will follow up on your open issue and determine the necessary action to meet your needs.

## Technical Support Product Managers:

---

<b>Financials Team</b>	<b>Michelle Madore</b> (michelle.madore@tylertech.com)	<b>(X4483)</b>
<b>Payroll/HR/Pension Team</b>	<b>Sonja Johnson</b> (sonja.johnson@tylertech.com)	<b>(X4157)</b>
<b>Tax/Other Revenue/Utility Billing Team</b>	<b>Steven Jones</b> (steven.jones@tylertech.com)	<b>(X4255)</b>
<b>OS/DBA Team</b>	<b>Ben King</b> (ben.king@tylertech.com)	<b>(X5464)</b>
<b>TylerForms &amp; Reporting Services</b>	<b>Michele Violette</b> (michele.violette@tylertech.com)	<b>(X4381)</b>

---

*If you are unable to reach the Product Manager, please call CJ McCarron, Vice President of Technical Support at 800-772-2260, ext. 4124 ([cj.mccarron@tylertech.com](mailto:cj.mccarron@tylertech.com)).*

### Resources

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

**Munis Internet Updater (MIU):** Allows you to download and install critical and high priority fixes as soon as they become available.

**Release Admin Console:** Allows you to monitor and track the availability of all development activity for a particular release; right from inside Munis.

**Knowledgebase:** A fully searchable depository of thousands of documents related to Munis processing, procedures, release info, helpful hints, etc.

### Remote Support Tool

Some Support calls may require further analysis of your database or setup to diagnose a problem or to assist you with a question. GoToAssist® shares your desktop via the Internet to provide you with virtual on-site support. The GoToAssist tool from Citrix ([www.citrix.com](http://www.citrix.com)) provides a highly secure connection with 128-bit, end-to-end AES encryption. Support is able to quickly connect to your desktop and view your site's setup, diagnose problems, or assist you with screen navigation.

At the end of each GoToAssist session, there is a quick survey you should complete so we have accurate and up-to-date feedback on your Support experiences. We review the survey data in order to continually improve our Support services.

### E-mail Registration

Clients can go to our Web site and register for e-mail "groups" based on specific Munis applications. We use these groups to inform clients of issues, and to distribute helpful technical tips and updated technical documentation. The survey information allows you to update your registration at any time, and you may unregister for one or more distribution lists at any time.

**Tyler Web site**

Once you have registered as a user on Tyler's Support Web site ([www.tylertech.com](http://www.tylertech.com)), you have access to "Customer Tools" and other information such as online documentation, user forums, group training schedule/sign-up, and annual user conference updates/registration.

**Timely TCP Progress Updates**

Our technicians are committed to providing you timely updates on the progress of your open support incidents via the Tyler Client Portal. The frequency of these updates is determined by issue priority.

**Priority 1 Incidents** — Daily updates (only if phone contact is not possible)

**Priority 2 Incidents** — Weekly Updates

**Priority 3 Incidents** — Bi-weekly Updates

**Priority 4 Incidents** — Bi-weekly Updates

Updates will also be provided for any issue, regardless of priority, when action items have been completed or when there is pertinent information to share.

## Exhibit 4

### Business Travel Policy Summary

#### 1. Air Travel

##### A. Reservations & Tickets

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

Employees are encouraged to make reservations far enough in advance to take full advantage of discount opportunities. A seven day advance booking requirement is mandatory. When booking less than seven days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is scheduled to exceed six hours, only economy or coach class seating is reimbursable.

##### B. Baggage Fees

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

- Up to five days = one checked bag
- Six or more days = two checked bags

Baggage fees for sports equipment are not reimbursable.

#### 2. Ground Transportation

##### A. Private Automobile

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

##### B. Rental Car

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

##### C. Public Transportation

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

#### D. Parking & Tolls

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

### 3. Lodging

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

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

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

### 4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates range from \$46 to \$71. A complete listing is available at [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem).

#### A. Overnight Travel

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

##### Departure Day

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

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

5. Entertainment

All entertainment expenses must have a business purpose; a business discussion must occur either before, after or during the event in order to qualify for reimbursement. The highest-ranking employee present at the meal must pay for and submit entertainment expenses. An employee who submits an entertainment expense for a meal or participates in a meal submitted by another employee cannot claim a per diem for that same meal.

6. 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.

Effective Date: April 1, 2012

## Exhibit 5

### Adobe End User License Agreement

#### **ADOBE SYSTEMS INCORPORATED ADOBE CENTRAL OUTPUT SOFTWARE Software License Agreement**

NOTICE TO USER: THIS LICENSE AGREEMENT GOVERNS INSTALLATION AND USE OF THE ADOBE SOFTWARE DESCRIBED HEREIN BY LICENSEES OF SUCH SOFTWARE. INSTALLATION AND USE OF THE SOFTWARE IS NOT PERMITTED UNLESS ADOBE HAS GRANTED LICENSEE THE RIGHT TO DO SO AS SEPARATELY PROVIDED IN WRITING BY ADOBE. LICENSEE AGREES THAT THIS AGREEMENT IS LIKE ANY WRITTEN NEGOTIATED AGREEMENT SIGNED BY LICENSEE. BY CLICKING TO ACKNOWLEDGE AGREEMENT TO BE BOUND DURING REVIEW OF AN ELECTRONIC VERSION OF THIS LICENSE, OR DOWNLOADING, COPYING, INSTALLING OR USING THE SOFTWARE, LICENSEE ACCEPTS ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. THIS AGREEMENT IS ENFORCEABLE AGAINST ANY PERSON OR ENTITY THAT INSTALLS AND USES THE SOFTWARE AND ANY PERSON OR ENTITY (E.G., SYSTEM INTEGRATOR, CONSULTANT OR CONTRACTOR) THAT INSTALLS OR USES THE SOFTWARE ON ANOTHER PERSON'S OR ENTITY'S BEHALF.

LICENSEE'S RIGHTS UNDER THIS AGREEMENT MAY BE SUBJECT TO ADDITIONAL TERMS AND CONDITIONS IN A SEPARATE WRITTEN AGREEMENT WITH ADOBE THAT SUPPLEMENTS OR SUPERSEDES ALL OR PORTIONS OF THIS AGREEMENT.

#### 1. Definitions

1.1 "Adobe" means Adobe Systems Incorporated, a Delaware corporation, 345 Park Avenue, San Jose, California 95110, if subsection 9(a) of this Agreement applies; otherwise it means Adobe Systems Software Ireland Limited, 4-6 Riverwalk, Citywest Business Campus, Saggart, Dublin 24, Ireland, a company organized under the laws of Ireland and an affiliate and licensee of Adobe Systems Incorporated.

1.2 "Authorized Users" means employees and individual contractors (i.e., temporary employees) of Licensee.

1.3 "Computer" means one or more central processing units ("CPU") in a hardware device (including hardware devices accessed by multiple users through a network ("Server")) that accepts information in digital or similar form and manipulates it for a specific result based on a sequence of instructions.

1.4 "Deliver" means to transmit data directly or indirectly over a network to a printing device or any other device for the purpose of printing.

1.5 "Development Software" means Software licensed for use in a technical environment solely for internal development and testing and not for use as Production Software.

1.6 "Disaster Recovery Environment" means Licensee's technical environment designed solely to allow Licensee to respond to an interruption in service due to an event beyond Licensee's control that creates an inability on Licensee's part to provide critical business functions for a material period of time.

1.7 "Documentation" means the user manuals and/or technical publications as applicable, relating to installation, use and administration of the Software.

1.8 "Internal Network" means Licensee's private, proprietary network resource accessible only by Authorized Users. "Internal Network" specifically excludes the Internet (as such term is commonly defined) or any other network community open to the public, including membership or subscription driven groups, associations or similar organizations. Connection by secure links such as VPN or dial up to Licensee's Internal Network for the purpose of allowing Authorized Users to use the Software should be deemed use over an Internal Network.

1.9 "License Metric" means each of the per-unit metrics used by Adobe in connection with the licensed quantities identified as separately provided in writing by Adobe to describe the scope of Licensee's right to use the Software. One or more of the following types of License Metrics applies to each Software Product as further provided herein:

(a) Per-Computer. Licensee may install and use the Adobe Output Designer software on no more than the licensed number of Computers.

(b) Per-User. The total number of Authorized Users that directly or indirectly request or receive content that has been processed by the Software may not exceed the licensed quantity of users.

(c) Per-Server. The total number of Servers on which the Software is installed may not exceed the licensed quantity of Servers.

1.10 "Location" means a specific building or physical location as identified by its unique street address.

1.11 "Production Software" means Software licensed for productive business use.

1.12 "SDK Components" means the sample software code, application programming interface, header files and related information, and the file format specifications, if any, included as part of the Software as described in the Documentation or a "Read Me" file accompanying the applicable Software.

1.13 "Software" means the object code version of the software program(s) specified in a separate written agreement signed by Adobe, including all Documentation and other materials provided by Adobe to Licensee under this Agreement. The term "Software Product" may also be used to indicate a particular product, and otherwise has the same meaning as Software.

2. License. Subject to the terms and conditions of this Agreement, Adobe grants to Licensee a perpetual, non-exclusive license to install and use the Software delivered hereunder according to the terms and conditions of this Agreement, on Computers connected to Licensee's Internal Network, on the licensed platforms and configurations, in the manner and for the purposes described in the Documentation. The following additional terms also apply to Licensee's use of the Software.

2.1 License Metric. Licensee's right to install and use the Software is limited based on whether the Software is licensed as Production Software or Development Software (as separately provided in writing by Adobe) and the License Metrics applicable to the particular Software Products licensed (as separately provided in writing by Adobe) and subject to the terms in Section 3, unless Licensee has licensed the Software for evaluation purposes, in which case the terms of Section 4 apply.

2.2 SDK Components. Licensee's Authorized Users may install and use the SDK Components for purposes of facilitating use of the Software in accordance with this Agreement. Licensee agrees that Licensee will treat the API Information with the same degree of care to prevent unauthorized disclosure to anyone other than Authorized Users as Licensee accords to Licensee's own confidential information, but in no event less than

reasonable care. Licensee's obligations under this Section 2.2 with respect to the API Information shall terminate when Licensee can document that the API Information was in the public domain at or subsequent to the time it was communicated to Licensee by Adobe through no fault of Licensee's. Licensee may also disclose the API Information in response to a valid order by a court or other governmental body, when otherwise required by law, or when necessary to establish the rights of either party under this Agreement, provided Licensee gives Adobe advance written notice thereof.

2.3 Backup and Disaster Recover. Licensee may make and install a reasonable number of copies of the Software for backup and archival purposes and use such copies solely in the event that the primary copy has failed or is destroyed, but in no event may Licensee use such copies concurrently with Production Software or Development Software. Licensee may also install copies of the Software in a Disaster Recovery Environment for use solely in disaster recovery and nor for production, development, evaluation or testing purposes other than to ensure that the Software is capable of replacing the primary usage of the Software in case of a disaster.

2.4 Documentation. Licensee may make copies of the Documentation for use by Authorized Users in connection with use of the Software in accordance with this Agreement, but no more than the amount reasonably necessary. Any permitted copy of the Documentation that Licensee makes must contain the same copyright and other proprietary notices that appear on or in the Documentation.

2.5 Outsourcing. Licensee may sub-license use of the Software to a third party outsourcing or facilities management contractor to operate the Software on Licensee's behalf, provided that (a) Licensee provides Adobe with prior written notice; (b) Licensee is responsible for ensuring that any such contractor agrees to abide by and fully complies with the terms of this Agreement as they relate to the use of the Software on the same basis as applies to Licensee; (c) such use is only in relation to Licensee's direct beneficial business purposes as restricted herein; (d) such use does not represent or constitute an increase in the scope or number of licenses provided hereunder; and (e) Licensee shall remain fully liable for any and all acts or omissions by the contractor related to this Agreement.

2.6 Font Software. If the Software includes font software, then Licensee may (a) use the font software on Licensee's Computers in connection with Licensee's use of the Software as permitted under this Agreement; (b) output such font software on any output devices connected to Licensee's Computers; (c) convert and install the font software into another format for use in other environments provided that use of the converted font software may not be distributed or transferred for any purpose except in accordance with the transfer section in this Agreement; and (d) embed copies of the font software into Licensee's electronic documents for the purpose of printing and viewing the document, provided that if the font software Licensee is embedding is identified as "licensed for editable embedding" on Adobe's website at <http://www.adobe.com/type/browser/legal/embeddingeula.html>, Licensee may also embed copies of that font software for the additional limited purpose of editing Licensee's electronic documents.

## 2.7 Restrictions

(a) No Modifications, No Reverse Engineering. Licensee shall not modify, port, adapt or translate the Software. Licensee shall not reverse engineer, decompile, disassemble or otherwise attempt to discover the source code of the Software. Notwithstanding the foregoing, decompiling the Software is permitted to the extent the laws of Licensee's jurisdiction give Licensee the right to do so to obtain information necessary to render the Software interoperable with other software; provided, however, that Licensee must first request such information from Adobe and Adobe may, in its discretion, either provide such information to Licensee or impose reasonable conditions, including a reasonable fee, on such use of the source code to ensure that Adobe's and its suppliers' proprietary rights in the source code for the Software are protected.

(b) No Unbundling. The Software may include various applications, utilities and components, may support multiple platforms and languages and may be provided to Licensee on multiple media or in multiple copies. Nonetheless, the Software is designed and provided to Licensee as a single product to be used as a single product on Computers and platforms as permitted herein. Licensee is not required to use all component parts of the Software, but Licensee shall not unbundle the component parts of the Software for use on different Computers. Licensee shall not unbundle or repackage the Software for distribution, transfer or resale.

(c) No Transfer. Licensee shall not sublicense, assign or transfer the Software or Licensee's rights in the Software, or authorize any portion of the Software to be copied onto or accessed from another individual's or entity's Computer except as may be explicitly provided in this Agreement. Notwithstanding anything to the contrary in this Section 2.7(c), Licensee may transfer copies of the Software installed on one of Licensee's Computers to another one of Licensee's Computers provided that the resulting installation and use of the Software is in accordance with the terms of this Agreement and does not cause Licensee to exceed Licensee's right to use the Software under this Agreement.

(d) Prohibited Use. Except as expressly authorized under this Agreement, Licensee is prohibited from: (i) using the Software on behalf of third parties; (ii) renting, leasing, lending or granting other rights in the Software including rights on a membership or subscription basis; and (iii) providing use of the Software in a computer service business, third party outsourcing facility or service, service bureau arrangement, network, or time sharing basis.

(e) Export Rules. Licensee agrees that the Software will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations (collectively the "Export Laws"). In addition, if the Software is identified as an export controlled item under the Export Laws, Licensee represents and warrants that Licensee is not a citizen of, or located within, an embargoed or otherwise restricted nation (including Iran, Iraq, Syria, Sudan, Libya, Cuba and North Korea) and that Licensee is not otherwise prohibited under the Export Laws from receiving the Software. All rights to install and use the Software are granted on condition that such rights are forfeited if Licensee fails to comply with the terms of this Agreement.

### 3. License Metrics and Limitations.

3.1 Adobe Central Output Server. If Licensee has licensed Adobe Central Output Server as Production Software or Development Software (as separately provided in writing by Adobe), then Adobe grants Licensee a license to install and use Adobe Central Output Server on a Per-Server basis, provided that Licensee is not permitted to Deliver output from the Production Software to more than ten (10) Locations per licensed Server.

3.2 Adobe Central Pro Output Server. If Licensee has licensed Adobe Central Pro Output Server, then Adobe grants Licensee a license to install and use Adobe Central Pro Output Server either (a) as Production Software on a Per-Server or Per-User basis (as separately provided in writing by Adobe), or (b) as Development Software on a Per-Server basis. When Adobe Central Pro Output Server is licensed as Production Software on a Per-Server basis, Licensee is not permitted to Deliver output from the Software Product to more than ten (10) Locations per licensed Server.

3.3 Adobe Output Pak for mySAP.com. If Licensee has licensed Adobe Output Pak for mySAP.com, then Adobe grants Licensee a license to install and use Adobe Output Pak for mySAP.com solely in connection with Adobe Central Pro Output Server for use with SAP software either (a) as Production Software on a Per-Server or Per-User basis (as separately provided in writing by Adobe), or (b) as Development Software on a Per-Server basis. Licensee's license to Adobe Output Pak for mySAP.com includes a license to install and use Adobe Central Pro Output Server subject to the terms of Section 3.2 of this Agreement. The following additional terms apply:

3.3.1 Per-Server License. If Licensee has licensed Adobe Output Pak for mySAP.com on a Per-Server basis, Licensee shall have the right to install and use Adobe Central Pro Output Server on one (1) Server unless Licensee obtains additional Per-Server licenses to the Adobe Central Pro Output Server.

3.3.2 Per-User License. If Licensee has licensed Adobe Output Pak for mySAP.com software on a Per-User basis, Licensee must obtain a number of Per-User licenses of Adobe Output Pak for mySAP.com not less than the number of Authorized Users who are authorized to access or use the SAP software.

3.4 Adobe Central Output Server Workstation Edition. If Licensee has licensed Adobe Central Output Server Workstation Edition, then Adobe grants Licensee a license to install and use Adobe Central Output Server Workstation Edition as Production Software on a Per-Computer basis. Licensee's use of the Adobe Central Output Server Workstation Edition shall be limited to use directly or indirectly initiated by an individual person (not an automated process) for the sole purpose of delivering output that has been processed by the Adobe Central Output Server Workstation Edition software to the person that initiated such use.

3.5 Adobe Output Designer. If Licensee has licensed Adobe Output Designer, then Adobe grants Licensee a license to install and use Adobe Output Designer as Production Software on a Per-Computer basis subject to the following additional terms:

3.5.1 Network Use. As an alternative to installing and using the Adobe Output Designer software on the Computer of each licensed Authorized User, Licensee may install and use the Adobe Output Designer software on a file server for the purpose of (a) permitting Authorized Users to download the software for installation and use on no more than the licensed number of Computers connected to Licensee's Internal Network, or (b) permitting Authorized Users to use the software using commands, data or instructions from a Computer connected to Licensee's Internal Network provided that the total number (not the concurrent number) of Authorized Users that use the software does not exceed one user for each of the licensed number of Computers. No other network use is permitted.

3.5.2 Limitation. Licensee shall be prohibited from using the templates, forms and other materials created using the Adobe Output Designer software with any software other than Adobe software.

3.6 Development Software License. This Section 3.6 applies only if Licensee has obtained a valid Development Software license to a Software Product. In addition to the other terms contained herein, Licensee's license to the Development Software is limited to use in Licensee's technical environment strictly for testing and development purposes and not for production purposes. Licensee may (a) install the Development Software on Servers connected to Licensee's Internal Network provided that the total number of Computers used to operate the Development Software does not exceed the licensed amount, and (b) permit Authorized Users to use the Development Software in accordance with this Agreement.

4. Evaluation of Software Products. This Section 4 applies only if Licensee has obtained a valid license to evaluate Software Products as separately provided in writing by Adobe or as indicated by the serial number Licensee enters upon installation.

4.1 License. In addition to the other terms contained herein, Licensee's license to evaluate any Software Product is limited to use strictly for Licensee's own internal evaluation purposes and not for production purposes, and is further limited to a period not to exceed sixty (60) days from the date Licensee obtains the Software Products. Licensee may (a) install the Software Products on one (1) Computer connected to Licensee's Internal Network, and (b) permit Authorized Users to use the Software Products to deliver content within Licensee's Internal Network. Licensee's rights with respect to the Software Products are further limited as described in Section 4.2.

4.2 Limitations. Licensee's rights to install and use Software Products under this Section 4 will terminate immediately upon the earlier of (a) the expiration of the evaluation period described herein, or (b) such time that Licensee purchases a license to a non-evaluation version of such Software Products. Adobe reserves the right to terminate Licensee's license to evaluate Software Products at any time in its sole discretion. Licensee agrees to return or destroy Licensee's copy of the Software Products upon termination of this Agreement for any reason. To the extent that any provision in this Section 4 is in conflict with any other term or condition in this Agreement, this Section 4 shall supersede such other term(s) and condition(s) with respect to the evaluation of Software Products, but only to the extent necessary to resolve the conflict. ADOBE IS LICENSING THE SOFTWARE PRODUCTS FOR EVALUATION ON AN "AS IS" BASIS AT LICENSEE'S OWN RISK. SEE SECTIONS 7 AND 8 FOR WARRANTY DISCLAIMERS AND LIABILITY LIMITATIONS WHICH GOVERN EVALUATION OF SOFTWARE PRODUCTS.

5. Intellectual Property Rights. The Software and any copies that Licensee is authorized by Adobe to make are the intellectual property of and are owned by Adobe Systems Incorporated and its suppliers. The structure, organization and code of the Software are the valuable trade secrets and confidential information of Adobe Systems Incorporated and its suppliers. The Software is protected by copyright, including without limitation by United States Copyright Law, international treaty provisions and applicable laws in the country in which it is being used. Except as expressly stated herein, this Agreement does not grant Licensee any intellectual property rights in the Software and all rights not expressly granted are reserved by Adobe.

6. Updates. If the Software is an upgrade or update to a previous version of the Software, Licensee must possess a valid license to such previous version in order to use such upgrade or update. All upgrades and updates are provided to Licensee on a license exchange basis. Licensee agrees that by using an upgrade or update Licensee voluntarily terminates Licensee's right to use any previous version of the Software. As an exception, Licensee may continue to use previous versions of the Software on Licensee's Computer after Licensee uses the upgrade or update but only to assist Licensee in the transition to the upgrade or update, provided that the upgrade or update and the previous versions are installed on the same computer. Upgrades and updates may be licensed to Licensee by Adobe with additional or different terms.

## 7. WARRANTY

7.1. Warranty. Adobe warrants to Licensee that the Software will perform substantially in accordance with the Documentation for the ninety (90) day period following shipment of the Software when used on the recommended operating system, platform and hardware configuration. This limited warranty does not apply to evaluation software (as indicated in Section 4), patches, sample code, sample files and font software converted into other formats. All warranty claims must be made within such ninety (90) day period. If the Software does not perform substantially in accordance with the Documentation, the entire liability of Adobe and Licensee's exclusive remedy shall be limited to either, at Adobe's option, the replacement of the Software or the refund of the license fee paid to Adobe for the Software.

7.2 DISCLAIMER. THE FOREGOING LIMITED WARRANTY IS THE ONLY WARRANTY MADE BY ADOBE AND STATES THE SOLE AND EXCLUSIVE REMEDIES FOR ADOBE'S, ITS AFFILIATES' OR ITS SUPPLIERS' BREACH OF WARRANTY. EXCEPT FOR THE FOREGOING LIMITED WARRANTY, AND FOR ANY WARRANTY, CONDITION, REPRESENTATION OR TERM TO THE EXTENT TO WHICH THE SAME CANNOT OR MAY NOT BE EXCLUDED OR LIMITED BY LAW APPLICABLE IN LICENSEE'S JURISDICTION, ADOBE, ITS AFFILIATES AND ITS SUPPLIERS PROVIDE THE SOFTWARE AS-IS AND WITH ALL FAULTS AND EXPRESSLY DISCLAIM ALL OTHER WARRANTIES, CONDITIONS, REPRESENTATIONS OR TERMS, EXPRESS OR IMPLIED, WHETHER BY STATUTE, COMMON LAW, CUSTOM, USAGE OR OTHERWISE AS TO ANY OTHER MATTERS, INCLUDING PERFORMANCE, SECURITY, NON-INFRINGEMENT OF THIRD PARTY

RIGHTS, INTEGRATION, MERCHANTABILITY, QUIET ENJOYMENT, SATISFACTORY QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

8. LIMITATION OF LIABILITY. EXCEPT FOR THE EXCLUSIVE REMEDY SET FORTH ABOVE AND AS OTHERWISE PROVIDED IN SECTION 4, IN NO EVENT WILL ADOBE, ITS AFFILIATES OR ITS SUPPLIERS BE LIABLE TO LICENSEE FOR ANY LOSS, DAMAGES, CLAIMS OR COSTS WHATSOEVER INCLUDING ANY CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, ANY LOST PROFITS OR LOST SAVINGS, ANY DAMAGES RESULTING FROM BUSINESS INTERRUPTION, PERSONAL INJURY OR FAILURE TO MEET ANY DUTY OF CARE, OR CLAIMS BY A THIRD PARTY EVEN IF AN ADOBE REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS, DAMAGES, CLAIMS OR COSTS. THE FOREGOING LIMITATIONS AND EXCLUSIONS APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW IN LICENSEE'S JURISDICTION. ADOBE'S AGGREGATE LIABILITY AND THAT OF ITS AFFILIATES AND SUPPLIERS UNDER OR IN CONNECTION WITH THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT PAID FOR THE SOFTWARE, IF ANY. THIS LIMITATION WILL APPLY EVEN IN THE EVENT OF A FUNDAMENTAL OR MATERIAL BREACH OR A BREACH OF THE FUNDAMENTAL OR MATERIAL TERMS OF THIS AGREEMENT. Nothing contained in this Agreement limits Adobe's liability to Licensee in the event of death or personal injury resulting from Adobe's negligence or for the tort of deceit (fraud). Adobe is acting on behalf of its affiliates and suppliers for the purpose of disclaiming, excluding and limiting obligations, warranties and liability, but in no other respects and for no other purpose. For further information, please see the jurisdiction specific information at the end of this agreement, if any, or contact Adobe's Customer Support Department.

9. Governing Law. This Agreement, each transaction entered into hereunder, and all matters arising from or related to this Agreement (including its validity and interpretation), will be governed and enforced by and construed in accordance with the substantive laws in force in: (a) the State of California, if a license to the Software is purchased when Licensee is in the United States, Canada, or Mexico; or (b) Japan, if a license to the Software is purchased when Licensee is in Japan, China, Korea, or other Southeast Asian country where all official languages are written in either an ideographic script (e.g., hanzi, kanji, or hanja), and/or other script based upon or similar in structure to an ideographic script, such as hangul or kana; or (c) England, if a license to the Software is purchased when Licensee is in any other jurisdiction not described above. The respective courts of Santa Clara County, California when California law applies, Tokyo District Court in Japan, when Japanese law applies, and the competent courts of London, England, when the law of England applies, shall each have non-exclusive jurisdiction over all disputes relating to this Agreement. This Agreement will not be governed by the conflict of law rules of any jurisdiction or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.

10. General Provisions. If any part of this Agreement is found void and unenforceable, it will not affect the validity of the balance of this Agreement, which shall remain valid and enforceable according to its terms. Updates may be licensed to Licensee by Adobe with additional or different terms. The English version of this Agreement shall be the version used when interpreting or construing this Agreement. This is the entire agreement between Adobe and Licensee relating to the Software and it supersedes any prior representations, discussions, undertakings, communications or advertising relating to the Software.

11. Notice to U.S. Government End Users.

11.1 Commercial Items. The Software and Documentation are "Commercial Item(s)," as that term is defined at 48 C.F.R. Section 2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. Section 12.212 or 48 C.F.R. Section 227.7202, as applicable. Consistent with 48 C.F.R. Section 12.212 or 48 C.F.R. Sections 227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being

licensed to U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein. Unpublished-rights reserved under the copyright laws of the United States. Adobe Systems Incorporated, 345 Park Avenue, San Jose, CA 95110-2704, USA.

11.2 U.S. Government Licensing of Adobe Technology. Licensee agrees that when licensing Adobe Software for acquisition by the U.S. Government, or any contractor therefore, Licensee will license consistent with the policies set forth in 48 C.F.R. Section 12.212 (for civilian agencies) and 48 C.F.R. Sections 227-7202-1 and 227-7202-4 (for the Department of Defense). For U.S. Government End Users, Adobe agrees to comply with all applicable equal opportunity laws including, if appropriate, the provisions of Executive Order 11246, as amended, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 (38 USC 4212), and Section 503 of the Rehabilitation Act of 1973, as amended, and the regulations at 41 CFR Parts 60-1 through 60-60, 60-250, and 60-741. The affirmative action clause and regulations contained in the preceding sentence shall be incorporated by reference in this Agreement.

12. Compliance with Licenses. Adobe may, at its expense, and no more than once every twelve (12) months, appoint its own personnel or an independent third party to verify the number of copies and installations, as well as usage of the Adobe software by Licensee. Any such verification shall be conducted upon seven (7) business days notice, during regular business hours at Licensee's offices and shall not unreasonably interfere with Licensee's business activities. Both Adobe and its auditors shall execute a commercially reasonable non-disclosure agreement with Licensee before proceeding with the verification. If such verification shows that Licensee is using a greater number of copies of the Software than that legitimately licensed, or are deploying or using the Software in any way not permitted under this Agreement and which would require additional license fees, Licensee shall pay the applicable fees for such additional copies within thirty (30) days of invoice date, with such underpaid fees being the license fees as per Adobe's then-current, country specific, license fee list. If underpaid fees are in excess of five percent (5%) of the value of the fees paid under this Agreement, then Licensee shall pay such underpaid fees and Adobe's reasonable costs of conducting the verification.

13. Third-Party Beneficiary. Licensee acknowledges and agrees that Adobe's licensors (and/or Adobe if Licensee obtained the Software from any party other than Adobe) are third party beneficiaries of this Agreement, with the right to enforce the obligations set forth herein with respect to the respective technology of such licensors and/or Adobe.

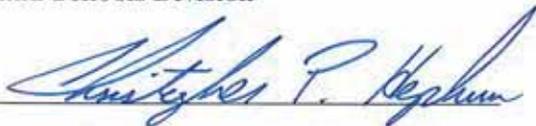
Adobe is either a registered trademark or trademark of Adobe Systems Incorporated in the United States and/or other countries.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the dates set forth below.

**Tyler Technologies, Inc.  
ERP and Schools Division**

**Chatham County**

By: \_\_\_\_\_



By: \_\_\_\_\_



Name: Christopher P. Hepburn

Name: Charlie Horne

Title: Senior Vice President

Title: County Manager

Date: \_\_\_\_\_

3/11/14

Date: \_\_\_\_\_

3/18/14

This Instrument has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

  
Vicki S. McConnell, Finance Officer Director

## Exhibit 6 – Extended Analysis Services

Extended Analysis and related Functional Lead Training is designed as a more informal alternative to Business Process Consulting. The approach is to spend an extended period of time analyzing current Client processes and discuss available options for achieving Client goals. During the analysis sessions, functional leads and subject matter experts will be taken through detailed questionnaires to drive the discussions. Preliminary decisions may be made during these sessions, but will not be considered final until they are tested during the Static Environment Test process. Tyler Consultants will log all of the process decisions that will be required for the processes and will log the preliminary decisions once they are made prior to the Static Environment Test. All final decisions and decisions made after the Static Environment Test will be entered and maintained by the Client.

Functional Lead Training will take place between Extended Analysis and the Static Environment Test. While Functional Leads will likely receive additional training during the project, the intent is to familiarize these decision makers with a more in-depth understanding of Tyler Software Products functionality and processing so that process decisions are made with the most knowledge possible at this point in the project.

## Exhibit 7 – OS/DBA Services

### What is OS/DBA?

The OS/DBA (Operating System & Database Administration) Department offers Tyler customers expertise in hardware and software installations of the Tyler software applications as well as Operating System, Database, Microsoft IIS, and SharePoint support services.

OS/DBA is a separate billable service providing support for Tyler clients to maintain the Database engine as well as assist in common System Administration tasks and resolve system issues as they arise. This service is offered to clients on a contract basis.

For more information on services and documentation, please visit our website at [www.tylertechn.com](http://www.tylertechn.com)

### The OS/DBA Services:

- **Support Hours:** 8:00AM to 9:00PM EST
- **Server Support:** Single Tyler production environment (Operating System, Administration, and Software Upgrades/Patches, problem resolution)
- **Database Support:** Maintenance on 3 Database environments (Live/Train/Test)
- **Tyler Support:** Assistance with loading Releases, Upgrades, and New Products (Modules or Licensing)
- **System Admin Training:** Free remote system (IT) training (Not to be confused with Tyler Admin training)
- **System Maintenance:** Free remote application and file system clean up on the Tyler application server.
- **Pro-Active Check:** OS/DBA health check program that monitors 8 key areas of the system and automatically opens a support ticket when an issue is discovered.
- **System Transfers:** Free remote system transfer service available once every two years to migrate the production system to new hardware.
- **Weekend Service:** Every 2nd Saturday of each month available for Tyler production release upgrades (Note - must be scheduled with the OS/DBA department in advance and is subject to availability on a first request - first serve basis).

### OS/DBA Support

#### Operating System Support

•Usual, routine and ordinary System Backup and Recovery Assistance (Note – this assistance does *not* include system backup, installation, and recovery services in the event of a hardware or network failure or of a Disaster (A disaster is defined as an unplanned event that prevents the Tyler Software Products from performing critical processes, potentially harming Customer's financial standing or public image ("Disaster")), such as fire, hazardous materials incident, flood, hurricane, tornado, winter storm, earthquake, radiological accident, civil disturbance or explosion)

- Disk Space Configuration
- File Permissions & Security
- Printer Configuration & Troubleshooting
- User Maintenance

#### Database Support

- Database Administration assistance
- Software upgrades
- SQL Maintenance plans
- Database refreshes

- Diagnosing and resolving SQL errors

#### **Required Component Software Support**

- Microsoft Internet Information Server (IIS) support / assistance
- Microsoft SharePoint Foundation support / assistance

#### **Tyler Software Support**

- Assistance with loading Tyler releases
- Report Writer Installation assistance and troubleshooting
- PC client software assistance with installation and troubleshooting

#### **OS/DBA Advantages:**

##### Installation Benefits...

- Assistance with hardware and software specs and purchases
- Free remote training, system maintenance, and server transfers
- Free remote installations with knowledgeable Tyler Installers
- Pre Installation Assurance Calls & 2 week Follow Ups
- Installation on various types of networks and server environments
- Ongoing installation, support, and research on new technology

##### Support Contract Benefits...

- Ongoing maintenance of Server/Software/Database Upgrades
- Knowledgeable IT professionals who are experts in Microsoft technologies and Tyler software available at minimal cost to maintain the Tyler application and server
- Installation of Tyler releases and availability on Saturday
- System and Database tuning for peak performance
- Backup and Restore of System and Database files
- Minimal Downtime due to in-house knowledge and experience
- Knowledge and Expertise across platforms and databases

#### **OS/DBA Installation Services:**

##### New Server Installations (Windows Operating Systems)

- Terminal Services & Citrix environments
- High Availability configurations
- SQL Server Database Engines
- Cash Station Installations
- Server Migrations
- System Admin Training
- System Maintenance & Upgrades
- Weekend Service available for Releases

Exhibit 8 – Tyler’s Proposal

Tyler’s proposal entitled “A PROPOSAL FOR: Chatham County, NC Financial Management Software and Services”, dated January 16, 2014, is incorporated by reference.

A PROPOSAL FOR:  
**Chatham County, NC**  
**Financial Management Software and Services**

PRESENTED BY:  
Tyler Technologies



**January 16, 2014**

This proposal is protected by copyright law and contains proprietary information and confidential trade secrets belonging to Tyler Technologies, Inc. or its partners. This proposal is furnished and accepted on the express condition that portions of it shall not be duplicated or disclosed, in whole or in part, except to your staff and agents when necessary for evaluation purposes, without prior written consent of Tyler Technologies, Inc. or its partners. Those confidential portions include, but are not limited to, pricing, client lists, product descriptions and implementation methodologies. All such proprietary information is clearly marked for your convenience. Any portions of this proposal that are not marked proprietary or confidential shall be available for public disclosure.

Because of the nature of this proposal, numerous hardware and software products are mentioned by name. In most, if not all, cases these names are trademarked by the companies that manufacture the products. It is not our intent to claim these names or trademarks as our own.

Copyright 2010 - Tyler Technologies - All rights reserved.  
Tyler Technologies, ERP and School Solutions, One Tyler Drive Yarmouth, ME 04096  
800-772-2260 phone - 207-781-2459 fax · info@tylertech.com · www.tylertech.com

# Table of Contents

## SECTION 1 PROPOSER’S GENERAL INFORMATION .....1

- 1.1 INFORMATION..... 1
  - 1.1.1 EXPERIENCE IN THE MARKET ..... 1
  - 1.1.2 COMPANY OVERVIEW ..... 1
- 1.2 PROPOSER FINANCIAL QUALIFICATIONS ..... 2
  - 1.2.1 FINANCIAL STABILITY AND RESOURCES TO DELIVER..... 2
- 1.3 INDUSTRY RECOGNITION..... 2

## SECTION 2 GENERAL FEATURES .....4

- 2.1 INTEGRATED..... 4
- 2.2 DISTRIBUTED AND DECENTRALIZED ..... 4
- 2.3 SCALABLE ..... 5
- 2.4 FOCUSED ..... 5
- 2.5 WORKFLOW..... 5

## SECTION 3 REPORT WRITING .....7

- 3.1 REPORT WRITING ..... 7
  - 3.1.1 BUSINESS OBJECTS BUNDLED ..... 7
  - 3.1.2 TYLER REPORTING SERVICES..... 7
  - 3.1.3 SOPHISTICATED REPORTING ..... 8

## SECTION 4 PRODUCT DESCRIPTION .....9

- 4.1 MUNIS OVERVIEW ..... 9
- 4.2 PRODUCTIVITY TOOLS..... 9
  - 4.2.1 COMMAND CENTERS AND CENTRAL PROGRAMS ..... 9
  - 4.2.2 WIZARDS ..... 10
  - 4.2.3 WORKFLOW ..... 11
  - 4.2.4 INTEGRATION WITH MICROSOFT ..... 12
  - 4.2.5 CONTENT MANAGEMENT ..... 12
  - 4.2.6 MUNIS ANALYTICS AND REPORTING ..... 12
  - 4.2.7 BUSINESS INTELLIGENCE ..... 13
  - 4.2.8 MOBILE APPLICATIONS..... 13

**Chatham County, NC**  
Financial Management Software and Services

---

4.2.9	GIS MAP INTEGRATION.....	14
4.3	PROPOSED PRODUCT SUITES.....	14
4.3.1	MUNIS FUND ACCOUNTING & BUDGETING .....	14
4.3.2	MUNIS PROCUREMENT .....	21
4.3.3	MUNIS HUMAN CAPITAL MANAGEMENT .....	26
4.3.4	MUNIS UTILITY BILLING CIS .....	32
<b>SECTION 5 TECHNOLOGY OVERVIEW.....</b>		<b>34</b>
5.1	MUNIS DATABASE OVERVIEW.....	34
5.2	SERVER ARCHITECTURE .....	34
5.1	ERP - SMALL ENVIRONMENT .....	34
5.2	END-USER REQUIREMENTS .....	36
5.2.1	MICROSOFT WINDOWS WORKSTATIONS.....	36
5.2.2	APPLE MAC WORKSTATIONS* .....	36
5.3	PRINTER SPECIFICATIONS.....	37
<b>SECTION 6 IMPLEMENTATION METHODOLOGY.....</b>		<b>38</b>
6.1	METHODOLOGY.....	38
6.1.1	IMPLEMENTATION METHODOLOGY OVERVIEW.....	39
6.1.2	WORK BREAKDOWN STRUCTURE .....	40
<b>SECTION 7 IMPLEMENTATION SERVICES.....</b>		<b>48</b>
7.1	IMPLEMENTATION SERVICES .....	48
7.1.1	PROJECT MANAGEMENT.....	48
7.1.2	TRAINING.....	48
<b>SECTION 8 DATA CONVERSION.....</b>		<b>54</b>
8.1	DATA CONVERSION COSTS.....	54
8.2	DATA CONVERSION METHODOLOGY .....	54
8.2.1	DATA FORMATS .....	55
8.2.2	TIMING AND REPORTS.....	55
8.2.3	DATA SUBMISSION METHODS .....	56
8.2.4	DATA CONVERSION NOTES .....	57

## **SECTION 9 CUSTOMER SUPPORT.....58**

9.1	MUNIS TECHNICAL SUPPORT .....	58
9.1.1	FOCUSED BY APPLICATION .....	58
9.1.2	CALL TRACKING AND PRIORITIES .....	58
9.1.3	CALL ESCALATION PROCESS.....	59
9.1.4	REMOTE DIAGNOSTIC TOOL .....	59
9.1.5	TYLER CUSTOMER PORTAL .....	59
9.1.6	TYLER COMMUNITY .....	60

## **SECTION 10 RELEASE MANAGEMENT .....61**

10.1	RELEASE MANAGEMENT .....	61
10.1.1	RELEASE LIFE-CYCLE POLICY .....	62
10.1.2	RELEASE SCHEDULE.....	63

## **SECTION 11 SOFTWARE DEVELOPMENT, UPDATES, AND QUALITY ASSURANCE 65**

11.1	SOFTWARE DEVELOPMENT AND UPDATES.....	65
11.1.1	DEVELOPMENT PROCESS .....	65
11.1.2	SOFTWARE UPDATES.....	65
11.1.3	PRODUCT ENHANCEMENT PROCESS.....	65
11.1.4	QUALITY ASSURANCE .....	66

## **SECTION 12 LOCAL USER GROUPS AND ANNUAL USER CONFERENCE.....67**

## **SECTION 13 DOCUMENTATION .....68**

## **SECTION 14 INVESTMENT SUMMARY.....69**

## Section 1 Proposer's General Information

### 1.1 INFORMATION

#### 1.1.1 Experience In The Market

We have more than 30 years' success developing software, implementing it on time and on budget, and maintaining long-term client relationships. We employ more than 2,400 dedicated experts, placing heavy emphasis on certifications within their areas of expertise. And we have a well-earned reputation for being domain experts within the public sector. In fact, domain expertise or "insider's insight" into public sector is one of the reasons that Microsoft selected Tyler Technologies to jointly develop public sector functionality for their Dynamics AX product.

#### 1.1.2 Company Overview

##### OUR HISTORY

Tyler Technologies was founded in 1966, operating as a holding company for industrial and retail businesses. In 1997, the executive leadership team realized an opportunity to make a difference in a market they determined was being underserved; state & local governments and schools were forced to choose between the technical innovation and financial stability of tier 1 vendors operating in multiple industries, and regional vendors who were client and public sector focused but were limited in resources and ability to scale.

At Tyler, we believe that the public sector is best served by a company that has the technological and financial resources of the Tier 1 vendor AND the domain expertise and client service of the regional vendor.

To this end, beginning in 1998, Tyler began spinning off the industrial and retail operations and building a leading public sector software company through a series of strategic acquisitions. Today, nobody can match the portfolio of solutions, the domain expertise, and the satisfied client base of Tyler – the largest national provider of integrated software systems and information technology services exclusively focused on the public sector. Simply put — Tyler empowers people who serve the public.

##### OUR CUSTOMERS

We devote all of our time, energy and resources to help local governments and school districts become more efficient, accessible and responsive to the needs of their constituents. At more than 11,000 local government entities and K-12 schools throughout the United States and its territories, Canada, and the United Kingdom, our clients can attest to our ability to fulfill this promise.

##### OUR SOLUTIONS

Tyler delivers an expansive portfolio of software and service solutions designed to automate mission-critical public sector operations:

## Chatham County, NC

### Financial Management Software and Services

---

- ERP (Enterprise Resource Planning) financials, procurement, human capital management, revenues, utility billing, and planning, permitting & licensing
- Courts and judicial case management, law enforcement, public safety and corrections
- Property appraisal, automated mass appraisal, and tax billing and collections
- K-12 school financial and human resource management, student information systems, student transportation, special education and data analytics
- Document and content management for land and vital records
- Permitting & Land Management for the automation of land use planning and project review, permitting, code enforcement cases, inspections, and citizen requests.

## 1.2 PROPOSER FINANCIAL QUALIFICATIONS

### 1.2.1 Financial Stability And Resources To Deliver

Tyler is publicly traded on the NYSE (TYL) and has annual revenues in excess of \$363 million (2012). As such, we operate with regulatory oversight that ensures a high degree of accountability and transparency. You can see for yourself that Tyler is financially stable and has the resources to provide you with the exceptional products and resources you desire.

Our stability rests in the controlled growth strategy that we have carefully designed and executed over the years. We've established a clear path for our future by focusing on expanding geographically, securing larger opportunities, broadening our product offerings, and extending existing client relationships.

We have a long history of delivering and implementing software on schedule and within budget. Our implementation process is effective. It is based on three important areas: experience, people and the inclusion of the Project Management Institute methodology. We have decades of successful implementations under our belt, our implementations are planned, managed and executed by our in-house experts, and our approach incorporates science based project management techniques and common principles to ensure success.

You can rest assured that Tyler has the financial and personnel resources to champion new initiatives in technology, functionality, and services simultaneously.

## 1.3 INDUSTRY RECOGNITION

Tyler Technologies has earned a reputation as an **industry leader** based on our products and commitment to our clients. These factors, along with our financial strength and industry partnerships, have earned us numerous accolades.

*Forbes* has named Tyler one of "America's Best Small Companies" five times in the last six years.

Tyler has been recognized by *Audit Integrity*, an independent research firm, as one of America's 100 most trustworthy companies.

Additionally, Tyler has been ranked four consecutive times in *Software Magazine's* Software 500 ranking of the world's largest software and services suppliers.

## Chatham County, NC

### Financial Management Software and Services

---

Tyler also formed a strategic alliance with Microsoft® in 2007 to jointly develop core public sector functionality for Microsoft Dynamics® AX 2012 to address the financial needs within public sector organizations worldwide. In 2011, the product was successfully implemented at its first client site.

These achievements point to our position at the top of the public sector software industry and our commitment to our clients.

## Section 2 General Features

The Munis® system is designed to meet the information management needs of Municipalities, School Business Offices, and Non-Profit Organizations.

### 2.1 Integrated

Munis is an ERP (Enterprise Resource Planning) system for the public sector. ERP is application software that integrates information across all facets of an organization, including finance, operations, and human resources.

In the public sector market, specific areas of integration include:

- Finance/Accounting
- Budgeting
- Procurement/Contracts
- Asset management
- Billing
- Projects
- Inventory
- Payroll/Personnel
- Other related operations

“Integration” means that relevant information from one part of Munis is available to other system users, too. For example, when users create requisitions, purchase orders, and AP invoices, Munis displays available budget values. Integration also means “real-time”—the budget includes the most recent transactions.

With integration information, users can “drill down” from summary to details, and “drill across” to related information in other applications. With Munis, users can even access directly any program from the menu by specifying its name.

Integration also enables feedback and “closing the loop.” This means continuous monitoring of what actually happened versus what was planned (as typically occurs in budgeting). This helps organizations continually improve their processes to achieve more and more efficiency.

And finally, integrated applications have the same “look and feel” across programs—so users learn just one set of conventions that apply everywhere. The Munis screens are logically organized and visually appealing, making it easier to enter information and find it quickly.

### 2.2 Distributed and Decentralized

A distributed system makes decentralized data entry possible. In other words, Munis is distributed because different functions or programs can be run on different computers in the network. This allows Munis users to be

## Chatham County, NC

### Financial Management Software and Services

---

located anywhere, as long as they can connect to the network. The programs they need to do their work will be available.

Munis is decentralized because it allows each user—not just managers—to see, add, and/or update their information. Data entry doesn't have to be performed in just a few, centralized processing centers. This is a tremendous benefit because it allows individuals to own the information for which they are responsible. This often results in more accurate data entry. In turn, the operations that rely on accurate information are more efficient and productive.

Because the system is open in this way, Munis uses flexible security layers to protect private or sensitive information. See the section Security for more details. In addition, clients can use Munis® Workflow to automate and customize data review and approval.

### 2.3 Scalable

Munis is scalable: the system meets the requirements of all organizations, regardless of size, and can grow to meet increasing demands. Munis performs well on modest networks with a handful of users—or on large, distributed networks with hundreds of users. Munis has the features that large organizations need to run effectively. And smaller clients don't outgrow Munis—it expands easily to meet their changing needs.

### 2.4 Focused

Tyler delivers software and services specifically for the public sector market. It is the company's exclusive focus. All resources are dedicated to serving these clients.

Therefore, Munis products are ready to go “out of the box”—since they've been designed exclusively for this market. Product functionality is deep, requiring fewer customizations. This leads to implementations that take less time and are less expensive.

Market sector focus also leads to what Tyler calls a “Consortium of Development.” We listen closely to our clients, and update our system accordingly, building in best business practices. All improvements are included in each updated release and made available to all clients. This allows all users to receive the benefits of new features that each user requests.

### 2.5 Workflow

Munis Workflow automates approvals and notifications that are part of daily operations. “Push” technology indicates when action is needed—without the need to log on. Approvals and notifications can be sent to e-mail or to the Munis Workflow Assistant, a special icon on the computer desktop, to indicate that work is waiting. Because you can approve or reject requests directly from the Workflow Assistant, action is taken sooner and the time lag between steps in a process decreases. This adds to productivity and improves the efficiency of internal processes. To see more detail for an approval/notification, simply launch the associated Munis application directly from the Workflow Assistant. Workflow logs every action taken, and holds a history that you can review at any time. Analyze workflow performance to guide process reengineering.

## Chatham County, NC

### Financial Management Software and Services

---

#### Configure Workflow

Configure Workflow to fit your organization.

- Create the business rules that describe what is approved, by whom, vs. any spending limit, and so on.
- Set rules for the entire organization, for a specific department or location, and tie rules to a particular G/L account segment.
- Set up standard approval routings—for example, for requisitions from a particular department.
- Configure “non-approval” notifications—for example, to inform users that it is OK to post time and attendance batches, or to print tax bills.
- Define how a “to-do” list is updated and notification—immediately with a pop-up message, or at regular intervals.

#### Approvals and Notifications

Since workflows are keyed to people, not machines, check alerts and execute approvals from any desktop. Workflow allows detailed e-mail notifications, ensuring that the proper employees, in the specified order, review and authorize the request. If you’re away from work for any reason, simply forward work to an employee with comparable level of authority—then, re-assume work responsibility when back to work.

#### Pre-defined approval types, such as:

- Dollar Based
- Over Budget
- G/L Account or Segment
- Commodity Code
- Charge Code
- Class Code
- AR Code
- Location Code
- Budget Level
- Personnel Action
- Personnel Action
- On Hold status
- All-or-one indicator—either all approvers for a particular step must approve, or just one person can move the workflow forward
- Rejected transactions—Workflow tells the originator why it was rejected

## Section 3 Report Writing

### 3.1 Report Writing

#### 3.1.1 Business Objects Bundled

Business Objects Bundled consists of two products: Business Objects Enterprise and Crystal Reports XI. The Enterprise product is web based and is installed only on a server (does not get installed on each work station). Crystal Reports XI is used to develop the reports and must be installed on each work station for those users who will be building reports.

##### 3.1.1.1 Crystal Reports

Crystal Reports is used to develop reports and must be installed on each work station for those users who will be building reports and for those users who will need to run reports.

##### 3.1.1.2 Tyler Reporting Services

Tyler Reporting Services for use with Microsoft SQL Server ® database server Reporting Services has two products: Report Builder and Business Intelligence Development Studio (BIDS). Report Builder is an adhoc reporting tool that only uses models. BIDS is used to develop reports using our existing custom views.

#### 3.1.2 Tyler Reporting Services

We recognize our customers' need to create reports and queries in formats unique to them. With Tyler Reporting Services for use with Microsoft SQL Server ® database server Reporting Services, you can access and report information stored in any of your Munis data files. This helps you provide the right information to the right person at the right time. Using Tyler Reporting Services to access and manipulate Munis data is safe. Tyler Reporting Services uses database views for standard reporting and models for ad-hoc reporting. These views/models are easy to use, incorporate security and permissions set within Munis, and are an efficient way to connect to the database.

Tyler Technologies (Tyler) maintains a library of shared reports on its web site. The library includes (but is not limited to) the following reports:

- Budget Projection
- AP Warrant Report
- Open PO Report
- Top 50 Vendor Payments
- Vendor History
- Time Sheet
- Department/Employee Accrual Report
- Daily Receipts Report

## Chatham County, NC

### Financial Management Software and Services

---

- Parcel/Account List
- Top Taxpayers Report

#### 3.1.3 Sophisticated Reporting

- Powerful wizards and built-in functionality help novice and expert users quickly assemble reports
- Datasets let you connect to data, select fields and records, sort, format and more
- You can add charts, drill down, parameters and hyperlinks to turn reports into interactive documents or web content
- Includes analysis tools to examine trends, expose relationships and zero in on important facts. These include charting, field highlighting, running totals, Top N, Bottom N, and sorting,
- Report properties give you the ability to format the report, report items and database fields
- Supports BMP, TIFF, JPEG, PNG and Windows metafiles (WMF) images
- Exports available are PDF, XML, TIFF, CSV, Excel and more
- Reports may be executed and saved as a document on the server for viewing, printing or emailing by authorized users
- Each time a report is executed, it utilizes the most current Munis® data for display

#### Added Benefits

- Tyler professionals install/configure SQL Server Reporting Services components on your server
- Our experienced instructors train your staff to use standard reports and how to create their own unique reports
- Along with a direct connection to all tables and fields, we provide database views/models to access your Munis data. The benefits of database views include:
  - Security settings and restrictions give greater control over who has access to specific data
  - Data fields are renamed and grouped on the server for easier identification
  - Views are very easy to update
- We have a library of shared reports. The library continues to grow as clients submit their reports for sharing.

## Section 4 Product Description

### 4.1 Munis Overview

Munis is an Enterprise Resource Planning (ERP) solution designed specifically for governments and schools. Simply put, Munis enables and empowers users to become more efficient, productive and responsive to the needs of their constituents.

Munis clients get industry leading technology that is continually enhanced through a perpetual upgrade process we refer to as *evergreen*. It is a steady stream of significant yet manageable changes deployed with minimal disruption to our clients' operations — with no re-licensing fees. We add the newest technologies while maintaining the integrity of our core business logic. This incremental introduction of new technologies results in a product that always has functional innovation with the practical application of technology that is in line with client needs.

Munis may be installed through a traditional site purchase or as a cloud-based solution operating through Tyler's data centers.

### 4.2 Productivity Tools

#### 4.2.1 Command Centers and Central Programs

Throughout Munis you will find Command Centers and Central Screens that are tailored to specific functional areas such as purchasing or budgeting. These tools are designed to provide one-click access to relevant data from multiple applications and screens. They provide efficient access to information – everything you need is easily available from a single screen. Central Screens are for the user who needs inquiry and operational access, while Command Centers provide additional access to the user responsible for administrative actions such as code and table set up.

# Chatham County, NC Financial Management Software and Services

The screenshot displays the 'HR Command Center' interface. At the top, it says 'Welcome, Sean28 Jones'. The main header identifies the employee as 'JONES, TIMOTHY M', 'ASSISTANT FINANCE DIRECTOR, FINANCE DEPARTMENT'. Below this, there are several data tables:

- Personal Information:** Includes fields for 'Status' (ACTIVE), 'DOB' (1/18/1980), 'Supervisor' (POLLER, JOY), 'Position' (ASST FINANCE DIRECTOR), and 'hire date' (8/18/2004).
- Compensation:** Shows 'Job Class' (ASSISTANT FINA), 'Position' (ASST FINANCE DIRECTOR), and 'Salary' (59,827.15).
- Withholdings:** A table listing various deductions such as 'CHILD SUPPORT', 'CREDITOR GARNISHMENT', 'FEDERAL INCOME TAX', etc., with columns for 'Amount' and 'YTD Amt'.
- Security:** Lists 'Plan' (ADMINISTRATION) and 'Start' date (8/18/2004).
- Accounts:** A table with columns for 'Type', 'Available', 'Limit', 'Type', and 'Exp Date', listing items like 'PERSONAL', 'SICK', and 'VACATION'.
- Cost/Allocations:** A table with columns for 'Type' and 'Exp Date', listing items like 'EMPLOYEE', 'NEW EMPLOYEE GRST', 'INFORMATION TECHNOLOGY', etc.

Example of a Munis HR Command Center

The screenshot displays the 'GL Account Central' interface. The main header says 'Welcome, Sean28 Jones'. The title is 'SALARIES FULL TIME' with account details 'Fund 1000 Org 11135000 Obj 5110 Proj'. Below the title, there is a progress bar showing 'Actual Through' (248,308.02) and 'Available Budget' (261,424.28). A table shows 'Budget' data for years 2013 and 2014, including 'Original Budget', 'Actual Through', and 'Encumbered/Pls'. At the bottom, a 'Transactions' table lists entries with columns for 'Year', 'Per/W', 'Journal', 'Amount', 'Comment', 'Original', 'Ref 2', 'Vendor', 'Exp Date', 'Posted', 'Ref 1', 'Ref 2', 'Check #', 'Amount', and 'Voucher'.

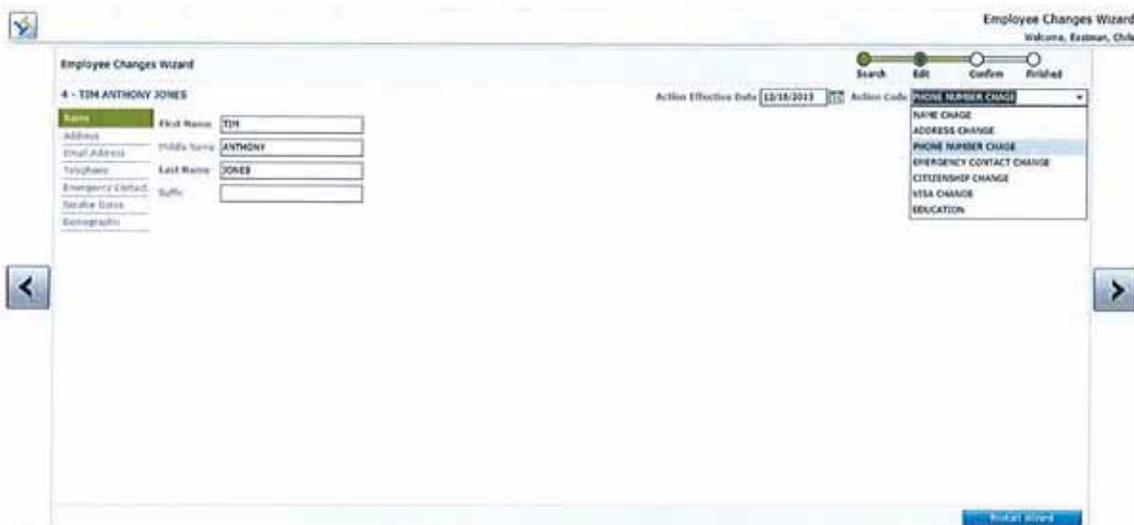
Example of a Munis General Ledger Account Central Program

## 4.2.2 Wizards

Built-in wizards—including those for employee on-boarding, budget projections, and W-2 creation—make infrequently performed tasks a breeze. Easy-to follow directions walk users through each step, from verifying information to final submission, and a progress bar at the top of the screen shows where you are in the process.

## Chatham County, NC Financial Management Software and Services

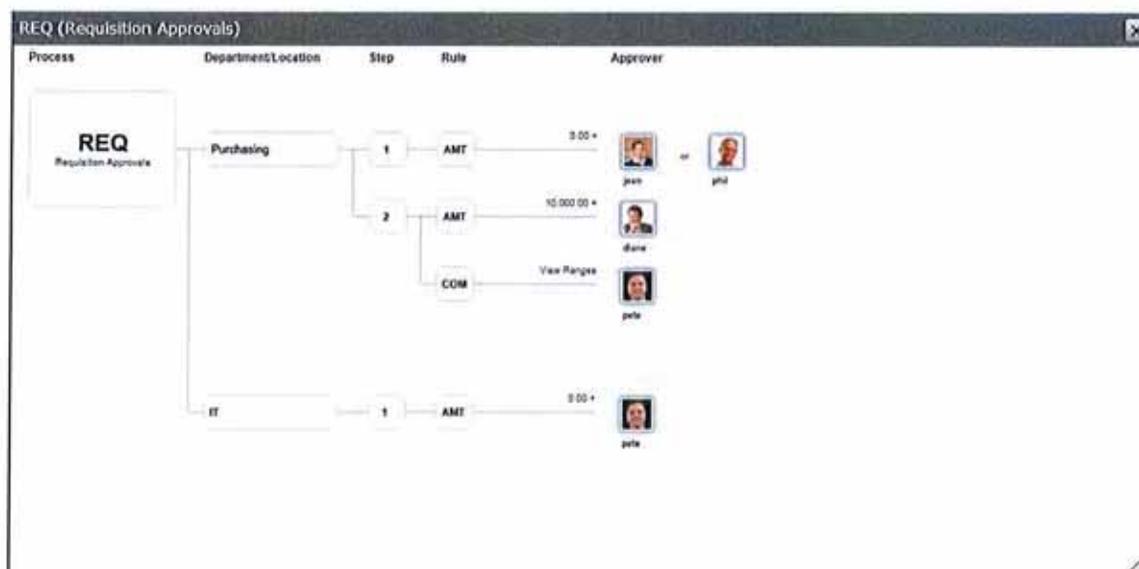
What's more, integrated, context-sensitive online Help for everything from local screen assistance to important definitions and government links is available on every screen.



Example of a Munis Employee Change Wizard

### 4.2.3 Workflow

Munis Workflow helps you automate the flow of approvals, notifications and tasks throughout your organization, ensuring the right tasks are carried out by the right people at the right time. You may tailor business rule templates to work the way your organization does, and set up dynamic alerts to notify appropriate staff when a deadline is approaching or a process has run.



## Chatham County, NC

### Financial Management Software and Services

---

Example of a Requisition Approval chain in Munis Workflow

#### 4.2.4 Integration with Microsoft

You use Microsoft products every day—from Word to Excel to Outlook®—so we designed Munis to easily integrate with these familiar programs. In fact, Munis was one of the first ERP applications to provide “single-click” integration with Microsoft Office.

Calendars in Munis don’t just work like Microsoft Outlook—they are Microsoft Outlook. Full integration with Microsoft Exchange means calendar appointments and meetings, vacation requests, and workflow are fully synced with users’ daily schedules. Users can email records and reports using their Outlook email right from the Munis ribbon.

Munis integrates fully with Microsoft Lync to enable easy communication with other application users. Need to know if an employee is available? Lync’s advanced “presence” functionality indicates an employee status, such as *available*, *busy* or *out of office*. Users can initiate an email, IM, or phone or video chat directly from the Munis screen, saving time.

#### 4.2.5 Content Management

**Tyler Content Manager** includes all the critical components of an enterprise content management suite — back file scanning, indexing and redaction, optical character recognition, web interface, micrographics conversion, disaster recovery, and highly secure off-site document storage. It also works with third-party applications, using *Batch Print Capture* to print multiple documents directly into Tyler Content Manager.

Additionally, the *Application Connector* provides seamless integration between applications and Tyler Content Manager. You’ll improve accuracy and have quick access to related documents without leaving an application — saving valuable time navigating throughout multiple applications to find vital, related files.

More than “document management”, Tyler Content Manager supports multiple file types ranging across multiple departments in distributed locations. Electronic files include scanned images (TIFF, PDF, etc.), photos (JPEG), office documents (Microsoft Word, Excel, PowerPoint, etc.), drawings (DWF, DWG, etc.), or any other file you want to store and manage.

#### 4.2.6 Munis Analytics and Reporting

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

Based on Microsoft SharePoint, the **Tyler Role-Tailored Dashboard** provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating the data you deem important into one or more customizable views. Web parts display information from different parts of Munis and other Web-based tools. Each user can personalize his or her dashboard views, tailoring it to the information that’s critical for their role.

Munis also offers full bi-directional integration between your Munis database and Microsoft Excel, providing a user-friendly, multi-dimensional view of your data across many platforms allowing you to analyze and report on

## Chatham County, NC

### Financial Management Software and Services

---

trends, track key performance indicators, create charts and graphs, generate reports and more. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.

For paper reports, users may choose from our library of report templates or use **Tyler Reporting Services** for more customized reporting using powerful wizards and built-in tools such as Microsoft Business Intelligence Development Studio and Visual Studio.

#### 4.2.7 Business Intelligence

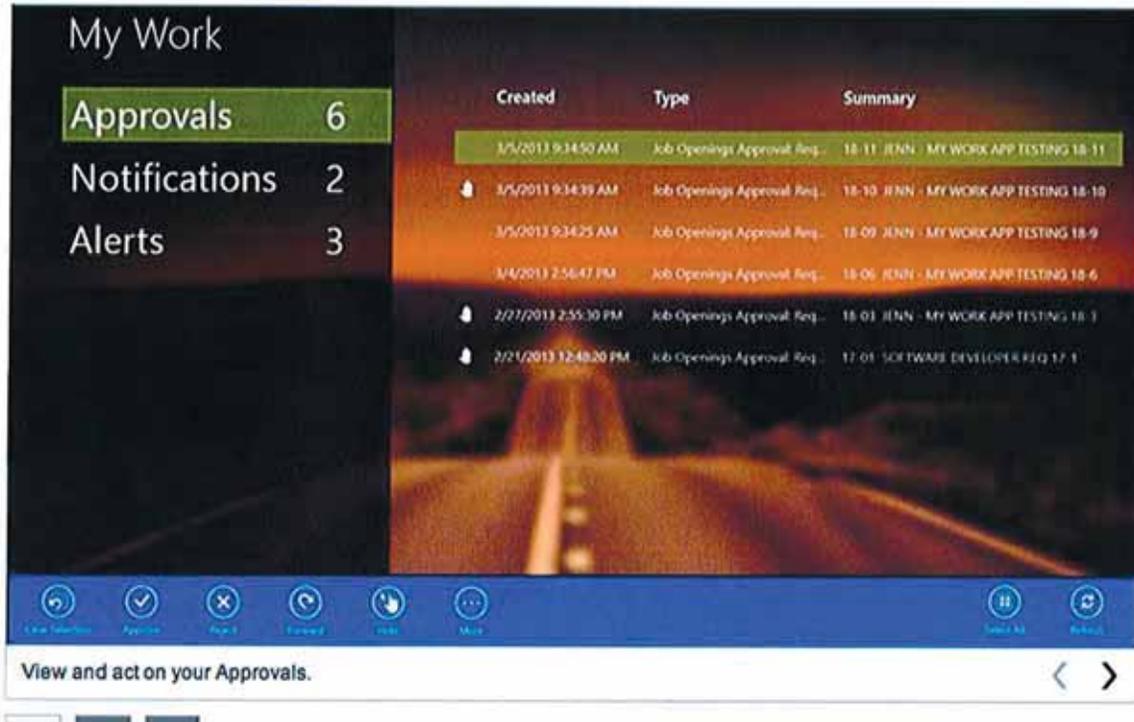
The right business intelligence solution is crucial for effective data analysis and strategic decision-making. That's why we created the **Munis Business Intelligence Toolkit** specifically for our clients' needs, leveraging the decades of experience we have serving only the public sector. With Microsoft SharePoint, SQL Server Analysis Services and OLAP cubes provided with the Munis system, this advanced toolkit provides administrators with tools for "what if" scenario analysis, monitoring of key performance indicators based on business rules, and reporting, charting and publishing.

#### 4.2.8 Mobile Applications

Tablets and smart phones are quickly replacing desktops and laptops as the devices of choice to access information and conduct business. Munis runs on tablets and smartphones – actually recognizing the device and displaying a user interface designed for touch.

Apps designed for tablets and smartphones include functions that require use of the device's camera, GPS or voice recognition functionality. They may also be designed for employees who require limited access to functions or for parent and student use. Our current apps include **Munis My Work** for workflow, **Munis Field Inspector** for permitting and licensing, **Munis Citizen Self Service** and **Munis Employee Self Service** for 24/7 access to information and password protected data. Tyler continues to develop new apps to meet evolving needs.

## Chatham County, NC Financial Management Software and Services



Example of Munis My Work Mobile App for Windows 8\*

### 4.2.9 GIS Map Integration

**Munis Maplink** seamlessly integrates your transactional and spatial data by integrating Munis with the Esri-ArcGIS-Server. Users can view assets and properties on a map, spatially analyze data, perform spatial functions such as buffer searches and even assist with worker or inspector routing by placing locations on a map.

## 4.3 Proposed Product Suites

### 4.3.1 Munis Fund Accounting & Budgeting

Munis Fund Accounting and Budgeting applications are the core of our Munis ERP solution, designed to streamline the management of critical financial processes organization-wide. A Web-based multi-fund accounting system, Munis provides the tools to easily comply with regulatory requirements and highly structured accounting and budgeting processes, while integrating fully with the human capital management, procurement, revenue, and citizen services processes and software. Finance employees have access to detailed fund and budget information in a seamless, real-time and intuitive manner, and state and local governments increase transparency.

#### BENEFITS OF MUNIS FUND ACCOUNTING AND BUDGETING

State & Local

Finance

Finance Employees

Citizens

## Chatham County, NC

### Financial Management Software and Services

---

#### Government & Schools

- Reduces overall financial costs through a strategic management of resources
- Increases organization flexibility to address business & legislative changes
- Ensures accountability, transparency, & compliance with local, state, & federal requirements
- Enables collaboration across organization boundaries

#### Administrators

- Increases organization-wide visibility into budget compliance & financial status
- Provides real-time insight into business processes for strategic decision making
- Reduces planning and budgeting cycle times
- Optimizes cash flow through performance measurement, analysis & forecasting
- Reduces redundant data entry & creates a "single version of the truth"
- Improves productivity, efficiency & responsiveness to citizens
- Decreases process time & enhances workflow for day-to-day tasks
- Improves understanding of state & local government mission and goals
- Increases satisfaction in state & local government programs & services
- Provides transparency into state & local government operations & processes

#### 4.3.1.1 Munis General Ledger

Munis General Ledger is a true multi-fund budgeting and accounting module designed to meet all GAAFR and GAAP standards. Munis General Ledger maintains account balances for both Balance Sheet and Subsidiary Ledgers, and offers a flexible chart of account structure (45 alpha numeric code with 10 segments available) to fit your specific reporting needs. Role-based permissions and workflow can be configured by chart of account segments and accounts allowing processes to be decentralized to improve productivity without sacrificing security. It offers a comprehensive journal processing system that automates journal reversal, retrieves unlimited years of journal history, and adds as much descriptive text to each journal entry as needed.

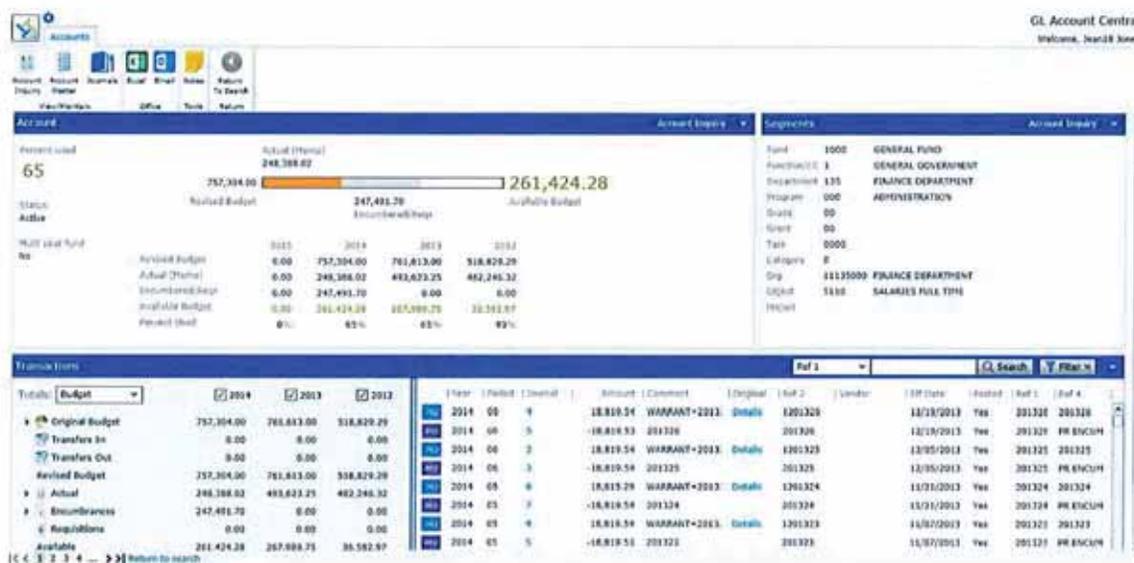
A key advantage of the Munis GL is its tight integration with all other Munis modules. It provides quick, online access to account information, including the ability to "drill down and around" to transaction detail such as purchase orders, invoices, payroll data, and cash receipts. Quick data access and efficient reporting improves responsiveness and decision making. If corrections are necessary, accountants can easily go to the source (i.e. Payroll check, AP invoice, Purchase order) to enter what the account or amount should have been and the system will correct the journal entry for them without additional manual journal entries. If third party systems are used the system is very flexible and allows user to build their own formats for import or export of journals.

Reporting is a critical piece in the area of General Ledger. Munis GL includes these reporting features and tools:

- Dozens of ready-to-use reports which allow the user to sort and summarize by their chart of account segments with hyperlinks which allow the user to drill down to the data
- Customizable report templates with user definable columns and saved find and sort options

## Chatham County, NC Financial Management Software and Services

- A built-in Scheduler tool which automates the processing and distribution of standard reports Users can schedule reports to be generated as they wish on a daily, weekly, or monthly basis
- Flexible reporting for multi-year funds and grants, as well as staggered fiscal years
- Excel data cubes allow the average user (with not a lot of IT experience) to start in Excel and create ad-hoc reports to retrieve and analyze any segment level across multiple years
- Optional customizable report generation through Tyler Reporting Services where IT or a MUNIS TRS representative builds the report to the exact specifications required by the end user



Example of GL Account Central

### 4.3.1.2 Munis Budgeting

The Munis Budgeting module manages existing budgets and offers users an efficient tool to develop and forecast budgets for future year(s). Managing existing budget with real-time lookup is made easy in MUNIS. If a user enters a requisition, purchase order, or AP invoice the system displays the available budget for that account, group of accounts or department total based on user setup. Workflow rules can be configured to handle over-budget requests. Budget transfer and amendment requests can be easily decentralized due to the fact that instead of selecting "debit" or "credit" the user is choosing "decrease" or "increase".

For Budget Development, budget directors can generate, compare and analyze an unlimited number of projections or "what if" scenarios. For ease of use, budget amount requests and changes can be entered using a familiar tool, Excel. Simply click an icon on the Excel ribbon to download the accounts to be budgeted, crunch the numbers, and then with a single click upload the new numbers into MUNIS Budgeting. Salary and Benefit planning can be done through direct integration with the MUNIS Payroll/HR module reducing the need for complex Excel spreadsheets to be created outside of the system. The integration provides accurate forecasting for all employee-related costs including step raises, vacancies, and benefits. Direct integration into the MUNIS Fixed Assets can auto-create records for assets due to be replaced.

## Chatham County, NC Financial Management Software and Services

Budgeting for projects can be done in Project Accounting module and pushed to the GL budget via another direct integration. Specifics benefits include:

- Budget amounts can be entered at the account or detail level which roll up to the account level and details can be moved forward from year to year
- Workflow allows projections to be shared between departments, reviewed and then merged into a single final budget
- Ability to project budgets up to 10 years in the future using user-defined inflation rates
- Unlimited text per line or detail can be entered for justification and printed on reports
- Budget process has five levels so original department "wish list" amounts can be compared to final approved numbers
- Biannual budgets can be implemented

The screenshot shows an Excel spreadsheet titled 'Budget Preparation using Excel'. The spreadsheet has columns for Account, Dept, Year, Amount, and various budget details. The data is organized into rows, with columns labeled A through P. The rows contain numerical values and text descriptions of budget items, such as 'SALARIES PART TIME', 'OVERTIME', 'LONGEVITY', 'COURT FAY', 'HOLIDAY FAY', 'VACATION FAY', 'SICK FAY', 'TRAVEL', 'ELECTRIC', 'TELEPHONE', 'PROFESSIONAL DEVELOPMENT', 'CONTRACTUAL SERVICE', 'SOFTWARE SERVICES', 'MISCELLANEOUS EXPENSES', 'OFFICE SUPPLIES', 'CLOTHING', 'INSURANCES', 'RETIREMENT', 'CAPITAL OUTLAY', 'FURNITURE AND EQUIPMENT', 'MOVABLE', 'POSTAGE AND COURIER', 'PERIODICALS', and 'VACATION FAY'. The spreadsheet also includes a 'Total' column and a 'Grand Total' column.

Munis: Budget Preparation using Excel

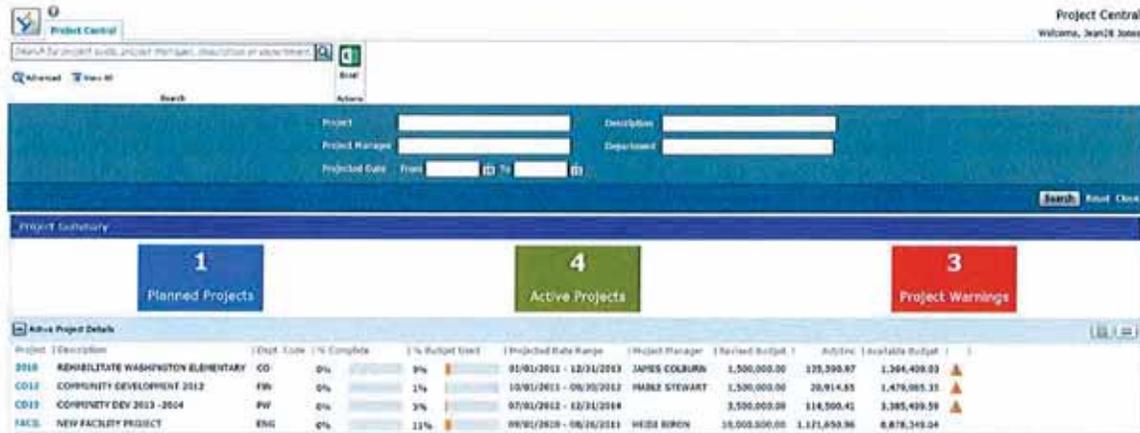
### 4.3.1.3 Munis Project and Grant Accounting

Munis Project and Grant Accounting tracks multi-year budgets, expenditures and revenues for user-defined projects such as capital improvements and special programs. It provides the option to manage projects as part of the General Ledger or in a separate project ledger with additional segments to track the project phase, tasks and subtasks. Grants can be tracked from application through conversion to a project. With full integration any detailed Purchasing, Payables, Payroll or Cash Receipts transactions can be posted to projects as well as to General Ledger accounts. Project and Grant Accounting also provides:

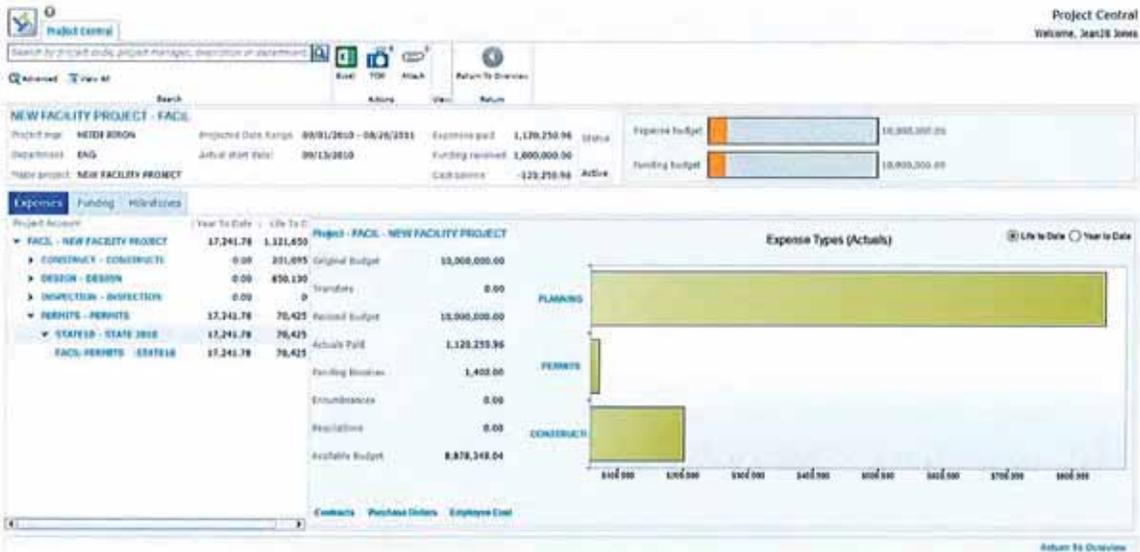
- Control of revenue allocation by defining the rules and priorities of sources that will fund each project
- Real-time tracking of funding received for grants
- Project cubes for a multi-dimensional look at data sets
- Milestone tracking with familiar Gantt Charts

Chatham County, NC  
Financial Management Software and Services

- Automatic creation of a project from a grant
- Workflow to streamline approvals and notifications, monitor efficiency and provide audit history
- Grant Manager tool to show available budget, funding received, yearly, quarterly, and monthly expenditures, along with drill down capabilities to individual transactions



Project Central: Dashboard divides projects according to phase.



Project Central: Key data is summarized on the project dashboard.

4.3.1.4 Accounts Receivable

Munis Accounts Receivable provides two major functions: collections of miscellaneous cash and the collection of billed receivables. Processing over-the-counter or mailed payments for non-billed items such as licenses, permits, and registrations is easy using Munis AR, and you have the option to print a receipt if necessary. You can set charge codes to facilitate data entry and provide detailed or summary analysis (daily, weekly, monthly) by type, and pre-set General Ledger revenue accounts to these codes so data entry personnel do not need to enter account

## Chatham County, NC Financial Management Software and Services

numbers—creating efficiencies, and saving your organization critical time and resources. Notable highlights include:

- Single Customer Identification Number (CID) provides a complete view of all outstanding balances across revenues which improves collections
- Cross department utilization improves efficiency and reduces training burden
- Supports validation, check endorsement, OCR scanning and receipt printing
- Utilize workflow approval processes to better regulate payment, reversal and refund processes
- Supports various hardware devices; see Tyler's recommended hardware listing

The screenshot displays the 'Customer Central' interface for a customer named JONES, MARCUS. The interface is divided into several sections:

- Customer Summary:** Shows the customer's name (JONES, MARCUS), secondary name, number (76), address (19 BEACH AVE, BROOKLYN NY 11220), and phone number.
- Summary:** Displays the total due amount as \$4,101.98.
- Transactions Table:** A table listing transactions with columns for Date, Type, Reference, Due Date, and Total Due.
 

Date	Type	Reference	Due Date	Total Due
2016-05-120553	BUSINESS LICENSES	License ID : 20050003	01/01/2016	50.00
2014-05-21	PERSONAL PROPERTY	Personal Property ID : 2009	06/01/2015	35.85
2013-05-190606	BUSINESS LICENSES	License ID : 20050003	01/01/2013	16.31
2012-05-120457	BUSINESS LICENSES	License ID : 20050003	01/01/2012	0.00
2011-05-100600	BUSINESS LICENSES	License ID : 20050003	01/01/2011	0.00
- Account Summary:** Shows the total due amount as \$4,101.98 and a bar chart for transactions.
- Notes:** A note indicating 'Unpaid prior year bills exist for Property ID'.

### 4.3.1.5 Munis Cash Management

Munis Cash Management automates all treasurer office functions from bank reconciliation to interest allocation and cash flow utilization. Other benefits include:

- Automatic processing of AP and PR checks **via a file from the bank** as they clear simplifies reconciliation of cash accounts (book balance) with corresponding bank accounts (bank balance)
- Allocates interest to cash accounts based on average daily balance by month or quarter
- Provides easy access to cash flow and project cash flow fluctuations
- Projected cash flow records can be used for actual vs. budget analysis
- Use forecast feature to anticipate cash flow for any date range
- Standard reports include: Cash Fund Position, Daily Treasurer's Total, Cash Flow (Summary and Detail), Investment, and Debt Service

### 4.3.1.6 Munis Fixed Assets

Munis Fixed Assets manages record-keeping of all fixed assets such as land, buildings, machinery and equipment, construction in progress, and infrastructure. Asset information can automatically flow from purchasing. Simplify record maintenance and reporting by tying an unlimited number of individual assets to master assets, and track

## Chatham County, NC Financial Management Software and Services

items transferred, missing, not in use, or due for maintenance or replacement. Also calculates depreciation by selective methods such as straight line, composite rate, 6 month convention and reports on the depreciation schedule. For a complete 360-degree process, Munis Fixed Assets provides a complete set of financial statements that fully reflects your organization's investments. Integration with other Munis programs provides additional benefits:

- Direct posting of Fixed Assets to the General Ledger facilitates data export to the Tyler CAFR Statement Builder to create GASB reports
- With Payroll integration, Munis Fixed Assets not only records true capitalized assets but also property signed out to individual employees
- With Purchasing, data flows seamlessly from Purchase Orders into Fixed Assets
- Direct integration to and from the Work Order system allows you to see maintenance history on a fixed asset

The screenshot displays the 'Fixed Assets Central' interface for a '2012 MUSTANG' (Asset Number 41). The current book value is \$15,732.17. The asset is categorized as a 'GOVERNMENT VEHICLE' and is currently 'ACTIVE'. It is located in a 'GARAGE' and is managed by the 'IT MANAGER'. The acquisition cost was \$43,568.00 on 05/20/2011. The interface includes a 'Transactions' table showing asset activation and depreciation processing.

Fixed Asset	View/Refresh	Transactions	View/Refresh
Current Book Value: <b>\$15,732.17</b>		05/20/2011 ENTRY Asset activation 43,568.00	
Status: ACTIVE		03/06/2012 DEPR Depreciation Processing 13,111.83	
Location: FL GARAGE		07/03/2013 DEPR Depreciation Processing 14,332.00	

Accounts	View/Refresh	Values	View/Refresh
ASSET		Start of year 143,568.00	
CONTRIA		Depreciated asset 131,111.83	
DEPRECIATION EXPENSE		Yes	
ACCUMULATED DEPRECIATION		Start of year 143,568.00	
		Depreciation method YES/PLV STR LTR	

Fixed Assets Central: Summarizes all key data for each asset.

### 4.3.1.7 Munis TylerForms

Tylerforms provides flexible form delivery across your organization with output options such as print, fax, e-mail and archive. Utilize its template form designs to create and print purchase orders, invoices, checks, work orders, tax documents and much more. The advanced processor eliminates the need for preprinted forms, and incorporates bar codes, OCR and postal fonts, logos and other date driven elements using standard blank paper. Eliminate form printing costs and deliver documents that meet your organization's branding, service and regulatory requirements. TylerForms also:

- Supports electronic delivery of payroll, invoices and purchase orders
- Provides seamless integration with Tyler Content Manager for an end-to-end paperless solution
- Reduces print material inventory, saving money and supporting green practices
- Streamlines document creation, control and storage

## Chatham County, NC

### Financial Management Software and Services

---

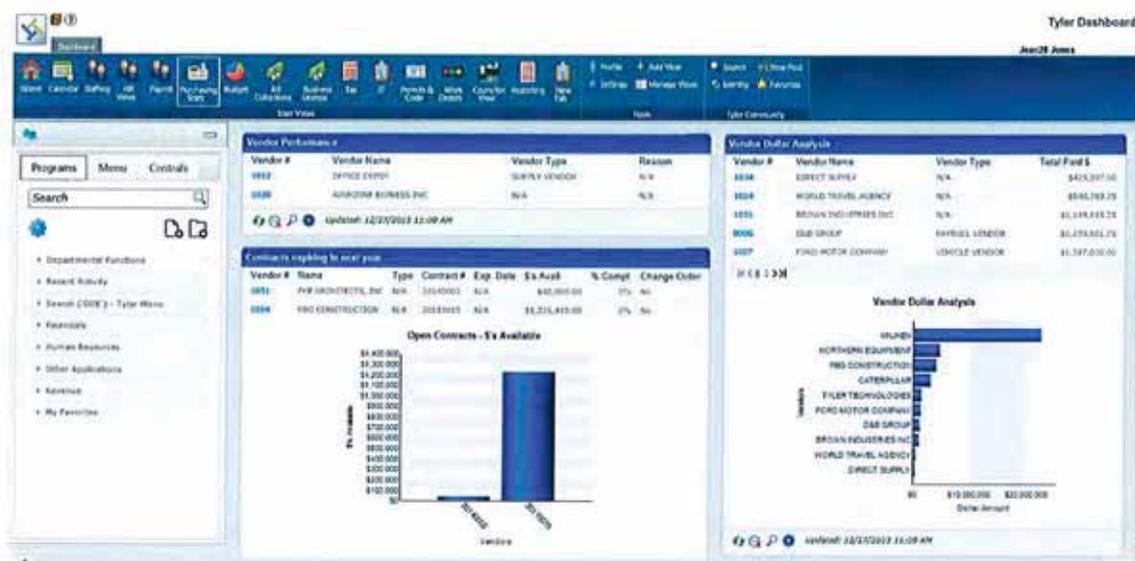
#### 4.3.2 Munis Procurement

Munis Procurement is a fully integrated Web-based purchasing system for automating the entire procurement process life cycle -- from bid to requisition to purchase. Munis provides the tools to efficiently and effectively comply with regulatory requirements or highly structured procurement processes, while integrating fully with your financial processes and software. Purchasing employees have access to detailed supply chain information in a seamless, real-time and intuitive manner. Proven strategic sourcing techniques such as spend analysis, competitive sourcing and contract negotiation mean your organization gets the right value for its purchases and can provide full accountability for its purchasing decisions.

#### BENEFITS OF MUNIS PROCUREMENT

State & Local Government & Schools	Procurement Administrators	Procurement Employees	Employees - Requestors
<ul style="list-style-type: none"> <li>• Reduces financial costs— paper, administrative, warehouse, supply &amp; third-party</li> <li>• Allows organizations to utilize budgets more effectively</li> <li>• Ensures accountability, auditability, &amp; compliance with local, state &amp; federal requirements</li> <li>• Increases the public's confidence in state and local government</li> </ul>	<ul style="list-style-type: none"> <li>• Increases organization-wide visibility into procurement expenditures, minimizing risk</li> <li>• Provides real-time insight into business processes for strategic decision-making</li> <li>• Simplifies the management of &amp; eliminates redundant supplier relationships</li> <li>• Improves communication with employees &amp; vendors</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminates unnecessary paperwork &amp; reduces data entry time &amp; errors</li> <li>• Decreases "req to check" process time &amp; Procurement Administrative Lead Time (PALT), reducing time &amp; costs</li> <li>• Improves customer service by ensuring the right product is procured at the right time at the best value</li> </ul>	<ul style="list-style-type: none"> <li>• Provides easy access to products or services when needed</li> <li>• Improves understanding and ability to conform to internal business rules, policies &amp; contracts</li> <li>• Increases access to answers regarding product availability &amp; reimbursement</li> </ul>

## Chatham County, NC Financial Management Software and Services



Dashboard above provides quick vendor stats as well as access to details.

### 4.3.2.1 Munis Purchasing

Munis Purchasing includes Requisitions and Purchase Orders to automate and decentralize the procurement processes across your organization. Departments can enter their own requests, and site-specific business rules route the request for approval. Real-time General Ledger budget checks ensure availability of funds. Munis Procurement enables a direct conversion of an approved requisition to a purchase order. Through the use of Tyler Content Manager, the purchase order can be automatically imaged and archived, allowing for optional e-mail delivery. And the PO image can be accessed by the vendor at any time through the e-Procurement module. The Purchasing process ensures employee compliance with business rules and eliminates purchasing fraud and abuse. Other benefits include:

- Customizable Requisition Screens provide only essential information, enabling other non-finance staff to enter requisitions with ease
- Requisitions can be created directly from a vendor's online shopping cart using the e-Procurement solution
- Workflow rules -- based on dollar amount, commodity code and/or chart of account segments -- route requisitions for approval and then to a buyer to be sourced
- Preset procurement rules are referenced to determine whether phone quotes or formal bids required-- the latter can be auto-created from the requisition
- Supports blanket purchase orders
- Once awarded, the requisition is updated with the chosen vendor information, converted to a purchase order, printed and sent to a vendor via mail, fax or email; an image of the purchase order is auto-archived to Tyler Content Manager
- Changes can be submitted via a PO change order, and then routed through Workflow for approvals
- Updates to general ledger are automatically performed with no interaction from end users

## Chatham County, NC

### Financial Management Software and Services

- Interface with e-Procurement, P-Cards and Tyler Content Management offers significant savings by streamlining approval process, reducing paperwork, storage and costs
- Purchasing is integrated with Munis Inventory, Work Orders, Payroll, Fixed Assets, General Ledger, e-Procurements, Contract Management and Budgeting

#### 4.3.2.2 Munis Bid Management

Munis Bid Management provides structure and framework to effectively manage the bid process and to analyze and compare vendor responses to bids. Create an unlimited number of bids for items routinely purchased and route to specific departments or individuals for review. Track an unlimited number of vendor responses and response deadlines. Vendors can mail their bids to the requested site or enter their bid information using Munis e-Procurement which facilitates sealed bid processing. From the responses, Munis determines the best vendor based on each site's unique criteria. Once a bid is awarded it is converted to a purchase order or can be turned into a vendor contract. Munis Bid Management also allows you to:

- Track an unlimited number of addenda to bids
- Fully supports NIGP and custom commodity code formats
- Decentralize requests, allowing departments to enter requested quantities
- Supports addenda tracking and vendor notifications
- Post questions to vendors and score the responses to assess a weighted vendor ranking
- Easily generate reports by departments, vendor response and ranking, budget versus award amounts, and more

**Request for Bids**

Status: Open [Return to Search Results](#)

**Bid Information** [Bid on this Request](#)

Bid Number: 310

Description: AMUSEMENT EDUCATIONAL ENTERTAINMENT TOYS, ETC.

Date Issued: 12/14/2017 12:33 PM

Type: Request

Additional Description:

Federal ID:

**Request Dates**

Meeting Date for Vendors:

Bids Due By:

Bid Opening:

Expected Award Date:

**Bid Addenda**

Addenda Number	Reason	Description	Creation Date	Attachments
There are no addenda to display for this bid.				

**Commodities for Bid** 1

Commodity Code	Description	Quantity Needed	UOM
8053	RECYCLED DECORATOUS GAMES AN	100	EACH

[Make a Bid](#)

**Navigation Menu:**

- Home
- Vendor Self Service
- RFB
- Bids**
- My Bids
- Site Search
- Return to Results
- Checks
- Inventory
- Purchase Orders

#### 4.3.2.3 Munis Contract Management

Munis Contract Management supports the entire lifecycle of a contract from inception to expiration. Create and approve contracts, including multi-year contracts, for purchases—and encumber the appropriate funds in advance. Allocate contracts by account or account segment and define milestones and key dates that trigger optional Munis

## Chatham County, NC

### Financial Management Software and Services

---

Dashboard alerts to notify appropriate staff. Track and withhold contract sliding scale retainage based off percentage complete. Also provides ability to track other activity such as pending payments, open purchase orders and requisitions and contract change orders. Contract Management is fully integrated with General Ledger, Purchasing and Accounts Payable. Other benefits include:

- Defining contractors by size, performance, minority or women ownership, or other criteria
- Documenting vendor performance including past due deliveries, fill percentage and returns
- Maintain insurance information and policies
- Sliding scale retainage tracking
- Tracking multiple subcontractors for a given contract
- Routing contract change orders for approval through Workflow
- Maintaining history of contract changes with complete audit trail
- Interface with optional Tyler Content Manager for document management and attachments

#### 4.3.2.4 Munis Accounts Payable

Munis Accounts Payable manages and maintains all aspects of vendor invoices, payments, delivery performance and history. It provides a comprehensive view of all activity related to a vendor through Munis Vendor Central. Additionally, Munis Accounts Payable offers the ability to extend select vendor information for on-line vendor access using e-Procurement, including vendor check images, invoices, and bid information.

Accounts Payable also incorporates a Web-based card management program that imports transaction details incurred on purchasing cards (P-Cards). It can split individual transactions to multiple accounting codes and create accounts payable invoices. Purchase card administrators can monitor card transactions in real time, and create and analyze custom reports to improve spend tracking and anticipate problems with a transaction before they occur. Other benefits include:

- Flexibility to liquidate purchase orders in full or in part, and view detailed information online
- Decentralized workflow saves central AP employee time by allowing individual departments to enter invoices
- Automated 3-way PO matching function expedites processing in distributed arrangements
- Flexible scheduling of invoices for payment helps maximizes cash flow
- P-Card reconciliation processing such as coding and attachment of receipts, tracks against actual vendor for complete year-end transactional reporting
- Integrated workflow allows users to route and approve invoices online without logging into Munis
- Configurable checking printing
- Provides positive pay processing security
- Utilize Tyler Content Manager to upload, organize and easily retrieve document images for improved efficiency

#### 4.3.2.5 Munis Fixed Assets

Munis Fixed Assets manages record-keeping of all fixed assets such as land, buildings, machinery and equipment, construction in progress, and infrastructure. Create asset records from purchases, fulfill auditors' requirements, improve transparency and gain visibility into your organization's assets. Simplify record maintenance and reporting by tying an unlimited number of individual assets to master assets, and track items transferred, missing, not in use, or due for maintenance or replacement. Calculate depreciation by selective methods such as straight line,

## Chatham County, NC Financial Management Software and Services

composite rate and 6 month convention, and report on the depreciation schedule. For a complete 360-degree process, Munis Fixed Assets provides a complete set of financial statements that fully reflect your organization's investments. Other benefits include:

- Records true capitalized assets and who has what fixed asset via integration with Munis Payroll
- Purchase order data flows seamlessly from Purchasing into Fixed Assets to assure that items purchased by departments are accurately accounted for in inventory
- Work Order system allows you to see maintenance history on the Fixed Assets
- Direct posting of Fixed Assets to the General Ledger facilitates data export to CAFR to create GASB reports

Number	Description	Status	Class	Sub Class	Location	Tag Number	Serial/Panel	Details
41	2012 MUSTANG	ACTIVE	VEHICLES	GOV VEN	GARAGE	41		Details
82	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	82		Details
83	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	83		Details
84	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	84		Details
85	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	85		Details
86	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	86		Details
87	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	87		Details
88	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	88		Details
89	2013 FORD POLICE INTERCEPTOR U	ACTIVE	VEHICLES	PUBL SAF	POLICE	89		Details
77	CHEVY CORVETTE	ACTIVE	VEHICLES	GOV VEN	GARAGE	77		Details
42	CHEVY MALIBU	ACTIVE	VEHICLES	GOV VEN	GARAGE	42		Details

Fixed Assets Central: Summarizes all key data for each asset.

### 4.3.2.6 Munis e-Procurement

Munis e-Procurement provides many benefits to the procurement process. E-Procurement provides a secure location for vendors to search for, or submit a bid, check a current or past PO status; access an invoice, check or bid details; or create and update a profile. Munis e-Procurement provides them with access to the key information and business records they need. Information is reflected in real-time because it is extracted directly from the Munis database.

Additionally, e-Procurement provides Punch-out capabilities to vendor hosted websites. E-Procurement allows users to initiate a requisition in Munis, then Punch-Out to vendor-hosted websites for online shopping. Once shopping is complete the virtual shopping cart of items is instantly transferred to Munis and automatically populates a Munis requisition which then flows through the existing Workflow process. E-Procurement can reduce off-contract spending, gain advantageous pricing, and condense requisition to PO cycles while electronically managing the entire life-cycle of a purchase. Other benefits include:

- Direct vendor access to key information saves staff time by reducing calls for routine requests
- Secure username and password login assures confidential and accurate business transactions
- Streamlines purchasing process and reduces paper-based processing and storage

## Chatham County, NC

### Financial Management Software and Services

---

#### 4.3.2.7 Munis TylerForms

Tylerforms provides flexible form delivery integrated across your organization with various output destination via print, fax, e-mail and archive. Utilize the templated form designs to create and print purchase orders, invoices, checks, work orders, tax documents and much more. Our advanced processor eliminates the need for preprinted forms, and incorporates bar codes, OCR and postal fonts, logos and other date driven elements using standard blank paper. Eliminate form printing costs and deliver documents that meet your organization's branding, service and regulatory requirements.

- Supports electronic delivery of payroll, invoices, purchase orders for timely delivery
- Provides seamless integration with Tyler Content Manager for an end-to-end paperless solution
- Reduces print material inventory, saves money and supports green practices
- Streamlines document creation, control and storage

#### 4.3.3 Munis Human Capital Management

By integrating all of the tools and processes associated with people and performance in a strategic and organized manner, Munis Human Capital Management provides a complete view of your organization. When you employ a "hire to retire" strategy that integrates all of the information, tools and processes associated with people and performance, you align your employees' goals with the goals of your organization in order to meet specific, measurable and realistic objectives.

##### BENEFITS OF MUNIS HUMAN CAPITAL MANAGEMENT

Local Government & Schools	Human Resources	Managers	Employees
<ul style="list-style-type: none"> <li>• Reduce costs &amp; do more with existing resources</li> <li>• Achieve organizational goals &amp; objectives</li> <li>• Enhance workforce performance &amp; increase agency adaptability</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic rather than administrative role</li> <li>• Manage workforce from a single source</li> <li>• Lower HR costs &amp; deliver better services</li> <li>• Address workforce demands</li> </ul>	<ul style="list-style-type: none"> <li>• Better-informed decision making</li> <li>• Actively plan for business change</li> <li>• Find &amp; retain the right talent</li> <li>• Reduce paperwork &amp; overhead costs</li> </ul>	<ul style="list-style-type: none"> <li>• Online enrollment in benefits &amp; instant access to pay and paid time off history</li> <li>• Greater control over personal information and career paths</li> <li>• Instant answers to HR questions</li> </ul>

## Chatham County, NC Financial Management Software and Services



### 4.3.3.1 Munis Applicant Tracking

Munis Applicant Tracking streamlines the entire application review and hiring process. Users can create custom job application forms to post online with unlimited customized conditions for each position. Candidates and recruiters can easily manage attachments such as resumes, references, certifications, writing samples and more. Reports can be generated for the top scoring candidates to compare skills and qualifications. Interview results, certifications, skills, training, education and work history references can all be tracked to identify the best candidate. With the role-tailored dashboard staff can monitor all job openings and hires in process. Once a candidate is chosen to be hired, the applicant data automatically populates the Human Resources Management and Payroll module so no rekeying of information is required. Other benefits include:

- Ability to post job openings on website, sort by job type or location, and limit access to internal applicants only, if so desired.
- Allows candidates to create one online profile for streamlining the application process for multiple positions
- Workflow helps manage all requests for new job openings as they travel through the approval process
- Once the applicant is hired, other candidates can be notified via mail merge and mass-deactivated
- Provides the option of reviewing applications individually or as a group

### 4.3.3.2 Munis Human Resources Management

Munis Human Resources Management centralizes all employment data for an organization -- from an organized hierarchy of jobs with position controls, pay and benefits scales to a confidential repository for employee information such as education, wages, promotions, benefit elections and performance evaluations. It provides all the tools needed by a HR department.

Munis HR Management also helps streamline workflow and processes. Confidential employee information is centralized and accessible only to those with designated access. Munis Workflow allows you to set up business

## Chatham County, NC Financial Management Software and Services

rules for personnel actions including inquiries, leave, termination, civil service, attendance, reinstatement, and so forth. Full integration with Munis Applicant Tracking, Payroll and Budget eliminates duplicate data entry. Other advantages include:

- Ability to implement position definitions with budget controls across your organization
- Automatically create job postings in Applicant Tracking module from position control information
- Analytical and reporting tools to project the impact of hiring, contract changes, benefits changes and step raises on your budget
- Integration with Employee Self Service allows employees to use their password protected account to access updated sick and vacation accruals
- Track an employee's full employment history including certifications, training, promotions and raises
- Integrates Tyler Content Manager for document management of all HR related documents (i.e. resume, grievance letters, certifications)

The screenshot displays the 'Employee Central' interface for Jean K. Jones, Accountant III, Finance Department. The interface is organized into several sections:

- Personal Information:** Shows employee status as ACTIVE, group as NON UNION, and salary as SALARIES FULL TIME.
- Accruals:** A table showing various accrual types like VACATION, SICK, and PERSONAL with their respective amounts and descriptions.
- Withholdings:** A table listing various withholdings such as FICA, MEDICARE, HEALTH REIMBURSEMENT, and FEDERAL INCOME TAX with their amounts and descriptions.
- Compensation:** Shows the employee's position as ACCOUNTANT III, title as HEAD ACCOUNTANT, and salary as \$5,655.00.
- Evaluations:** A table showing annual evaluations from 01/01/2007 to 01/01/2012.
- Training:** A table showing training records, including ACCOUNTING and SEXUAL HARASSMENT.

### 4.3.3.3 Munis Payroll

Munis Payroll allows you to implement paperless payroll processes, streamline timesheet entry and ensure all local, state and federal requirements are met. With Tyler Content Manager integration, Munis Payroll provides an image-based history of all payroll documentation, allowing staff and employees to access old paystubs, W-2 forms, benefit elections and more. Standard payroll functions include, but are not limited to, reconciliation of employee insurance reports to monthly premium statements; manual or automatic check reconciliation; support of electronic timesheet entry; and verification and tracking of employee performance data, earning and withholding information, training and more. Munis Payroll also integrates fully with Munis Employee Self Service, providing W-2, tax, benefit and accrual information to employees when they sign in to your Employee Self Service Website. Changes made by the employee, such as accrual requests and benefit selections, are transmitted directly to the payroll system for approval and will then reflect in employee pay. Other benefits include:

- Enables direct deposits and positive pay validation

## Chatham County, NC Financial Management Software and Services

- Supports mass pay changes, "pay bands", step increases, and retro-pay calculations
- Supports a wide range of calculation and accrual types
- Integrates with Munis General Ledger for increased efficiency and time savings
- Integrates with Munis Budgeting for salary and benefits projections
- Integrates with General Billing for extra duty pay and COBRA/insurance billing
- Integrates with Munis Accounts Payable for vendor payments
- Integrates with any third party time-tracking systems for streamlined payroll processing
- Integrates with Employee Expense reimbursement
- Integrates with GoDocs, Tyler Forms and Tyler Content Manager for seamless document management, output options and data storage

The screenshot displays the HR Command Center interface for an employee named Timothy M. Jones, Assistant Finance Director, Finance Department. The interface is divided into several sections:

- Personal Information:** Shows status as ACTIVE, group as NOW UNION, and hire date as 01/21/2004.
- Compensation:** Shows a salary of 38,827.15 for the position of ASSISTANT FINA ASST FINANCE DIRECTO.
- Withholdings:** A table showing various deductions such as CHILD SUPPORT, CREDITOR GARNISHMENT, and FEDERAL INCOME TAX.
- Security:** Shows class as ADMINISTRATION and hire date as 01/21/2004.
- Accruals:** A table showing accrued time for PERSONAL, SICK, and VACATION.
- Certifications:** A table showing certifications for NEW EMPLOYEE GRD, MICROSOFT EXCEL, and CERTIFIED PUBLIC AC.

## Chatham County, NC Financial Management Software and Services

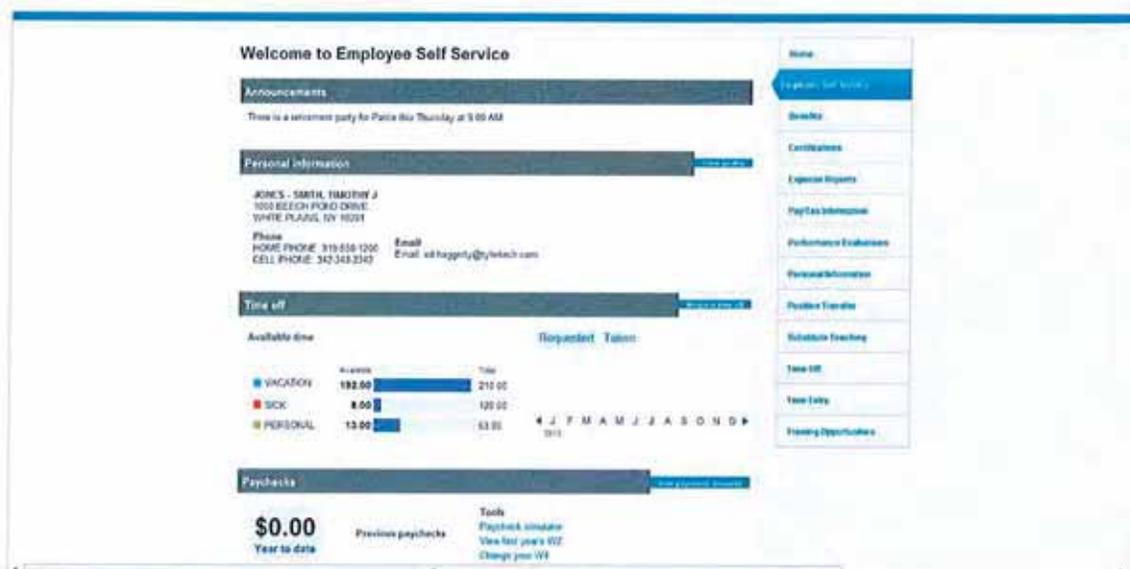
W-2 Information		
Employee: JONES-DATH, TRACDY, J • Year: 2008 - 0		
TIMOTHY JONES		
YEAR: 2008 SEQ: 0		
1055 BEECH FORD RD WHITE PLAINS, NY 10791		
RETIREMENT		
DEF - COMP		
3RD PARTY SICK		
STATUTORY EMPLOYEE		
DECEASED		
Wages and Tax		
	GROSS	TAX
FIT	\$14,829.12	\$12,800.00
FICA	\$17,281.16	\$1,100.00
MEDICARE	\$17,281.16	\$379.96
SIT - MA	\$14,829.12	\$3,100.00
DEF - CARE		\$0.00
SOCIAL SECURITY TIPS		\$0.00
ALLOCATED EPS		\$0.00
ERC		\$0.00
HORIZONTAL		\$0.00
Box 14		
149 RETIREMENT		\$2,700.00

### 4.3.3.4 Munis Employee Self Service

Munis Employee Self Service improves employee access to key information and services, and reduces staff time spent responding to routine requests. Employees are able to update personal information, request leave, or check compensation quickly, confidentially, and securely over the Web from any computer, and at any time that's convenient for them. Employees log in using a unique username to view and update information. Accurate is assured because Employee Self Service extracts information from the Munis database and is reflected in real-time. Employee Self Service reduces Human Resources workload by allowing employees to:

- Use the calendar interface to request vacation time, enter sick time and view up-to-date accruals
- Log work hours against projects and activities
- Use the Net Pay Simulator to see how deductions, withholdings and pay rates would affect paychecks
- Receive HR messages and benefits updates
- Register for training classes (Separate log in available for non-employee registration, as well)
- Review their performance evaluations
- See overview of compensation and benefits, W-2, W-4, direct deposit changes
- Sign up for benefits during open enrollment
- Access paperless images of W-2 forms, payroll stubs and other employment documentation stored by Tyler Content Manager

## Chatham County, NC Financial Management Software and Services



### 4.3.3.5 Accounts Receivable

Munis Accounts Receivable provides two major functions: collections of miscellaneous cash and the collection of billed receivables. Processing over-the-counter or mailed payments for non-billed items such as licenses, permits, and registrations is easy using Munis AR, and you have the option to print a receipt if necessary. You can set charge codes to facilitate data entry and provide detailed or summary analysis (daily, weekly, monthly) by type, and pre-set General Ledger revenue accounts to these codes so data entry personnel do not need to enter account numbers—creating efficiencies, and saving your organization critical time and resources. Notable highlights include:

- Single Customer Identification Number (CID) provides a complete view of all outstanding balances across revenues which improves collections
- Cross department utilization improves efficiency and reduces training burden
- Supports validation, check endorsement, OCR scanning and receipt printing
- Utilize workflow approval processes to better regulate payment, reversal and refund processes
- Supports various hardware devices; see Tyler's recommended hardware listing

### 4.3.3.6 Munis Citizen Self Service

Munis Citizen Self Service provides secure online access to account information anytime and from anywhere. Citizens can inquire and pay outstanding balances for Munis generated bills, including animal licenses, business licenses, general/miscellaneous bills, permits and code fees, taxes and utility bills. Citizen Self Service also allows the users to submit information, such as business license applications or renewals and requests for service. Accuracy is assured because information is accessed from the Munis database in real-time. When used in conjunction with Tyler Content Manager, citizens are able to view actual images of past invoices and statements. Other benefits include:

- A secure log in for access to real-time account information for a full range of bills and services
- Ability to pay invoices online as individual bills or combined using the shopping cart feature

## Chatham County, NC Financial Management Software and Services

- Opportunity to request services such as filling potholes, and Utility Billing Service Requests
- Efficient 24/7 self service without leaving home or the office
- Reduction of customer service workload

**tyler** technologies

TIM JONES -  
My Cart (1) -

### Welcome to Citizen Self Service

**Announcements**

Pay and/or View Bills Online. The Town of Tyler is excited to offer residents an easy and convenient method to view and pay their real estate, motor vehicle excise, personal property tax, and water/sewer use bills online.

**Fast and Easy.** "Express Pay", the fastest way to pay online. Quick, simple, and easier than writing and mailing checks, plus you'll get an email confirming that your payment has been accepted.

**Safe and Secure.** Rest assured that your information is kept confidential and is 100% secure, backed by the highest standards in security today.

**Eco-Friendly.** Paying online reduces paper use and is an easy way to help the environment. You'll save natural resources like trees, and gas, and reduce your carbon footprint.

HAVE A QUESTION? You may reach us at (555) 660-7210. You may email your questions to [bbiron@tylertown.gov](mailto:bbiron@tylertown.gov)

**Profile Information** [View profile](#)

JONES, TIM  
1032 SANDY POND RD  
BEVERLY HILLS, CA 90210 USA

Phone      Email  
310-234-4353      [jean@mail.demonet.tylertech.com](mailto:jean@mail.demonet.tylertech.com)

**Business License Accounts**

- FRANCS ACCOUNTING (20050001)
- KINKOS (20100004)

**Personal Property Accounts**

- RIZZO, FRANK (1001)

**Utility Billing Accounts**

- 100100 (71)

**Items**

- Citizen Self Service
- Animal License
- Business License
- Email Announcements
- General Billing
- Motor Vehicle
- Non-Emergency Requests
- Other Services
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate
- Utility Billing

Citizen Central provides 24/7 citizen access to all account information

### 4.3.4 Munis Utility Billing CIS

Munis Utility Billing Customer Information System (CIS) streamlines the complex procedures associated with billing, scheduling and reporting utilities, and puts the focus on the customers. Munis provides the tools to easily

## Chatham County, NC

### Financial Management Software and Services

---

maintain customer accounts, track service orders, generate utility bills, and collect fees. Billing clerks, service managers and utility directors have access to detailed information in a seamless, real-time and intuitive manner. And local governments increase transparency and improve customer service.

#### BENEFITS OF MUNIS UTILITY BILLING CIS

##### Local Governments

- Enables a paperless organization
- Simplifies the utility billing process
- Accelerates revenue collection
- Puts the focus on the citizen to improve customer service

##### Employees

- Improves productivity, efficiency & responsiveness to citizens
- Reduces redundant data entry and creates a "single version of the truth"
- Automates repetitive tasks & enhances workflow
- Enables fast, informed decision-making

##### Citizens

- Improves access to utility, account & payment information
- Enables easy bill payment
- Increases confidence & support in utility services

#### 2.2.5.1 Munis Utility Billing CIS

Utility Billing CIS processes all billing functions easily, quickly and accurately. With it your staff can perform expected tasks such as billing water, sewer, electric and gas; and maintain multiple billing cycles active at the same time. Robust functionality enables users to manage all aspects of utility billing with features including easy account setup to view past, current and pending customers, easy access to all service deposits, assessments, and installments; as well as unlimited user defined fields for account location master, account customer, and services in a variety of areas. With centralized accounts Utility Billing CIS simplifies property management. Integration with other Munis programs provides additional benefits:

- Access usage and billing details, enter service requests, and pay online via Citizen Self Service
- View billing history with images of past invoices through Tyler Content Manager (TCM)
- Online payments flow directly into general ledger through integration with Tyler Cashiering and Accounts Receivable
- Track site access and repairs through built in Service Order tool
- Verify address through MapLink integration
- Set rules for bill adjustments and service requests using Workflow
- Option to deliver bills via e-billing
- Manage cut off selections, lien collections, and all notifications out of the account management screen
- Interface with Tyler Notify provides reliable customer notification regarding late notices, service interruptions and other account notifications
- Schedule service visits and inspection through Scheduler Central

## Section 5 Technology Overview

### 5.1 Munis Database Overview

The Munis ERP system utilizes the Microsoft stack of technologies including Microsoft SQL Server database platform exclusively (2012 recommended). This leading RDMS leverages a number of core Microsoft infrastructure components for business intelligence, reporting, and integration. SQL Server Analysis Server provides Data Mining, Text Mining and predictive/forecasting capabilities. Microsoft SharePoint Services provide extensive Excel integration as well as dashboard and reporting functionality to assist you in building your Munis BI environment.

### 5.2 Server Architecture

The Munis ERP system is a multi-tiered solution; typically consisting of a 3-tier architecture utilizing web, application, and database tiers. Hardware requirements can vary depending on the many variables such as the clients' estimated number of concurrent 'power users', Tyler products purchased, and desired server configuration.

The Munis ERP is supported with nearly all top tier hardware manufacturers, such as Dell, HP, and IBM and has been developed to run exclusively on Microsoft Windows Server operating systems (2012 recommended), utilizing Microsoft SQL Server (2012 recommended).

Tyler supports several server environment deployment types including high availability configurations, virtualized environments and separate testing environments. Train and Test environments are installed on production hardware, unless otherwise specified by the client.

#### 5.1 ERP - Small Environment

The following outlines server infrastructure required for a small Tyler Munis ERP implementation sized between 25 and 100 concurrent Tyler ERP users.

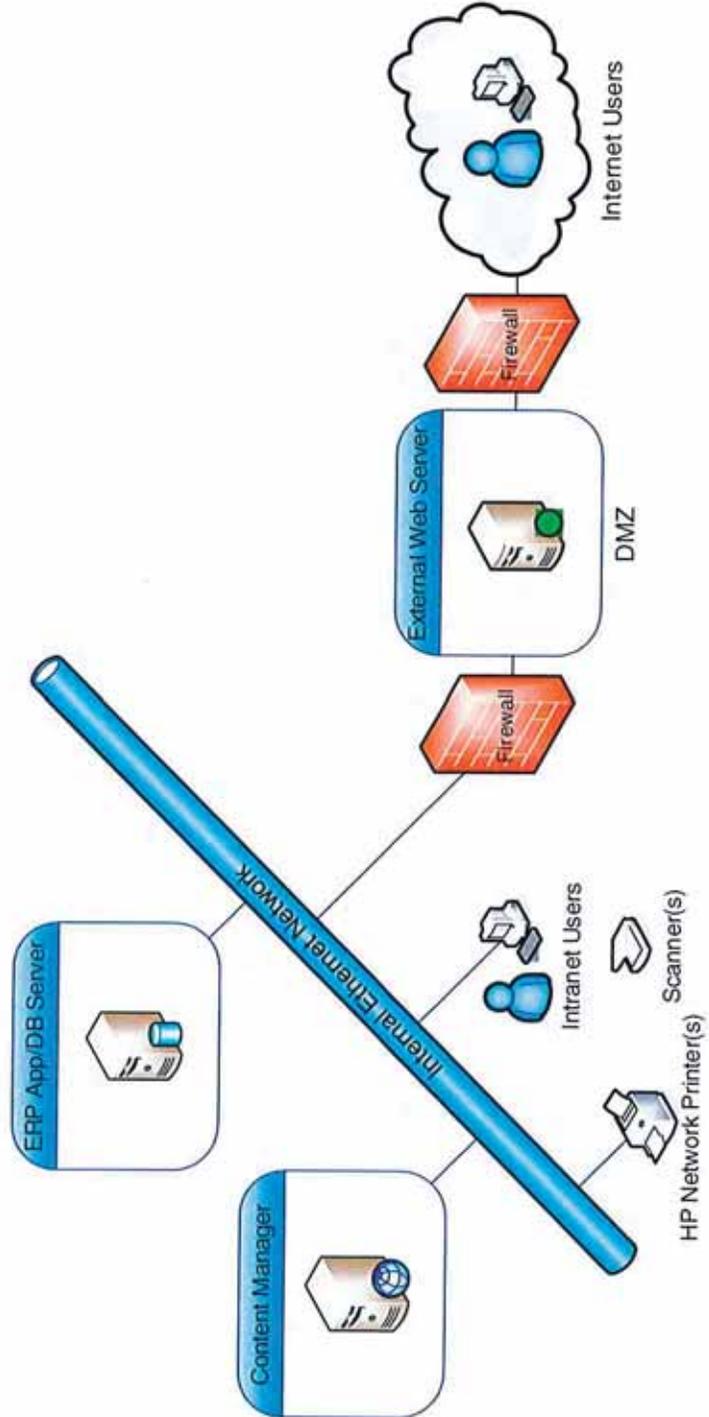
Function	Qty	CPU (P)	CPU (V)	Memory	Storage	Software
Munis App & Database	1	(2) Intel quad core 2.0Ghz+	4 Virtual CPUs	24GB	250GB to 500GB	Windows Server 2012 Standard SQL Server 2012 Standard
Content Management	1	(1) Intel quad core 2.0Ghz+	2 Virtual CPUs	18GB	75GB	Windows Server 2012 Standard
External Web	1	(1) Intel quad core 2.0Ghz+	2 Virtual CPUs	12GB	75GB	Windows Server 2012 Standard

**CPU (P):** CPU configuration for physical configuration only.

**CPU (V):** Minimum virtual CPU allocation for virtual configuration only. Tyler recommends VMware vSphere for server virtualization.

**Tyler Technologies - ERP  
Small Production Hardware Environment  
Infrastructure Layout Diagram**

Tyler ERP: 25 to 100 concurrent users



Chatham County, NC  
Financial Management Software and Services

---

## 5.2 End-user Requirements

### 5.2.1 Microsoft Windows Workstations

	Minimum*	Recommended
Operating System	Windows Vista (32-bit or 64-bit)	Windows 7 or Windows 8 (64-bit)
Memory	2 GB	4+ GB
Disk Space	50 MB	100 MB
Screen Resolution	1024 x 768	1280 x 800
Windows Experience Index**	Base Score of 2	Base Score 4+

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

\*\* Windows Experience Index (WEI) is an approximation of performance. A higher number will provide a better experience with the Tyler software. Refer to Microsoft's website for more information on WEI: <http://windows.microsoft.com/en-us/windows/what-is-windows-experience-index>

Required PC Software / Components:

- Microsoft .NET Framework v3.5 SP1
- Microsoft .NET Framework v4.0 (required for Tyler Cashiering)
- Microsoft Silverlight 5.1
- Java Runtime Environment version 7, update 11+ (required for Tyler Content Manager power users and/or batch scanning functionality only)

Supported Windows Workstation Web Browsers

- 32-bit Microsoft Internet Explorer 10
- 32-bit Microsoft Internet Explorer 9
- 32-bit Mozilla Firefox (supported with Munis Self Service only)

Supported Microsoft Office for Windows

- 32-bit Microsoft Office 2010
- 32-bit Microsoft Office 2007

### 5.2.2 Apple Mac Workstations\*

	Minimum**	Recommended
Operating System	Mac OS X 10.6 (64-bit)	Mac OS X 10.8+ (64-bit)
Processor	1.8 Ghz Intel	2.5+ Ghz Intel
Memory	2 GB	4+ GB
Disk Space	50 MB	100 MB
Screen Resolution	1024 x 768	1280 x 800

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

## Chatham County, NC

### Financial Management Software and Services

---

#### Supported Mac Workstation Web Browsers

- 32-bit Apple Safari 6.0.2 or higher (with auto-updates enabled) with Microsoft Silverlight 5.1
- 32-bit Mozilla Firefox (supported with Munis Self Service only)

#### Supported Microsoft Office for Mac

- 32-bit Microsoft Office for Mac 2011

#### \* Mac Limitations

Tyler Munis ERP is fully supported on Mac OS X with the following exceptions. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or "Windows on Mac" virtualization (e.g. VMware Fusion).

- Microsoft Office for Mac does not support connections to SQL OLAP cubes. Due to this Microsoft limitation, Mac users cannot access Tyler Cubes. In addition to the alternative access methods mentioned previously, Excel Services with Microsoft SharePoint Enterprise Edition can also be used as a work around to this Mac limitation.
- The Munis Next Year Budget Entry (NYBE) for Excel is a Microsoft Excel add-on allowing department managers and those responsible for maintaining budgets. Using a web service to the Munis application, this add-on allows users to download, modify and upload budgetary information directly from Microsoft Excel without ever opening a Munis application screen. This add-on is only available for Microsoft Office (2007 and higher) on Windows platforms.
- Munis Version 10.4 includes add-ons Outlook to integrate tasks such as approving Employee Self Service vacation requests and Munis Workflow approvals. These add-ons will only be available for Microsoft Office (2007 and higher) on Windows platforms.

For optimal user experience, Tyler highly recommends all Mac workstations used for back office access (non Self Service) are members of the same Active Directory domain as Tyler servers or configured with Microsoft Forefront. Workstations configured in this manner ensures single sign-on to all back office applications. Refer to Networking Requirements for more information on Active Directory.

### 5.3 Printer Specifications

- HP Brand Black / White Laser Jet Networked Printer with Static IP Address
- IEEE 1284-B Compliant Parallel Port (required for check printers only)
- HP Jet Direct Fast Ethernet Embedded Print Server
- PCL 5e Drivers Installed
- Minimum Memory – 64 MB
- Minimum 80 Internal TrueType Scalable Fonts
- Minimum of 2 Full Input Trays (Manual Feed Tray not usable)
- Accommodates Letter and Legal Size Paper Stock

**Note:** HP printers modified with TROY brand or any other 3rd party MICR security features are not supported for check printing.

## Section 6 Implementation Methodology

Implementation is the set of activities that takes the client from software installation up to the daily, normal use of the Tyler system. Tyler's goal is to provide the best software, services, and support to our clients. Tyler clients benefit from the fact that we perform our own implementations—we know our software better than anyone. Our clients receive guidance throughout implementation by experienced Tyler professionals. This results in clients that are not only satisfied, but willing to recommend our products and services.

### 6.1 Methodology

Tyler's methodology is straightforward. We've taken the successful approach to implementation we've used or over 25 years and integrated it with the principles of the Project Management Institute (PMI), a globally recognized organization dedicated to the project management profession. As a result, our clients receive an implementation method tailored to meet their specific needs.

PMI's *PMBOK® (Project Management Body of Knowledge)* Guide proposes that there are five process groups to every project: Initiating, Planning, Executing, Controlling, and Closing. As part of Tyler's commitment to incorporating the PMI principles into our implementation process, we have integrated these proven technologies of the PMI process with Tyler's implementation experience, to yield a proven approach that is tailored to the public sector.

Trained personnel perform and/or guide all aspects of an implementation for a client. Our staff consists of seasoned professionals with unique and proprietary skills and years of experience, focused into dedicated departments. Our project managers are trained to maintain the professional standards of PMI. Through the institute, our project managers earn Project Management Professional (PMP) certification, a qualification program that signifies a professional has met very stringent guidelines.

Our implementation process emphasizes the importance of cultural change management. This is how we guide our clients through the changes that accompany implementation of a new software system and help to ensure a smooth transition. Our implementation staff is experienced in analyzing policies, procedures, and organizational needs. They carefully review and test to ensure policies and procedures are well defined and effective. For Tyler clients, the proof of our approach is in the outcome—a successful implementation.

Throughout a project, we establish control points (critical review points) to ensure an organization fully understands and accepts the project. It is at these check points that organizational stakeholders monitoring the overall project must formally accept the project to date. Once there is formal acceptance, the project will proceed to the next phase.

Tyler takes its contractual obligations seriously. We have a proven record of delivering software solutions on time and on budget. We take pride in our ability to partner to deliver successful projects that stay in scope, and are deployed, and up and running when promised. This is precisely what differentiates our implementation process.

**6.1.1 Implementation Methodology Overview**

The Tyler approach utilizing PMI process groups is depicted on the following high level illustration.

# Implementation Methodology

Planning and Analysis      Training and Conversion      Deployment

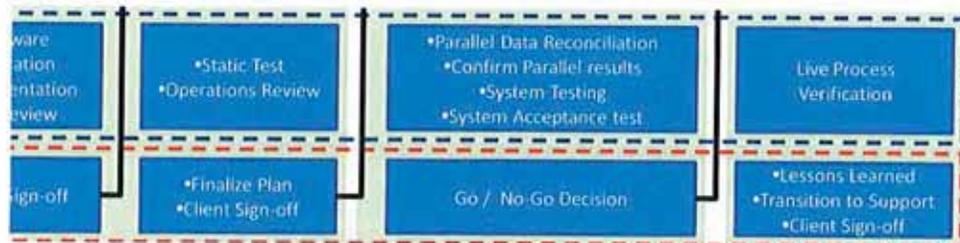
INITIATE

PLAN

EXECUTE

CONTROL

CLOSE





## Chatham County, NC

### Financial Management Software and Services

---

#### 6.1.2.1 Planning and Analysis

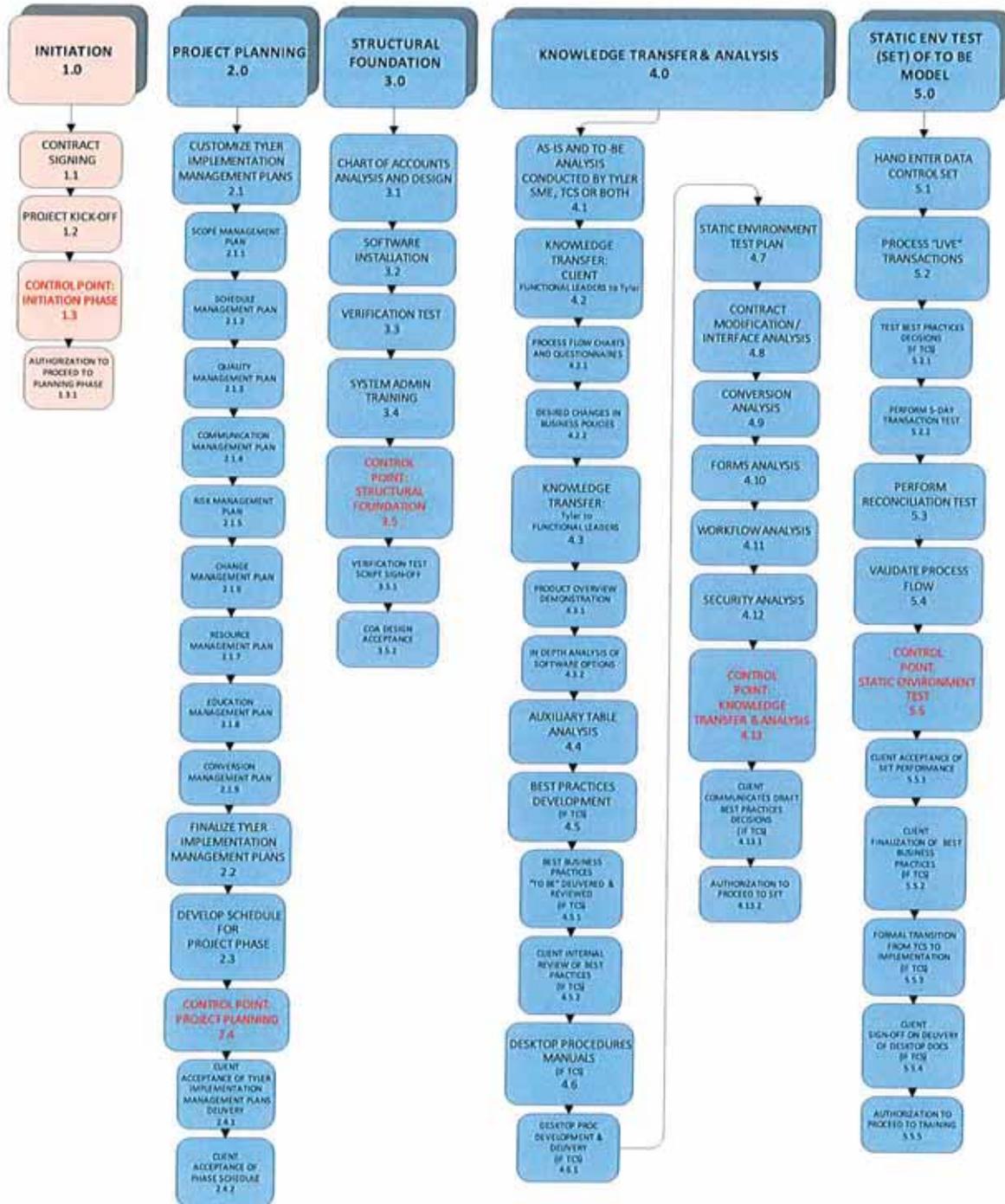
This portion of the implementation process commences once a contract has been signed. Project stakeholders from the organization are identified. This group will be responsible for monitoring the project and providing formal acceptance of each phase. Once stakeholders have been determined, functional leaders are chosen for the project. Management plans are formed regarding the scope, schedule, quality/testing, communication, and risk of the project. This is accomplished in cooperation with the organization's management. The process of transferring knowledge to and from the functional leaders begins. Tyler consultants then review policies and procedures related to software functionality. Finally, scripts are tested based on decisions made and formal acceptance from the stakeholders is obtained before moving to the next phase.

As part of the planning phase, project stakeholders within a client's organization must be identified. These stakeholders monitor the overall project and are an essential ingredient to a successful implementation. They ensure that the product ultimately adds value and is aligned with the organization's goals. One method Tyler has developed to verify stakeholder commitment and understanding of a project is to set up periodic critical stops. These checkpoints make certain the stakeholders have kept pace with the project and are fully aware and accepting of the implementation process to date. Before proceeding to the next phase, the stakeholders must approve the project's status. This critical stop guarantees the client's stakeholders are on the same page as Tyler implementation staff. The end result is a smooth implementation for the client—one that is on time and on budget.

Once client stakeholders have been determined, functional leaders within the organization must be identified. Functional leaders will be the first members of the client's organization to learn the new system. They will help decide the best policies and practices in coordination with Tyler consultants. In addition, they will eventually recommend to stakeholders when they are prepared to advance to the next phase of implementation. See *figure 1.1.2.1*.

Chatham County, NC  
Financial Management Software and Services

Figure 1.1.2.1



CONFIDENTIAL

## Chatham County, NC Financial Management Software and Services

### 6.1.2.2 Setup, Training and Conversion

This portion of the implementation begins with data conversion, forms design, table and preference setup, and primary-user training. System testing follows the completion of these tasks. This testing will determine the success of the knowledge transfer to end users. Formal acceptance from stakeholders is required before advancing to the next phase. See figure 1.1.2.2

Figure 1.1.2.2

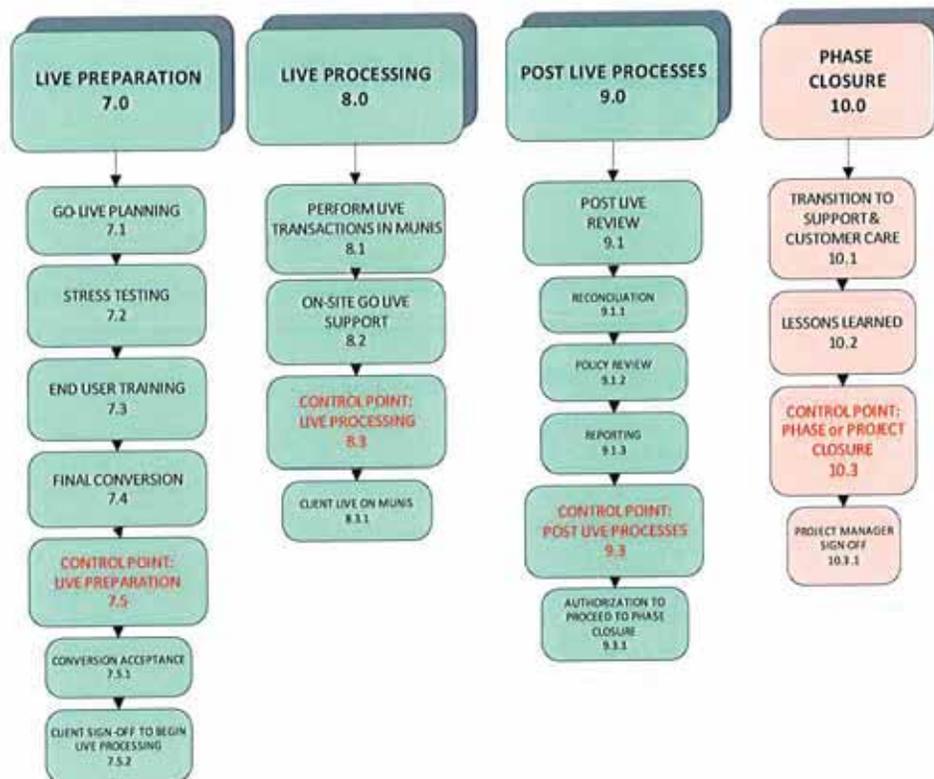


## Chatham County, NC Financial Management Software and Services

### 6.1.2.4 Live Preparation, Go-Live and Phase Closure

This portion of the implementation begins with a pre-live process review, proceeds to final training and conversion to be followed by quality assurance testing. The phase closes with a transition to the product Support organization and formal acceptance from stakeholders. *See figure 1.1.2.3*

Figure 1.1.2.3



## Chatham County, NC

### Financial Management Software and Services

---

#### 6.1.2.5 Client SharePoint Site

Tyler understands that current, accurate information that is easily accessible is a key component in an ERP Implementation Project. As part of Implementation, each new Tyler client will be provided a Client SharePoint Web site. The purpose of this site is to furnish the client and Tyler Technologies staff with a central location to plan, store and access pertinent documentation and information relating to the client's Munis Implementation project. The Munis ERP Implementation SharePoint site will ensure that all project stakeholders have an easy-to-use tool that will provide an integrated location to inquire, review and update any and all project information.

It is Tyler's goal to have the site available for introduction to the new client during the Project Manager's on-site Kick-Off meeting. At this meeting, the PM will provide an overview of the site and distribute a brief video that further explains the site and its available tools.

This site will be jointly maintained by the Tyler and Client Project Teams for the duration of the implementation. Once the client has gone live, the site will be maintained by Tyler's Support Account Manager until the eventual closing of all implementation issues and tasks.

Each Client SharePoint site will utilize standards and defaults set by Microsoft SharePoint software. The site will be easy to navigate and provide text "breadcrumbs" for backtracking and/or return to the home page. Tools of the site will include, but are not limited to: Documents & Links; Announcements; Calendar; Project Task List; Issues & Action Items; Project Schedule; Modifications & Enhancements; Versioning; Client Alerts.

# Chatham County, NC Financial Management Software and Services

## 6.1.2.6 Client Home Page

The client "Home Page" displays an overview of the entire ERP Implementation. In this example, a shared calendar is displayed, as well as links to Project Plans, Task Lists and Issues & action items. Tabs, seen at upper left, are also available for various project phases (Financials, Payroll, and so forth) to provide greater details.

The screenshot shows a SharePoint interface for a Tyler Client. The main content area features a 'Master Project Plan Calendar' for April 2010. The calendar includes the following events:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
29	30 12:00 AM CIP Data Conversion Done 5:00 PM General Ledger DAY 3 - FINISH END IS COVERED IN A SEPARATE SESSION	31 9:00 AM PROJECT GRANT ACCOUNTING DAY 1	1 12:00 AM CIP Ace Software Configuration Testing Done	2	3	4
5	6 9:00 AM TREASURY MANAGEMENT DAY 1	7 9:00 AM Purchasing DAY 3	8 9:00 AM Project Accounting DAY 2	9	10	11
12	13 Crystal Reports Training	14 12:00 PM CIP Financial Integration Business	15 5:00 PM BID MANAGEMENT DAY 3	16	17	18

On the right side, there are sections for 'For more information...', 'Master Overdue Project Homework', and 'Master Overdue Project Tasks'. The 'Master Overdue Project Homework' table lists tasks such as 'Final Report to ADP Development Team' and 'Benefit Update to ADP Excel Export from HRMS Test'. The 'Master Overdue Project Tasks' table lists tasks like 'CIP Ace Release Test' and 'CIP Ace Interface Integration with HRMS Test'.

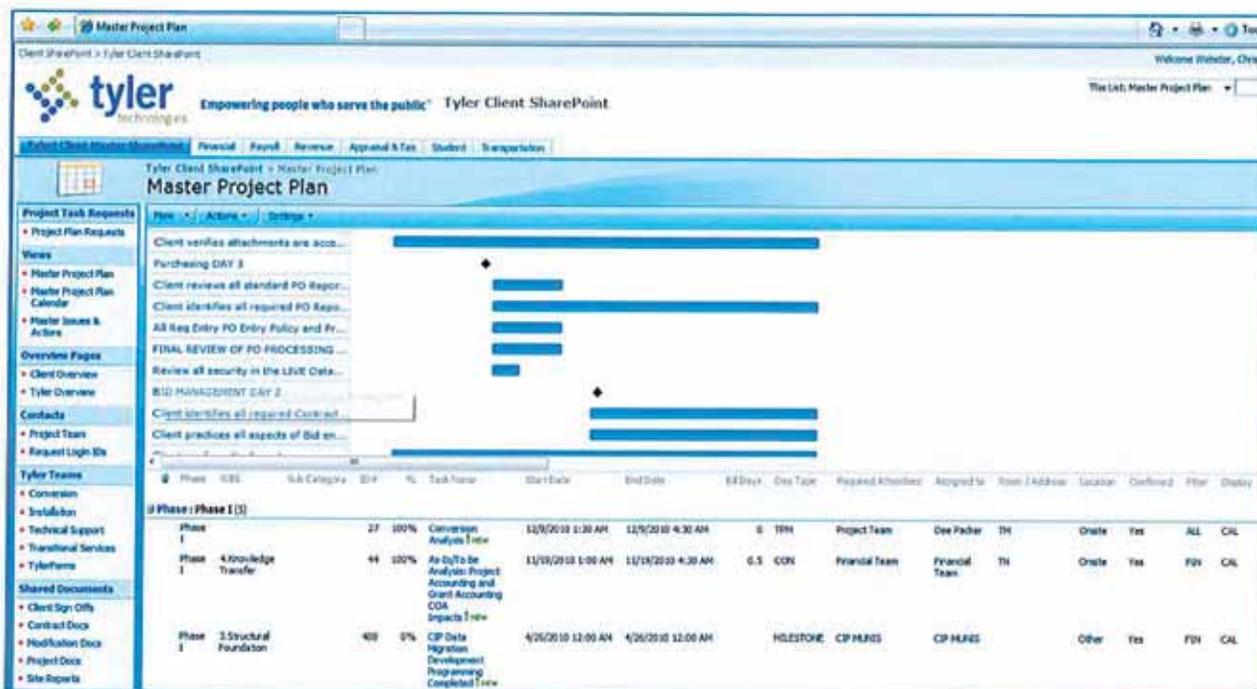
CONFIDENTIAL

For more information, visit [www.tylertech.com](http://www.tylertech.com)

## Chatham County, NC Financial Management Software and Services

### 6.1.2.7 Project Plan

This screen shows the detail project plan that is developed using Microsoft Project. Users can review a global view of the project, or can drill down to phase and task detail. The Client SharePoint site ensures that any project-related information is accessible from a single site.



CONFIDENTIAL

For more information, visit [www.tylertech.com](http://www.tylertech.com)

## Section 7 Implementation Services

### 7.1 Implementation Services

#### 7.1.1 Project Management

Major projects, such as installing a new information system, are generally one-time operations. Many organizations cannot justify hiring a full-time expert or training someone to manage the overall task. Fortunately, Tyler's staff has managed thousands of these projects and has the expertise to organize the effort and implement it properly for our clients. Although we require all clients to designate a project manager for the duration of our involvement, our project managers work in concert with the client team to provide the product-specific direction and process to optimize the efficiency of the project. No one knows Tyler's 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. And our clients benefit from this fact.

Project managers guide the implementation process using a specific methodology tailored for our system. Tyler project managers are trained according to the principles set forth by PMI, the globally acknowledged leader in the field of project management. Our commitment to providing superior, focused management during the implementation process is evident in our dedication to having all of our project managers achieve the PMP certification status.

#### 7.1.2 Training

A key part of any implementation is training users at all levels. Fully trained users understand how to use Tyler to record and report information that helps them do their jobs better. This is critical to client acceptance and crucial to a successful implementation.

Tyler offers several training formats. On-site training by Tyler staff provides hands on training in your training labs. Tyler also provides flexible alternatives including remote collaborative training technology, and video and software tutorial media. For clients with a tight budget or immediate needs, this provides a cost-effective and viable alternative. Regardless of the training logistics, clients receive training sessions that are a combination of lecture and hands-on education, using the client's live data. In addition, managers with the organization attend training with their employees. This ensures that the manager can confirm the proper transfer of knowledge. This also allows the employees to ask the manager questions about how the system will work within their department.

Tyler always tailors instruction to meet pre-defined client needs. For example, some classes are targeted for data entry personnel and other heavy system users; other classes are geared for top managers who will use the system occasionally. Our proposal assumes a "train-the-trainer" approach to services unless otherwise noted. In this approach a small group of internal "experts" can train the rest of the employees. Other clients prefer to have Tyler instruct all users. This additional service can be provided for an additional cost.

## Chatham County, NC

### Financial Management Software and Services

---

Tyler provides training to Functional Leaders and Central Users throughout the implementation, as the set up knowledge is key to a self-sufficient user. End User training will be scheduled during the overall project scheduling and is usually done just prior to, or just after, going live. Tyler will provide training to the <<CLIENT>> trainer who will in turn train the End Users. Training materials will be provided and may be customized by the <<CLIENT>> prior to this training. It will be the responsibility of the <<CLIENT>> to provide training facilities for all training sessions.

Tyler's training approach stipulates that Core Users be trained on major process groups after procedural decisions have been made by Functional Leaders. The goal is to expose the most sophisticated users to the system first, so setup, converted data, and new procedures are thoroughly vetted before introduction to End Users. During the Core User training phase, Tyler Implementers not only conduct training and retention assessment, but lead users through thorough Trial Runs of Financial processes and parallels of Payroll/Human Resource, Utility Billing and other applicable procedures. The pre-live planning sessions incorporate a review of training to make sure all users are prepared to perform their daily work in the Tyler system. Tyler provides detailed documentation on new functionality introduced in new product releases, offers online sessions to review them, and can deliver onsite services to train staff on new opportunities for process efficiencies.

Throughout the project, there are control points (shown in the Munis Sample Implementation Plan which is attached) that require sign-off by the <<CLIENT>> Project Team before moving forward. These points in the project ensure that knowledge transfer has been done to the <<CLIENT>> requirements.

#### 7.1.2.1 Training Methodology

An Education Plan lays out the process of transferring knowledge between Tyler and the <<CLIENT>>. We refer to our plan as an Education Plan as opposed to a Training Plan for several reasons. First, the process of transferring knowledge is vital to the analysis phase of our project. During analysis we: review the "AS IS" environment, provide Tyler demonstrations, review questionnaires and flow charts, and ultimately arrive at a "TO BE" model. The TO BE model becomes the foundation for user training. Second, training denotes a classroom setting with teacher and pupil. While training will occur, it is a piece of the overall education needed to be a proficient Munis user.

#### Purpose

The purpose of the Education Plan is to:

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

#### Process

CONFIDENTIAL

For more information, visit [www.tylertech.com](http://www.tylertech.com)

Empowering people who serve the public™



## Chatham County, NC

### Financial Management Software and Services

---

It is imperative that an Education Plan be put into practice as part of the Tyler Project. The plan should include all of the processes required to ensure that the goals for the project are fully satisfied. The overall plan will include the following:

#### **Demonstration, Analysis, and Knowledge Transfer**

Tyler employees will perform the following tasks:

- As Is review
- Product overview demonstration
- In depth analysis of Munis options
- Flow chart review
- Questionnaire review

This phase will involve the functional leaders. The goal of this phase is to transfer high level knowledge between parties. The output will be policies and procedures related to the use of Munis. The policies and procedures will determine the training agenda to be delivered to the end users. For example, if commodity codes are not going to be utilized within Munis Purchasing, then the training outlines for Purchasing should remove the discussion of commodity codes.

#### **TO BE Demonstration**

This process allows the Functional Leaders to see a working Munis system with client data. Tyler will process data according to the defined policies and procedures. The intended education is an overall understanding of the integration of Munis applications, a review and understanding of security options, and workflow touch points.

#### **Munis Application Training**

In this phase we are conducting classroom training.

#### **Pre-Live Training**

These repeated classes provide end users the opportunity to review Munis functionality in a classroom environment.

#### **Post Live Reconciliation Training**

The process of reconciling data IS reviewed during pre-live training. However, hands on training with live data provides a better overall understanding of the Munis tables and how to reconcile daily, weekly, and monthly functions.

#### **Post Live Output and Inquiry Training**

The output and inquire routines are reviewed during pre-live training. However, hands on training with live data provides a better overall understanding of the Munis options related to extracting needed information.

## Chatham County, NC

### Financial Management Software and Services

---

#### Logistics

Tyler and the Client will work together to define education logistics. The following table should be used as a starting point for defining logistics. The final logistics table will become part of the Education Plan.

#### *Software/Hardware*

- How many databases will be utilized?
- Will we establish a Financials Training environment separate from Payroll?
- Who will refresh the training database?
- Will a second server be utilized?

#### *Facilities*

- How many training rooms will be utilized?
- Where are the locations of each training room?
- How many workstations will be in each training room?
- How many printers will be in each training room?
- Other training room requirements (white board, phone, etc.)
- Who will schedule the training room?

#### *Staff*

- How many students per teacher?
- How many students per workstations?
- What are the hours of training?
- Who will be trained on each Munis application?
- Who will conduct attendance?
- Will management be present for each session?
- Who will train the end-users (Munis versus Functional Leaders)?

#### *Schedule*

- Who will determine the exact days for training?
- Who will notify staff members?
- How far in advance will the training schedule be built?

#### **Project Team Training**

The project team begins knowledge transfer at the on-set of the project, during analysis. It is through this process and subsequent hands-on set up and process training that the Functional Leaders and Subject Matter Experts build an understanding of the inner workings of the system and how parameters and tables affect the overall processing. These users should attend all applicable analysis and implementation/training sessions.

#### **Technical Training**

## Chatham County, NC

### Financial Management Software and Services

---

Technical training begins at the time of software installation. The Installation Engineer will teach the Technical staff how the software is configured as well as basic system maintenance such as back-ups, loading releases and refreshing training and test databases. System Administration training is conducted after software installation to show users how to update users, permissions, menu security, workflow administration, etc., from within the Munis software. The <<CLIENT>> System Administrator should attend these sessions, as scheduled. In addition, the Functional Leaders should attend to have a thorough understanding of the permissions and options available. It is a <<CLIENT>> decision as to who will perform the Munis System Administration tasks. It may be a combination of Functional Leaders and IT staff.

#### End User Training

After the Functional Leaders are trained, the system parameters and tables are set up and/or converted, and processes are defined and tested, End Users will attend applicable scheduled training. These users include central processing staff: AP department, Payroll department, Purchasing department, etc. This training will take place well in advance of go-live so these users may assist in system testing, verification, and become familiar with their new processes.

#### Decentralized (Departmental) User Training

Tyler utilizes a train-the-trainer approach for departmental training (requisition entry, budget entry, time and attendance entry, inquiries, reports, etc.). Tyler will train the <<CLIENT>> trainer(s) who will in turn schedule training, develop customized training materials, and conduct the training for the decentralized users. This assumes that the <<CLIENT>> trainer(s) will attend all End User training when delivered by Tyler. If the <<CLIENT>> prefers that Tyler conduct all training, additional implementation days will be required based on the number of training days/sessions the <<CLIENT>> requires. This should be discussed during the project planning sessions at the onset of the project and documented in the Education Management Plan.

A successful decentralized user training session is in a classroom environment with a computer for each user (minimum of one computer for every two users, but ideally one per user), a whiteboard, a printer in the room or nearby and one computer connected to a projector. The size of the class depends on the classroom size and the available computers for training. Ideally, a class size should be limited to twelve users in order to keep the session controlled and ensure all users are receiving appropriate level of personalized attention. The specific course topics will be discussed and scheduled after analysis, depending on the <<CLIENT>> specific training needs.

#### Other Knowledge Transfer

Tyler offers other means of training for its users to be utilized after the implementation, though they are available upon contract signing.

- Online Education Courses – group training conducted via Webinar. The schedule is posted on the Munis Customer Tools website (log in required).
- Knowledge Base – hundreds of searchable documents, videos and reports for users to view, download and modify. These include How-To documents, User Conference session documents, Best Practices and more.

**Chatham County, NC**  
Financial Management Software and Services

---

- Tyler User Conference – annual conference providing dozens of training classes and networking opportunities. The <<CLIENT>> should budget attendees to this conference each year, after implementation, as the training and experience is invaluable. It is recommended that users attend the conference after the implementation is complete in order to ensure consistent training and keep focus on implementation goals

## Section 8 Data Conversion

### 8.1 Data Conversion Costs

Tyler delivers all conversions at a flat rate. Conversions are billed as the work is completed, therefore, the City will only be charged for those data conversions that are executed in the implementation of the software.

Tyler makes the following assumptions in providing a fixed-price data conversion approach:

- Legacy system data to be converted is provided in a non-proprietary format, such as fixed ASCII, CSV or character-delimited.
- Each legacy system data file submitted for conversion includes all associated records in a single file layout.
- Each legacy system data file layout submitted for conversion remains static for all subsequent data submissions. File layout changes required for additional subsequent data passes not previously provided are acceptable, provided the changes and placement of the data have been mutually agreed upon.
- Legacy system data validation and control reports are provided with each data submission to ensure data files are complete and accurate.

### 8.2 Data Conversion Methodology

The data conversion process can be the most time critical element of each client's project plan. It is the client's responsibility to provide Tyler with readable conversion data, including file layouts and control totals where applicable, by the deadlines set forth in the project plan. Failure to meet conversion deadlines can directly impact the live date(s).

For the Tyler Munis® Conversion Department, the first step in the conversion process is receiving the client's data file(s), data layout(s), supporting documentation, and screen prints or other specific examples.

Data files are the actual information from a client's current (old) system. If the current system consists of spreadsheets or other simple databases, those may be sent. If the current system is already set up in more sophisticated data files, clients may have parameter files, code table files, master data files, temporary and work files, and transaction files. Clients will want most of the master data and some transaction data converted, depending upon the contract, but not parameters or code tables. Examine those files that have the module ID as part of their key (for instance, employee number in payroll), and send those that seem appropriate for the conversions purchased. (For more on the format and transfer of data files, see Data Formats and Timing and Data sections.)

A data layout is a document that details how the data is arranged into records and fields within the data file. It includes record lengths (if fixed) and field names; field sizes (if fixed) or delimiters; field types (character, number, date, Boolean, etc...); and field positions (either absolute or relative) within the data record. Two common examples are the COBOL "fd" and the Informix 4gl "schema". For spreadsheet data, the layout is implied from column headings and sizes. Without some type of data layout, the data file is useless.

## Chatham County, NC

### Financial Management Software and Services

---

Supporting material is often necessary for decoding and converting the data. First, field names may need further description—for example, will the programmer know that ‘MAST-TITLE’ means ‘payroll position’ in the old system? Or perhaps the programmer needs to be told to use ‘FTE-HOW-MANY’ as the number of active FTE array elements. Second, codes may need translation (e.g., in the field ‘MAST-DED-TYPE’, 1 might stand for Dollar Amount, 2 for Percentage). Finally, and most important, data may need a crosswalk that shows the translation of old system codes to new Munis codes. The most common application of a code crosswalk is when payroll deduction codes are being converted, and the old system’s codes do not fit into the Munis deduction code scheme. Other common crosswalks include 1099 box codes, parcels, departments, employee numbers, locations, and GL accounts. These crosswalks are typically entered into a spreadsheet, but the Conversion Department can open and use any document that is supported by Microsoft® Word or Microsoft® Excel®.

Tyler’s conversion programmer will examine your data files and layouts, and use the supporting materials to interpret, crosswalk, and generally re-arrange the data from the old system into the Munis format. If specific examples have been sent to check, the programmer will look closely at the converted data for these people/ items before sending the data back to the client for intensive proofing.

#### 8.2.1 Data Formats

Data files may be submitted in a variety of formats including:

**ASCII (Line Sequential)—types include:**

- Fixed Length (preferred)
- Delimited

**BINARY - Data must be in fixed length records, but may include:**

- Zoned and packed decimal, floating point, and binary numbers
- ASCII or EBCDIC character sets

**Spreadsheets, Databases and other Applications:**

Tyler’s Munis data conversion staff can convert data directly from a number of applications, as opposed to exporting data to a generic format. Clients should not export files to another format unless specifically requested. Tyler’s Munis conversion department will match client data formats to the Tyler Munis file layouts.

#### 8.2.2 Timing and Reports

In addition to sending data, clients should run a number of reports that will later be used to proof the conversion. Each client and his or her Tyler Munis Project Manager will decide which reports are required. For verification purposes, it is imperative that reports for proofing be run at the same time that data is created for transfer to Tyler. There should be no intervening transactions posted between the data transfer and the reporting. We emphasize this point as it is difficult to match the data to the output on the report in these circumstances. Clients should not send these proofing reports to the Conversion Department—they should be kept until the converted data is returned, at which time the client will use them to verify the integrity of the conversion.

## Chatham County, NC

### Financial Management Software and Services

---

#### 8.2.3 Data Submission Methods

Speed, simplicity and reliability make electronic transfers the preferred method of submitting conversion data and supporting materials. Tyler Munis Conversion Department staff will work with each client to identify the best method of electronic transfer for the conversion.

##### FTP:

This method requires a direct Internet connection or access to an Internet Service Provider. A direct Internet connection is preferable, as very large files can then be transferred efficiently. Access through an Internet Service Provider is relatively slow as it generally requires a modem transfer.

##### E-mail:

Systems supporting binary attachments provide an excellent method of transferring system information and small data files. Attachment size is currently limited to 12 MB, which accommodates most compressed client data files.

##### Modem:

This method is only feasible for extremely small clients as it is more costly than the Internet (due to toll phone calls), and not as reliable. It may be adequate for transferring System Information Files. Clients must have communications software installed, preferably one that includes the ZMODEM transfer protocol. The XMODEM, or Kermit protocol, is acceptable, but generally less reliable and slower than ZMODEM.

In many cases, initial data transfers to and from Tyler Munis may be performed on physical media due to the volume of data being transferred. However, near the end of the conversion/ implementation process, there is often a need to transfer smaller files (e.g., corrections, amendments, additions). Having an electronic transfer option available at this stage of the implementation is invaluable to the success of the implementation.

In the case of physical transferring of conversion data, all packages should be addressed to:

Tyler Technologies, Inc.  
Munis Data Conversion Department  
One Tyler Drive  
Yarmouth, ME 04096  
Telephone No. 207-781-2260 (required on some Air Bills)

To prevent damage, all diskettes and tapes should be packed in sturdy containers or envelopes reinforced with stiff cardboard.

Unless specifically instructed, all materials should be sent via an air express carrier (Federal Express, Airborne, UPS, Express Mail, etc.), overnight or second day (when available). It is a good idea to go with a service that lets individuals track their packages.

PLEASE DO NOT SHIP MATERIALS VIA U.S. POSTAL SERVICE

## Chatham County, NC

### Financial Management Software and Services

---

#### 8.2.4 Data Conversion Notes

Below are some general notes and suggestions for easing the conversion process:

- Each time data is sent to Tyler's Munis conversion department, clients should remember to get from the original system any reports and/or screen prints that will later help to verify the converted data.
- At each conversion step, clients will be sent one or more Error Report(s)—text file(s) containing "err" somewhere in the name, xx\_err.txt. These warning messages should be read carefully, as they indicate problems encountered when converting the data, and often hold the explanation for discrepancies in the verification process. In addition, many of the messages indicate a situation that will require manual maintenance later, when the client goes live with the converted data. If a Readme text file is also received, it may include further explanations of error messages and conversion decisions.
- Converted data is generally loaded to a Training database first, and not loaded to the Live database until verified and accepted by the client. However, because parameters (control data) and code tables are entered on-site, it is important to handle this in such a way that manual data entry is mostly done in only one database. Clients should discuss this with their Project Manager, and verify that those responsible know where to load conversion data at each step and have the ability to copy live to test.
- Conversion of the same data again with requested changes (repeated conversion steps) will completely overwrite the files/tables involved, in whichever database(s) they are loaded, so clients should not begin maintenance of any data until satisfied that the corresponding conversion step is done. If a client wants to begin data entry and is not sure whether this area of data will be affected by further conversions, they should ask the conversion programmer.
- Clients should notify the conversion programmer if any maintenance of a converted master table is begun before all conversion steps for that module are done, as the programmer then needs to consider how adds, drops, and changes in the master will affect the other conversion steps. (Employee Master, for instance, is often taken over by the client before many other payroll tables are converted, but this requires program changes and additional information sent by the client.)
- Processes and reports recommended by the conversion department for each module are only the minimum; in all cases, additional verification is needed. This may include spot-checking several individual IDs through all screens; browsing through a single screen for a selected group of IDs; verifying various data fields, counts, and amounts for selected groups through screens and/or reports; and processing additional transactions. All data and processes critical to a client should be checked carefully.

## Section 9 Customer Support

Tyler knows that satisfied clients—more than any other single factor—determine a company’s ongoing success. We also recognize that support is a key component of customer satisfaction. That’s why we provide our clients with support in a variety of ways. We want to ensure they maximize their use of Munis®, receiving the best return on their investment.

Some companies contract out application support to a less-knowledgeable third party. In contrast, Tyler offers a complete solution, with all Munis Customer Support Services provided by in-house expertise. Our mission is to become the industry leader in providing timely response and call closure to clients, resulting in a high-level of client satisfaction.

The Munis support solution includes the following services:

Munis Technical Support	Included with Annual Support
Software Development and Updates	Included with Annual Support
OSDBA Support	Optional
Disaster Recovery	Optional
Application Hosting	Optional
Munis Consulting Solutions	Optional
Tyler Customer Portal and Website	Included with Annual Support
Local User Groups	Included with Annual Support
Annual Users Conference	Optional

### 9.1 Munis Technical Support

Customer Support averages a 70% in-coming response rate. The remaining 30% of the calls are returned within one hour, unless received at the end of the day; those calls are returned the next morning.

#### 9.1.1 Focused by Application

Munis Customer Support is divided into application-specific teams, plus a separate team for OSDBA (Operating System / Database Administration) contract clients. Application-specific teams allow a technician to focus on a group of applications and therefore offer a high level of product expertise to our clients.

#### 9.1.2 Call Tracking and Priorities

Tyler records all client contacts in a Customer Relationship Management (CRM) system. This system tracks the history of each incident, including the person calling, time of the call, priority of the call, problem description, support recommendations, client feedback, and resolution.

A priority is assigned to each call logged:

#	Description	Average Days Open
1	Critical Issue – system is down	<24 Hours

## Chatham County, NC

### Financial Management Software and Services

2	Severe issue, but there is a work around	10 days or less
3	Important issue – not severe	30 days or less
4	Lowest priority issues	60 days or less

For system applications, standard phone support coverage is detailed below. The client can also contract with Tyler for support service outside of standard hours.

#### Standard support hours

Financials	8:00 AM-9:00 PM EST (Monday-Friday)
Payroll/HR	8:00 AM-9:00 PM EST (Monday-Friday)
Tax/Other Revenue and Collections	8:00 AM-6:00 PM EST (Monday-Friday)
Utility Billing and Collections	8:00 AM-8:00 PM EST (Monday-Friday)
OS/DBA	8:00 AM-9:00 PM EST (Monday-Friday)
Tyler Reporting Services	8:00 AM-5:00 PM EST (Monday-Friday)
Tyler Education Management	8:00 AM-4:30 PM EST (Monday-Friday)
Tyler Forms	8:00 AM-4:30 PM EST (Monday-Friday)

#### 9.1.3 Call Escalation Process

Each day, Support Product Managers and Senior Support Analysts review open Priority 1 calls in their focus area to monitor progress.

Other priority calls still open are reviewed periodically and escalated as required. The priority of a given call may be modified as Tyler becomes more informed about the circumstances surrounding an issue. For example, a lower priority call may become Priority 0 if research discovers a more critical issue or a previously unknown deadline or penalty.

#### 9.1.4 Remote Diagnostic Tool

Tyler uses Citrix's® GoToAssist™ as its remote support solution via the Internet. Our support staff can share the client's desktop and see what the end users see and view the site-specific application set up. GoToAssist is a fast, easy-to-use tool that provides a highly secure connection with 128 bit, end-to-end AES encryption. Every GoToAssist session is recorded and stored for 90 days and we survey customers immediately following each session to gather valuable feedback.

#### 9.1.5 Tyler Customer Portal

In addition to phone support, clients can log support incidents via the Tyler Customer Portal. Technical Support responds via e-mail within 24 hours to TCP incidents; therefore, Tyler recommends that clients use it for non-critical support only.

Clients can also use the Tyler Customer Portal to register for e-mail "groups" based on specific Munis applications. Tyler uses these groups to inform clients of critical issues, other issues that affect a large number of clients, and to distribute helpful technical tips.

## Chatham County, NC

### Financial Management Software and Services

---

#### 9.1.6 Tyler Community

Tyler Community provides a secure, online place where clients can go to find answers to common problems, connect with other Tyler users to share ideas, answer posted questions, and help each other solve minor issues. Based on a social networking platform, Tyler Community includes sections for blogs, forums, files, and wikis where both clients and Tyler employees can contribute. Clients use Tyler Community as a dynamic way to troubleshoot problems and share solutions as part of Tyler's vast Munis community.



## Section 10 Release Management

### 10.1 Release Management

Release Management and Documentation are responsible for packaging the final version of the software and related products for delivery to clients. One new upgrade is provided each year (spring).

Our releases are categorized as Technology or Product Releases

- Technology Releases are typically released every 2-3 years and contain significant enhancements to functionality, database structure and sometimes require changes to client tools. These upgrades require the most attention and preparation. These releases can be identified as major version number change (ie. 10.x, 11.x)
- Product Releases are released annually and contain functionality enhancements along with software corrections and moderate databases changes. These types of releases can be identified using minor version number change (ie. 10.3, 11.1). Tyler publishes software corrections for all supported version for immediate download when they become available. Your organization will not be required to upgrade to a newer releases for critical software corrections until the version is officially retired.

We also provide a separate year end W2/1099 update for all supported versions of our software (ie. versions not retired).

Release Management provides corrections through an internet update utility on a daily basis. This robust utility allows our clients to organize and manage updates between Munis releases at times that make sense for their organization.

Tyler sponsor's an Early Adoption Program (EAP). Tyler will install a number of clients with the newest release version and assist from testing and beyond the "live" phase. Our new release is loaded into a client's test environment and testing is conducted for all critical areas for a period of two to three weeks. Once testing has been completed, Tyler will provide upgrade services to both "Live" and "Training" environments. Our dedicated EA Coordinators will partner with EA participants to ensure a smooth upgrade process. If defects are found, they are prioritized and business critical corrections will be provided prior to making this release generally available (GA). The intent of our EA program is to test all areas of our release (installation instructions, release notes, critical processes, mandatory configuration changes and educational materials). The "Live" EA phase lasts for approximately 2-3 weeks. During this phase new release functionality is implemented in our EA sites for feedback. As a result of a very successful Early Adoption Program, between 600 - 800 clients successfully upgrade to a more current release on an annual basis.

Tyler offers a social media product tailored toward our clients called Tyler Community that offers clients an easy way to sign up for email alerts to manage release notifications. This same social media allows for our customers to communicate with each other in a transparent forum.

**Chatham County, NC**  
Financial Management Software and Services

---

**10.1.1 Release Life-Cycle Policy**



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

The benefits to our clients are clear:

- Continued quality improvements from our Tyler Technologies/Munis Suite Development, Technical Support and Release Management teams
- Consistent and predictable product release timelines
- Ability to accurately budget, plan and schedule upgrade resources around major procession events
- Assurance of continually operating on a fully-supported release

## Chatham County, NC

### Financial Management Software and Services

#### 10.1.2 Release Schedule

Munis Release	Early Adoption (EA)	General Availability (GA)	Feature Complete (FC)	Next Release Planning (NRP)	Last W-2 / 1099 Year End	Product Retired (PR)	Customers Live as of Jan. 15, 2014
* Version 11.1	Feb 2015	Mar 2015	Mar 2017	Sep 2017	2017	Apr 2018	Not Available
* Version 11.0	Apr 2014	Jun 2014	Mar 2016	Sep 2016	2016	Apr 2017	Not Available
* Version 10.5	Feb 2014	Apr 2014	Mar 2016	Sep 2016	2016	Apr 2017	Not Available
Version 10.4	Aug 2013	Nov 2013	Sep 2015	Dec 2015	2015	Apr 2016	21
Version 10.3	Feb 2013	Mar 2013	Mar 2015	Sep 2015	2015	Apr 2016	318
Version 10.2	Aug 2012	Sep 2012	Sep 2014	Dec 2014	2014	Apr 2015	59
Version 9.4	Aug 2012	Sep 2012	Sep 2014	Dec 2014	2014	Apr 2015	346
Version 9.3	Feb 2012	Mar 2012	Mar 2014	Sep 2014	2014	Apr 2015	366
Version 8.3	Mar 2011	Apr 2011	Mar 2012	Sep 2012	2013	Apr 2014	98

Tyler Cashiering Release	Pilot Installs (PI)	General Availability (GA)	Feature Complete (FC)	Next Release Planning (NRP)	Product Retired (PR)	Compatibility
Version 3.0	NA	Sep 2014	Sep 2015	Dec 2015	Apr 2016	Munis versions not Product Retired TCM versions TBD
Version 2.9	NA	Apr 2014	Apr 2015	Jun 2015	Sep 2015	Munis versions not Product Retired TCM versions TBD
Version 2.8	NA	Sep 2013	Sep 2014	Dec 2014	Apr 2015	Munis versions not Product Retired TCM versions 3.3, 3.6, 3.8, 3.10, 3.12
Version 2.7	NA	Apr 2013	Apr 2014	Jun 2014	Sep 2014	Munis versions not Product Retired TCM versions 3.3, 3.6, 3.8, 3.10, 3.12
Version 2.6	NA	Sep 2012	Sep 2013	Dec 2013	Apr 2014	Munis versions not Product Retired TCM versions 3.1, 3.0, 1.9, 1.6
Version 2.5	NA	Apr 2012	Apr 2013	Jun 2013	Sep 2013	Munis versions not Product Retired TCM versions 3.x, 1.9, 1.6
Version 2.4	NA	Sep 2011	Sep 2012	Dec 2012	Apr 2013	Munis versions not Product Retired TCM versions 3.0, 1.9, 1.6

\* Version(s) with active enhancement development

**Early Adoption (EA):** This represents a phase, 45-90 days prior to GA, in which selected clients participate in an intense testing program on the pre-generally available release. Tyler strives to select a cross-section of customer participants to represent our client base ensuring maximum coverage. This 'real world' testing of the product enables Tyler to deliver the highest quality, customer-tested release. For information on how to participate in the Early Adoption Program, please contact **Munis Release Management**.

**General Availability (GA):** This represents a 24 month phase in which a product release (ex. Version 10.3) is made available for installation at client sites. Technology upgrades (ex. Version 10.0) are not intended for general availability.

**Feature Complete (FC):** This represents a 3 to 6 month phase in which the given release has matured through the EA and GA phase and minimal development efforts need to be placed on the product for the remainder of its life. Clients are encouraged to move to a more current release. New features will not be provided.

## Chatham County, NC

### Financial Management Software and Services

---

**Next Release Planning (NRP):** This represents a phase in which the given release has been available for up to 2 1/2 years. Clients are *strongly* encouraged to move to a more current release to prevent being on a retired version of Munis.

**Product Retired (PR):** This represents a release phase that receives only minimal support services. Clients *must* move to a more current release in order to receive year-end W-2 and 1099 releases.

**NOTE:** The timelines and specific dates related to our release life-cycle policy are tentative and subject to change. Be sure to revisit this page for current release information.

## Section 11 Software Development, Updates, and Quality Assurance

### 11.1 Software Development and Updates

#### 11.1.1 Development Process

Tyler is committed to providing industry-leading technology and functionality to its clients. The Munis system is architected with separate user interface, technology tools, and business logic layers, so that improvements are incremental and can be delivered to the client in a way that doesn't disrupt current operations.

The Development Department works closely with Tyler staff and clients. Improvements to the Munis system average more than 1,000 in number each year. Product Managers attend the annual User Conference and other client meetings to share their plans for the next upgrade and to solicit feedback from clients.

##### 11.1.1.1 Work Tickets

"FER" stands for "Fix or Enhancement Request". It is the formal tracking mechanism Development uses to manage all reported defects and requested enhancements. Defects and enhancements can be received from a variety of sources, including clients, internal support, marketing, software development, quality assurance, and sales. All defects fixed and enhancements implemented are reported with each release of Munis to ensure that every client benefit from these changes to the system.

#### 11.1.2 Software Updates

##### 11.1.2.1 Frequency

Software updates are shipped as part of the Munis Support Agreement. Technology Releases are typically released every 2-3 years and contain significant enhancements to functionality, database structure and sometimes require changes to client tools. Product Releases are released annually and contain functionality enhancements along with software corrections and moderate databases changes.

To receive the maximum benefit from the system, we recommend that clients load each upgrade to take advantage of the latest corrections and enhancements.

#### 11.1.3 Product Enhancement Process

Tyler offers two options for product enhancements—client suggestions for enhancements and requests for development quotes.

## Chatham County, NC

### Financial Management Software and Services

---

#### 11.1.3.1 Product Enhancement Suggestions

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

#### 11.1.3.2 Request for Development Quote

Completed requests for development quotes are logged, assigned a tracking number and reviewed by our Professional Services team. Provided the request is generally consistent with the current direction of the Munis product, Tyler issues the client a price quote for the enhancement prior to the start of the project. Once the client accepts the quote, the work is then scheduled, completed and delivered. Most requests are billable at a minimum of three days at \$1,500 per day. This fee includes specification, spec approval, coding, code testing, code delivery, etc. All Professional Services work is rolled into the base product and made available to all clients. Enhancement notification is included in the release notes that accompany every Munis release.

#### 11.1.4 Quality Assurance

Tyler understands how frustrating it can be for a client to load a new software release, expecting to gain functionality, and then find new problems that interrupt their existing daily processes. Therefore, each release is thoroughly tested for software errors by the Quality Assurance (QA) Department.

QA creates test plans for all new applications and major enhancements. Test plans document the testing process and provide a valuable resource for future testing. QA also utilizes regression-testing tools to automate various Munis processes so that they can be run without QA intervention. These automated tools help ensure that the new functionality does not interfere with commonly run functionality in the existing software.

Defects found during QA testing are tracked and reported. The total number of defects is compared to national programming standards. This process helps ensure the development of quality software by the Munis programming staff on a consistent basis.

In addition, the Munis QA Department also tracks defects reported by clients to Munis Support. Management reviews the reports regularly, so that the quality of the released software can be monitored and compared to national standards. This process forces accountability for the quality of the code being released and allows Tyler to better monitor the performance of the QA Department.

## Section 12 Local User Groups and Annual User Conference

### Local User Groups

Tyler clients benefit from networking and feedback through the formation of local User Groups. For the most part, local users run the groups. In large states, there may be several User Groups. Tyler provides staff resources to address issues or to communicate the status of new applications and services.

### Annual User Conference

During the Spring of each year Connect, Tyler's annual user conference, is attended by several thousand clients. This premier event helps clients get the maximum use of their Tyler software. Clients can learn more about existing or proposed functionality through dozens of classes over several days. Development Product Managers attend the event to share their plans for the next upgrade and to solicit feedback from clients.

Client input from past conferences continues to impact significantly the direction of software enhancements and changes. Client attendance each year ensures that appropriate needs are reflected in product development strategies.

In addition, Connect is an excellent opportunity for clients to network with each other and with key Tyler personnel.

In fairness to a geographically expanding client base, Tyler moves the conference location each year. To help maintain your investment in Tyler solutions, we recommend that at a minimum, clients send key users from each of their departments to this strategic event.

## Section 13 Documentation

Munis programs include online help that provides field and procedural information designed to assist you in completing program tasks. When you are in a program and you click the Help button or press F1, the program displays online help for that program. The help content for each program is formatted to provide you with a general overview of the program or the selected program screen, descriptions of the fields on the screen, and procedures for completing the tasks within the program. The online help content also includes a table of contents, from which you can select help for other programs within a product, as well as information for accessing the Munis KnowledgeBase and the Munis Technical Support group.

### Release Notes

Release notes provide a brief description of each product change, along with a list of programs affected by the changes. Release notes are organized by product so that clients can easily find the changes that affect their organization.

### Munis KnowledgeBase

The Munis KnowledgeBase provides Munis users with a single, easily accessible location to find all existing documentation on the Munis product and other widely used technology products that integrate with Munis. A user-friendly search screen is located on the [www.tylertech.com](http://www.tylertech.com) website. Included are procedure documents, file layouts, user guides, installation manuals, setup documents, system administrator documents, data schemas, training exercises and much more.

Chatham County, NC  
Financial Management Software and Services

---

## Section 14 Investment Summary

In the event of a conflict between a template pricing form and Tyler's customized Investment Summary, Tyler's Investment Summary shall control.

Please reference the attached Investment Summary.