



SOFTWARE AS A SERVICE AGREEMENT

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

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

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

SECTION A – DEFINITIONS

- **"Agreement"** means this Software as a Services Agreement.
- **"Business Travel Policy"** means our business travel policy. The Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **"Client"** means the City of Napa, including all of its departments, component units and other entities controlled by the City or for which the City provides administrative services.
- **"Data"** means all of your data necessary to utilize the Tyler Software or other information stored within the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions, including the responses to the functional requirements in Exhibit F, any Documentation, or set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **"Defined Concurrent Users"** means the number of concurrent users that are authorized to use the SaaS Services. The Defined Concurrent Users for the Agreement are as identified in the Investment Summary. Users accessing the software to perform self-service tasks such as employee self-service, citizen self-service, vendor self-service, time entry, workflow approvals, dashboard inquiries or utilizing other reporting features of the software are exempt from the Defined Concurrent User count.
- **"Deliverable"** means the items identified in the Statement of Work and produced for the Client.
- **"Developer"** means a third party who owns the intellectual property rights to Third Party Software, including, as of the Effective Date, Eclipse Corporation.
- **"Disaster"** means any event which results in Tyler having to transfer hosting over to its reserve systems.
- **"Documentation"** means any online or written documentation made available to all other Tyler clients related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-

help documentation.

- **“Effective Date”** means the date by which both parties’ authorized representatives have signed the Agreement.
- **“EULA”** means an end user license agreement.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **“Invoicing and Payment Policy”** means the invoicing and payment policy attached as Exhibit B.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **“Statement of Work”** or **“SOW”** means the plan describing how our professional services will be provided to implement the Tyler Software for the Client, and outlining the parties’ roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **“Third Party Terms”** means, if any, the EULA(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary or identified in Exhibit D.
- **“Third Party Services”** means the third party services, if any, identified in the Investment Summary.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”, “your”** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. **Rights Granted.** We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your reasonable business purposes consistent with terms of this Agreement. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge

that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(9). The foregoing notwithstanding, to the extent we have sold you perpetual licenses for Tyler Software, if listed in the Investment Summary, for which you are receiving SaaS Services, your rights to use such Tyler Software are perpetual, subject to the terms and conditions of this Agreement including, without limitation, Section B(4). We will make any such software available to you for download.

2. SaaS Fees. You agree to pay us the SaaS Fees in exchange for receiving Tyler's SaaS Services. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Concurrent Users and amount of Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you increased SaaS Fees, commensurate with the overage(s). For the avoidance of doubt, we will not retroactively increase SaaS Fees to cover prior use, SaaS fees will only be increased for future periods.
3. Ownership.
 - 3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. To the extent any Deliverable is created by Tyler under this Agreement, Tyler shall grant a perpetual license for you to use, copy, modify, and create derivative works from said Deliverable for your reasonable business purposes. Such reasonable business purposes shall not include distribution or sale outside of your organization or that of your consultants, contractors, and business partners. Your rights to use the Deliverable are perpetual, but may be revoked if you do not comply with the terms of this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
 - 3.2 The Documentation is licensed to you and may be used and copied by your employees for your reasonable business purposes.
 - 3.3 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.
4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; provided, however, that your consultants, contractors, and business partners may access the SaaS, Tyler Software, Documentation, or Deliverables under your direction to the extent required for them to provide services to you, any such use by, or disclosure to, said third parties is strictly subject to the terms and conditions of this Agreement, and you shall be liable for any failure of any such third party to abide by the terms and conditions of this Agreement; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any

third party other than as expressly permitted by this Agreement.

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(9), below, the SLA and our then current Support Call Process.
6. SaaS Services.
 - 6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 18. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for the duration of the Agreement. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.
 - 6.2 You will be hosted on shared hardware in a Tyler data center or in a third-party data center. Any hosting in a third-party data center shall be subject to your approval, which approval not to be unreasonably withheld. In either event, databases containing your Data will be dedicated to you and inaccessible to our other customers. Any data center used to host the Client shall be located in the United States.
 - 6.3 Our Tyler data centers have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event any of your Data has been lost or damaged due to an act or omission of Tyler or its subcontractors or due to a defect in Tyler's software, we will use best commercial efforts to restore all the Data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any Data loss as greatly as possible, and to ensure no data loss in excess of twenty-four hours in any event. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which your Data may be lost, measured in relation to a disaster we declare.
 - 6.4 In the event we declare a disaster, our Recovery Time Objective ("RTO") is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.
 - 6.5 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and

unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.

- 6.6 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule at no additional cost. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request. In the event the client specific test is not successful, Tyler shall repeat the client-specific test.
- 6.7 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned Data.
- 6.8 We provide secure Data transmission paths between each of your workstations and our servers.
- 6.9 Tyler data centers are accessible only by authorized personnel with a unique key entry. All other visitors to Tyler data centers must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.
- 6.10 Where applicable with respect to our applications that take or process card payment data, we are responsible for the security of cardholder data that we possess, including functions relating to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, we comply with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. We agree to supply the current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at <https://www.tylertech.com/about-us/compliance>, and in the event of any change in our status, will comply with applicable notice requirements.

SECTION C – OTHER PROFESSIONAL SERVICES

1. Other Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees not to exceed the amounts listed in the Invoicing and Payment Policy in exchange for accepted services described in the Statement of Work. Those amounts are payable in accordance with our Invoicing and Payment Policy upon acceptance of agreed upon milestones in accordance with this Agreement.
3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs required for the project based on mutual understanding of the specifications you supplied. If additional work is required to provide services not currently in the scope of services, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for of the time period set forth in the quote. Client is not responsible for any additional charges without a mutually agreeable change order.

4. Cancellation. If travel is required, we will make all reasonable efforts to schedule travel for our personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you routinely cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), for any personnel resources that are not solely dedicated to you, you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards and in compliance with all applicable laws and regulations. We shall staff the project with a sufficient number of skilled and experienced resources to ensure completion of the project in a commercially reasonable timeframe and that Services will conform to the specifications, including the Functional Requirements in Exhibit F and other requirements of the SOW. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Background Checks. For at least the past twelve (12) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies and Tyler shall be responsible for ensuring that all employees are trained and knowledgeable in current security and confidentiality standards that may apply to this Agreement.
8. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. We will use all reasonable efforts to provide advanced notice of upcoming tasks, including preparing and maintaining a detailed project plan, and you agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
9. The Client will use the following acceptance process for each Phase, as defined in the SOW:
 - 9.1 Client will have a maximum of a thirty (30) calendar day "Test Period" to use and test the System in in a live production environment after go-live for and report documented Defects. If there are no Defects reported during the Test Period the Client shall issue "Acceptance." Upon Acceptance of the last Phase of the project, Client shall also grant "Project Closure." If Client reports a documented Defect during the Test Period, Client will notify Tyler in writing. Tyler will correct the Defect(s) or provide a mutually agreeable plan for future resolution of any Defect(s). A dispute with respect to the plan shall be addressed pursuant to the Dispute Resolution Process of this Agreement. Upon resolution of a Defect during the Test Period, Client may re-perform testing related to the resolution for a Defect for a maximum of fifteen (15) calendar

days. This procedure shall repeat until all Defects have either been resolved or the Client and Tyler, reasonably cooperating, have developed a mutually agreeable schedule for Defect resolution, at which point the Client shall issue Project Closure and/or Final Acceptance.

10. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, subject to your right to dispute invoices in accordance with Section E of this Agreement, then in addition to the terms set forth in the SLA and the Support Call Process, we will:

- 10.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version, the immediately prior version, and any other versions released in the past twelve (12) months);
- 10.2 provide telephone support during our established support hours;
- 10.3 maintain personnel that are sufficiently trained to provide maintenance and support services for the Tyler Software and Third Party Software, if any;
- 10.4 make available to you all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
- 10.5 provide support for issues not defined as Defects for prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). We will, at our option, use the secure connection, upon approval by the Client, to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we will provide onsite services upon Client's request. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. In either case, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us consistent with any Client security policies and/or operating hour restrictions. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours for non-critical issues, as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates upon acceptance of a

mutually agreed upon change order. You must request those services with at least one (1) weeks' advance notice.

11. Key Personnel. We will provide the Client with resumes of the Key Personnel assigned to Client by us within thirty (30) days of the kick-off date of each project phase as identified in the Statement of Work. For purposes of this paragraph, Key Personnel shall be defined in the Statement of Work. Client acknowledges and agrees that our assignments are subject to our reasonable discretion. Client further agrees that it will not unreasonably request to change those assignments, in light of the proposed task and the complement of experience levels on the project team. If we, in our sole discretion, agree to withdraw a proposed assignment based on the Client's request, we will resubmit a resume for the replacement candidate, which the Client may review within the same timeframes, and according to the same standards, set forth above. In the event that the Client's review and approval process threatens to result in project delays, we will advise Client of such potential, and Client will grant us reasonable extensions in the project schedule to accommodate any such delay.

Tyler agrees to use commercially reasonable efforts to maintain consistency of Key Personnel. Tyler further agrees to not remove Key Personnel: (i) due to promotion of that Key Personnel; or (ii) to assign said Key Personnel to a more lucrative/prioritized project. In all other cases, Tyler's removal and/or reassignment of Key Personnel is subject to its reasonable discretion.

In the event that Tyler's personnel, whether or not such personnel has been designated as Key Personnel, provide services that do not conform to the warranties provided herein, we will be given an opportunity to correct the deficiency. In the event the deficiency persists, the Client may require the removal of the personnel in question. In the event of such a removal, we shall, within thirty (30) days, fill this representative vacancy. Notwithstanding the foregoing, Client and Tyler agree to work towards a mutually agreeable remedy in the event of a change in personnel, including managing the effect upon the timelines and milestones set forth in the SOW and any project plans.

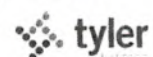
SECTION D – THIRD PARTY PRODUCTS

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.
3. Third Party Products Warranties.

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

3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.

3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not



warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.

4. Third Party Services. If you have purchased Third Party Services, those services will be provided independent of Tyler by such third-party at the rates set forth in the Investment Summary and in accordance with our Invoicing and Payment Policy.
5. DocOrigin Software.
 - 5.1 Tyler has the authority to license and is licensing the DocOrigin software to Client in connection with Client's licensing of Tyler ReadyForms Processing, including any new releases of Tyler ReadyForms Processing.
 - 5.2 Tyler uses DocOrigin software as part of Tyler's Tyler ReadyForms Processing software and whereas Tyler provides a license for a set number of Defined Concurrent Users for Tyler ReadyForms Processing, Section 1.4 of the EULA does not apply to the Client's use of the Software, and the Client will not have Evaluation, Development or Testing Licenses so Sections 1.2 and 1.3 of the EULA do not apply.

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).
2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. In the event of a dispute relating to only certain line items in an invoice, we, at our option, may either (a) wait to collect on the full invoice until the disputed line items are resolved according to the provisions of this Section E(2); or (b) void the initial invoice, reissue an invoice for the undisputed line items only, and issue an invoice for the disputed line items once those line items are resolved according to the provisions of this Section E(2). If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of any amounts included on the invoice for work completed by Tyler but impacted by the Client's failure to perform assigned action items. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

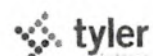
1. Term. The initial term of this Agreement is Five (5) years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Upon expiration of the

initial term, this Agreement will renew automatically for an additional five (5) year term. Fees for this renewal term will be the lesser of: (i) Tyler's then-current rates; or (ii) a five (5) percent increase over the fees charged for the initial term. Subsequent renewals will be upon the mutual agreement of the parties. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.

2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).
 - 2.1 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
 - 2.2 For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
 - 2.3 Force Majeure. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
 - 2.4 Lack of Appropriations. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.
 - 2.5 Convenience. The Client may unilaterally terminate this Agreement for convenience upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees.
 - 2.6 Disentanglement. In the event of any termination, Client and Tyler shall mutually agree upon "wind down" disentanglement procedures to include, without limitation, the scope, staffing, and costs required by such procedures. Such services shall be paid to Tyler on a time and materials basis at Tyler's then-current rates. In the event of any termination, Tyler shall deliver Client Data in a SQL or other commercially reasonable form to Client at no additional cost.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.



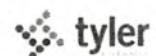
- 1.1 To the fullest extent permitted by law, we will indemnify, defend and hold harmless you and your elected and appointed officials, officers, agents and employees against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
 - 1.2 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in violation of this Agreement, including with non-licensed third parties, or your willful infringement.
 - 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.
 - 1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.
2. General Indemnification.

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

3. **DISCLAIMER.** EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
4. **LIMITATION OF LIABILITY.** EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(1), TWO (2) MULTIPLIED BY THE TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, TWO (2) MULTIPLIED BY THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).
5. **EXCLUSION OF CERTAIN DAMAGES.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EITHER PARTY BE DEEMED JOINTLY OR SEVERALLY LIABLE FOR ANY AMOUNTS AWARDED AGAINST ANOTHER OR LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF THAT PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
6. **Insurance.** During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000 per occurrence; (b) Automobile Liability of at least \$1,000,000 per accident, combined single limit; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with California statutory requirements of \$1,000,000 per accident, including but not limited to coverage for workers compensation and employer's liability and a waiver of subrogation against the City, its officials, officers, agents, and employees; (e) Cyber Liability coverage of at least \$5,000,000; and (f) Excess/Umbrella Liability of at least \$5,000,000. We will add the Client as an additional insured to our Commercial General Liability and Automobile Liability policies and waive subrogation thereunder, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. The City, its officers, elected or appointed officials, employees, volunteers, and agents, are covered as additional insureds for liability arising out of the operations performed by or on behalf of Tyler. The coverage will contain no special limitations on the scope of protection afforded to the above. Tyler's insurance is primary for claims under Tyler's CGL or Auto policies that arise out of or related to the contract and are between Tyler and Client. We will provide you with copies of certificates of insurance upon your written request. Your rights as an additional insured are not subject to the limitation of liability in section G(4) or the exclusion of certain damages in section G(5).

SECTION H – GENERAL TERMS AND CONDITIONS

1. **Additional Products and Services.** You may purchase additional products and services at the rates



set forth in the Investment Summary for twenty-four (24) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twenty-four (24) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.

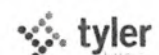
2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twenty-four (24) months from the Effective Date.
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to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

9. Force Majeure. Neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials, but not in the context of endorsing our products or services.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties.

Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (e.g., social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
 - (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
 - (c) a party receives from a third party who has a right to disclose it to the receiving party; or
 - (d) is the subject of a legitimate disclosure request under the California Public Records Act, Government Code Sections 6250 *et seq.*; provided, however, that in the event you receive California Public Records Act request, you will give us prompt notice and otherwise perform the functions required by applicable law.
18. Business License. Tyler shall obtain and maintain during the Term of the Agreement a City of Napa business license.
19. Governing Law; Venue. This Agreement will be governed by and construed in accordance with the laws of the State of California, without regard to its rules on conflicts of law. Any suit, claim, or legal proceeding of any kind related to this Agreement will be filed and heard in a court of competent jurisdiction in the County of Napa.
20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
22. Contract Documents. This Agreement includes the following exhibits:
- | | |
|-----------|------------------------------------|
| Exhibit A | Investment Summary |
| Exhibit B | Invoicing and Payment Policy |
| | Schedule 1: Business Travel Policy |
| Exhibit C | Service Level Agreement |
| | Schedule 1: Support Call Process |
| Exhibit D | Third Party Terms |
| Exhibit E | Statement of Work |
| Exhibit F | Functional Requirements |

In the event of a conflict in this Agreement or any of the Exhibits to this Agreement, both Tyler




and the Client agree:

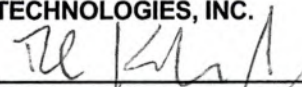
- a) This Agreement supersedes conflicting terms in any of the Exhibits.
- b) The scope of the project defined by the Functional Requirements in Exhibit F shall take precedence over any conflicting statements in Exhibit E, unless the statements in Exhibit E provide additional context and/or detail to the Functional Requirements.
- c) Exhibit B contains the final and agreed upon pricing for the Agreement

IN WITNESS WHEREOF, the parties hereto have executed this Agreement to be effective on the Effective Date set forth below.

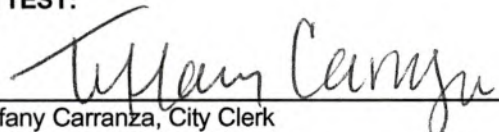
CITY:
CITY OF NARA, a California charter city

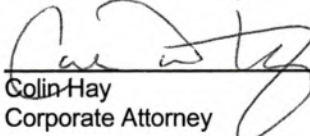
By: 
Steve Potter
City Manager

CONSULTANT:
TYLER TECHNOLOGIES, INC.

By: 
Rob Kennedy-Jensen
Director of Contracts

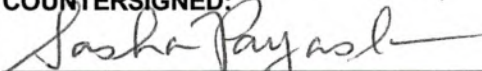
ATTEST:


Tiffany Carranza, City Clerk

By: 
Colin Hay
Corporate Attorney

Date: 3/9/2020
("Effective Date")

COUNTERSIGNED:


Sasha Payaslian, City Auditor

APPROVED AS TO FORM:

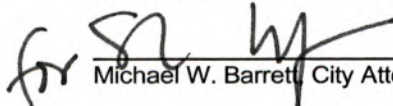
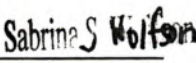
 Michael W. Barrett, City Attorney
 Sabrina S. Wolfson, Deputy City Attorney



Exhibit A
Investment Summary

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

For the avoidance of doubt, in the event of a conflict between the comments in the Investment Summary and a term or condition in the Agreement, including the Statement of Work, the term or condition in the Agreement or Statement of Work shall control.

Tyler sales quotation to be inserted prior to Agreement execution.

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Quoted By: Kyle M. Johnson
 Date: 2/21/2020
 Quote Expiration: 3/31/2019
 Quote Name: City of Napa-ERP-Munis
 Quote Number: 2018-61976-7
 Quote Description: City of Napa - SaaS RFP Quote v.3 122418

Sales Quotation For

City of Napa
 PO Box 660
 955 School Street
 Napa, CA 94559-0660
 Phone +1 (707) 257-9637

Description	# Years	Annual Fee	One Time Fees		
			Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Accounting/GL	5.0	\$49,305.00	0	\$0.00	\$12,300.00
Accounts Payable	5.0	\$15,197.00	0	\$0.00	\$0.00
Budgeting	5.0	\$15,197.00	0	\$0.00	\$0.00
Capital Assets	5.0	\$14,512.00	0	\$0.00	\$3,500.00
Cash Management	5.0	\$10,198.00	0	\$0.00	\$0.00
Contract Management	5.0	\$6,599.00	0	\$0.00	\$5,000.00
Employee Expense Reimbursement	5.0	\$5,399.00	0	\$0.00	\$0.00
Project & Grant Accounting	5.0	\$10,912.00	0	\$0.00	\$5,000.00
Purchasing	5.0	\$24,595.00	0	\$0.00	\$3,000.00
Human Capital Management:					
Human Resources & Talent Management	5.0	\$11,141.00	0	\$0.00	\$0.00
Payroll w/ESS	5.0	\$14,226.00	0	\$0.00	\$17,400.00
Revenue:					
Accounts Receivable	5.0	\$12,569.00	0	\$0.00	\$0.00
Central Property File	5.0	\$1,768.00	0	\$0.00	\$0.00



Description	# Years	Annual Fee	One Time Fees			
			Impl. Hours	Impl. Cost	Data Conversion	
General Billing	5.0	\$7,142.00	0	\$0.00	\$5,300.00	
Tyler Cashiering	5.0	\$18,282.00	0	\$0.00	\$0.00	
UB Interface	5.0	\$7,541.00	0	\$0.00	\$0.00	
Utility Billing CIS	5.0	\$28,280.00	0	\$0.00	\$29,900.00	
Productivity:						
Citizen Self Service	5.0	\$12,569.00	0	\$0.00	\$0.00	
Munis Analytics & Reporting (SaaS)	5.0	\$10,351.00	0	\$0.00	\$0.00	
Tyler Content Manager SE	5.0	\$17,140.00	0	\$0.00	\$0.00	
Tyler ReadyForms Processing (including Common Form Set)	5.0	\$8,877.00	0	\$0.00	\$0.00	
Additional:						
CAFR Statement Builder	5.0	\$8,927.00	0	\$0.00	\$0.00	
ExecuTime Time & Attendance (500)	5.0	\$13,330.00	0	\$0.00	\$0.00	
ExecuTime Time & Attendance Mobile Access	5.0	\$3,003.00	0	\$0.00	\$0.00	
		Sub-Total:		\$327,060.00	\$0.00	\$81,400.00
		<u>Less Discount:</u>		<u>\$45,792.00</u>	<u>\$0.00</u>	<u>\$0.00</u>
		TOTAL:		\$281,268.00	0	\$81,400.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
Financials Implementation	1	\$764,400.00	\$0.00	\$764,400.00
HCM Implementation with travel	1	\$560,560.00	\$0.00	\$560,560.00
Utility Billing Implementation	1	\$491,400.00	\$0.00	\$491,400.00
Project Management Services	30	\$14,200.00	\$0.00	\$426,000.00
Additional Implementation - Application Integration	80	\$175.00	\$0.00	\$14,000.00
25% Utility Billing Project Manager	18	\$9,700.00	\$0.00	\$174,600.00
Report Development	160	\$175.00	\$0.00	\$28,000.00
P-Card Import Format	1	\$5,500.00	\$0.00	\$5,500.00
POS Cash Installation (Up to 3)	1	\$1,000.00	\$0.00	\$1,000.00
Tyler ReadyForms Processing Configuration	1	\$2,000.00	\$0.00	\$2,000.00

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
VPN Device	1	\$4,000.00	\$0.00	\$4,000.00
TOTAL:				\$2,471,460.00

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Cash Drawer	1	\$230.00	\$0.00	\$230.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner - Model 1950GSR	1	\$400.00	\$0.00	\$400.00	\$0.00	\$0.00	\$0.00
Hand Held Scanner Stand	1	\$30.00	\$0.00	\$30.00	\$0.00	\$0.00	\$0.00
ID Tech MiniMag USB Reader	1	\$62.00	\$0.00	\$62.00	\$0.00	\$0.00	\$0.00
Printer (TM-S9000)	1	\$1,600.00	\$0.00	\$1,600.00	\$0.00	\$0.00	\$0.00
Tyler Secure Signature System with 2 Keys	1	\$1,650.00	\$0.00	\$1,650.00	\$0.00	\$0.00	\$0.00
<i>3rd Party Hardware Sub-Total:</i>			\$0.00	\$3,972.00			\$0.00
TOTAL:				\$3,972.00			\$0.00

Summary

	One Time Fees	Recurring Fees
Total SaaS	\$0.00	\$281,268.00
Total Tyler Software	\$0.00	\$0.00
Total Tyler Services	\$2,552,860.00	\$0.00
Total 3rd Party Hardware, Software and Services	\$3,972.00	\$0.00
Summary Total	\$2,556,832.00	\$281,268.00
Contract Total	\$3,963,172.00	



Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Accounting - Actuals up to 3 years	\$1,500.00	\$0.00	\$1,500.00
Accounting - Budgets up to 3 years	\$1,500.00	\$0.00	\$1,500.00
Accounting Standard COA	\$2,000.00	\$0.00	\$2,000.00
Accounts Payable - Checks up to 5 years	\$2,000.00	\$0.00	\$2,000.00
Accounts Payable - Invoice up to 5 years	\$3,500.00	\$0.00	\$3,500.00
Accounts Payable Standard Master	\$1,800.00	\$0.00	\$1,800.00
Capital Assets Std Master	\$3,500.00	\$0.00	\$3,500.00
Contracts	\$5,000.00	\$0.00	\$5,000.00
General Billing - Recurring Invoices	\$3,500.00	\$0.00	\$3,500.00
General Billing Std CID	\$1,800.00	\$0.00	\$1,800.00
Payroll - Accrual Balances	\$1,500.00	\$0.00	\$1,500.00
Payroll - Accumulators up to 5 years	\$1,400.00	\$0.00	\$1,400.00
Payroll - Certifications	\$1,400.00	\$0.00	\$1,400.00
Payroll - Check History up to 5 years	\$1,200.00	\$0.00	\$1,200.00
Payroll - Deductions	\$1,800.00	\$0.00	\$1,800.00
Payroll - Earning/Deduction Hist up to 5 years	\$2,500.00	\$0.00	\$2,500.00
Payroll - Education	\$1,400.00	\$0.00	\$1,400.00
Payroll - PM Action History up to 5 years	\$1,400.00	\$0.00	\$1,400.00
Payroll - Position Control	\$1,400.00	\$0.00	\$1,400.00
Payroll - Standard	\$2,000.00	\$0.00	\$2,000.00
Payroll - State Retirement Tables	\$1,400.00	\$0.00	\$1,400.00
Project Grant Accounting - Actuals up to 3 years	\$1,500.00	\$0.00	\$1,500.00
Project Grant Accounting - Budgets up to 3 years	\$1,500.00	\$0.00	\$1,500.00
Project Grant Accounting Standard	\$2,000.00	\$0.00	\$2,000.00
Purchasing - Purchase Orders - Standard Open PO's only	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Assessments	\$2,000.00	\$0.00	\$2,000.00
Utility Billing - Backflow	\$3,000.00	\$0.00	\$3,000.00
Utility Billing - Balance Forward AR	\$7,100.00	\$0.00	\$7,100.00
Utility Billing - Consumption History up to 5 years	\$3,200.00	\$0.00	\$3,200.00

Detailed Breakdown of Conversions (included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Utility Billing - Service Orders	\$5,200.00	\$0.00	\$5,200.00
Utility Billing - Services	\$4,300.00	\$0.00	\$4,300.00
Utility Billing - Standard	\$5,100.00	\$0.00	\$5,100.00
TOTAL:			\$81,400.00



Optional SaaS			One Time Fees		
Description	# Years	Annual Fee	Impl. Hours	Impl. Cost	Data Conversion
Financial:					
Bid Management	5.0	\$6,599.00	0	\$0.00	\$0.00
Inventory	5.0	\$14,512.00	0	\$0.00	\$3,800.00
Quatred Asset Scanning Interface	5.0	\$2,285.00	24	\$4,200.00	\$0.00
Quatred Inventory Scanning Interface	5.0	\$2,285.00	24	\$4,200.00	\$0.00
Human Capital Management:					
Recruiting	5.0	\$2,671.00	24	\$4,200.00	\$0.00
Revenue:					
Maplink GIS Integration	5.0	\$9,427.00	0	\$0.00	\$0.00
Productivity:					
eProcurement	5.0	\$9,712.00	40	\$7,000.00	\$0.00
IVR Gateway	5.0	\$5,142.00	48	\$8,400.00	\$0.00
Postal XPress (Lorton) Annual Subscription	5.0	\$1,649.00	0	\$0.00	\$0.00
Tyler Notify	5.0	\$18,200.00	0	\$0.00	\$0.00
Additional:					
Asset Maintenance (75)	5.0	\$94,350.00	288	\$50,400.00	\$14,250.00
Asset Performance (30)	5.0	\$10,650.00	0	\$0.00	\$0.00
ExecuTime Advanced Scheduling (150)	5.0	\$8,333.00	0	\$0.00	\$0.00
ExecuTime Advanced Scheduling Mobile Access	5.0	\$2,352.00	0	\$0.00	\$0.00
Requestor Access License	5.0	\$2,486.00	0	\$0.00	\$0.00
Socrata Open Finance	5.0	\$21,000.00	0	\$0.00	\$0.00
Tyler 311/Incident Management	5.0	\$9,765.00	80	\$14,000.00	\$0.00
Tyler Detect	5.0	\$30,000.00	0	\$0.00	\$0.00
Tyler GIS (75)	5.0	\$22,200.00	0	\$0.00	\$0.00
TOTAL:		\$273,618.00	528	\$92,400.00	\$18,050.00



Optional Tyler Software & Related Services

Description	License	Impl. Hours	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Additional:						
Additional Conversion Assistance/ Koa Hills	\$0.00	0	\$0.00	\$48,000.00	\$48,000.00	\$0.00
TOTAL:	\$0.00	0	\$0.00	\$48,000.00	\$48,000.00	\$0.00

Optional Other Services

Description	Quantity	Unit Price	Discount	Extended Price
Configuration Postal Xpress (Lorton)	1	\$1,275.00	\$0.00	\$1,275.00
Install Fee - Socrata Open Finance	1	\$5,600.00	\$0.00	\$5,600.00
Install Fee - Tyler Detect	1	\$1,000.00	\$0.00	\$1,000.00
Source Code Escrow	1	\$1,500.00	\$0.00	\$1,500.00
TOTAL:				\$9,375.00

Optional Conversion Details (Prices Reflected Above)

Description	Unit Price	Unit Discount	Extended Price
Asset Maintenance - Closed Work Order History No Cost Data	\$5,500.00	\$0.00	\$5,500.00
Asset Maintenance - Work Order Asset	\$3,250.00	\$0.00	\$3,250.00
Asset Maintenance - Work Order History With Cost Data	\$5,500.00	\$0.00	\$5,500.00
Inventory Std Master	\$3,800.00	\$0.00	\$3,800.00
MISC Conver	\$48,000.00	\$0.00	\$48,000.00
TOTAL:			\$66,050.00

Optional 3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Quatred Professional Services	1	\$9,500.00	\$0.00	\$9,500.00	\$0.00	\$0.00	\$0.00
Quatred QUICK Inventory Starter Kit	1	\$6,998.00	\$0.00	\$6,998.00	\$0.00	\$0.00	\$0.00
Quatred QUICK RFID Fixed Asset Starter Kit	1	\$8,425.00	\$0.00	\$8,425.00	\$0.00	\$0.00	\$0.00
Tyler Notify IVR Plan (25,000 Minutes)	1	\$2,500.00	\$0.00	\$2,500.00	\$0.00	\$0.00	\$0.00
Tyler Notify SMS Text Plan (25,000 Messages)	1	\$1,250.00	\$0.00	\$1,250.00	\$0.00	\$0.00	\$0.00



ATTACHMENT 2

<i>3rd Party Hardware Sub-Total:</i>	<i>\$0.00</i>	<i>\$15,423.00</i>		<i>\$0.00</i>
<i>3rd Party Software Sub-Total:</i>	<i>\$0.00</i>	<i>\$3,750.00</i>	<i>\$0.00</i>	<i>\$0.00</i>
<i>3rd Party Services Sub-Total:</i>	<i>\$0.00</i>	<i>\$9,500.00</i>		<i>\$0.00</i>
TOTAL:		\$28,673.00		\$0.00

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

Customer Approval: _____ Date: _____

Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars



Comments

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

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

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

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

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting. Installations are completed remotely, but can be done onsite upon request at an additional cost.

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

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

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

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

Any forms included in this quote are based on the standard form templates provided. Custom forms, additional forms and any custom programming are subject to additional fees not included in this quote. The additional fees would be quoted at the time of request, generally during the implementation of the forms. Please note that the form solution provided requires the use of approved printers. You may contact Tyler's support team for the most current list of approved printers.

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.

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

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

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

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



Comments

Tyler's pricing is based on the scope of proposed products and services being obtained from Tyler. Should portions of the scope of products or services be removed by the Client, Tyler reserves the right to adjust prices for the remaining scope accordingly.

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

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

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

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

In the event a self-hosted customer opts to enroll as a beneficiary under Tyler's source code escrow agreement, Tyler will provide the paperwork required for enrollment. That self-hosted customer will be billed, on an annual basis, directly by Tyler's escrow agent, and all such fees must be paid directly to that escrow agent. Rates for subsequent years are subject to change at the discretion of Tyler's escrow agent.

Tyler Notify SaaS services will renew automatically for additional one (1) year terms at our then-current fee unless terminated in writing by either part at least thirty (30) days prior to the end of the then-current term.

Utility Billing CIS includes the Graphing Agent.

Quatred QUICK Inventory Starter Kit: QUICK Inventory Software, NX4 Rugged Mobile Scanning Device with 1D Imager, CDMA, WLAN, Bluetooth, GPS, Camera, Numeric Keypad, WEH 6.5 OS, Cradle, Spare battery, Power supply. Standard 1 year manufacturer's warranty. Includes: 1 year phone support & software upgrades, up to 4 hours of remote install/training via TeamViewer. Software support and upgrades renewal for QUICK Inventory - after the first year, billed by Quatred.

Quatred QUICK RFID Fixed Asset Starter Kit: QUICK Fixed Asset Software, MC9190Z RFID Rugged Handheld Reader with 1D Scanner, 53 Keypad, WM 6.5 OS, Cradle, Spare battery, Power supply, and communication cable, with 3 yrs comprehensive extended maintenance. Includes: 1 year phone support & software upgrades, up to 4 hours of remote install/training via TeamViewer. Software support and upgrades renewal for QUICK RFID Fixed Asset - after the first year, billed by Quatred.

Quatred Professional Services -- Multi Product: 4 days onsite installation, configuration and training. Includes travel and living.

Additional required hardware will be purchased by the client directly through Quatred.

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

As a new Tyler client, you are entitled to a 30-day trial of the Tyler Detect cybersecurity service. Please reference <https://www.tylertech.com/services/tyler-detect> for more information on the service and contact CybersecuritySales@tylertech.com to initiate the trial.





Exhibit B Invoicing and Payment Policy

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

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

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

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

Total Not-to-Exceed: The total value of all services payments detailed below shall not exceed: \$2,552,860.00

Implementation Milestone Payments: Tyler will invoice upon client acceptance of the following implementation milestones using process defined in the SOW or in Section C for phase acceptance. All milestone payments include travel expenses.

Phase	Milestone ID	Description	Milestone Amount
1	1.1	Initiate and Plan Stage Acceptance	\$ 56,056.00
1	1.2	Chart of Accounts Design Acceptance	\$ 84,084.00
1	1.3	Assess & Define Stage Acceptance	\$ 98,098.00
1	1.4	Build and Validate Stage Acceptance	\$ 112,112.00
1	1.5	Final Training & Testing Stage Acceptance	\$ 70,070.00
1	1.6	Production Cutover Stage Acceptance	\$ 84,084.00
1	1.7	Phase Closure	\$ 56,056.00
2	2.1	Initiate and Plan Stage Acceptance	\$ 49,140.00
2	2.2	Assess & Define Stage Acceptance	\$ 98,280.00
2	2.3	Build and Validate Stage Acceptance	\$ 122,850.00

2	2.4	Final Training & Testing Stage Acceptance	\$	122,850.00
2	2.5	Production Cutover Stage Acceptance	\$	49,140.00
2	2.6	Phase Closure	\$	49,140.00
3	3.1	Initiate and Plan Stage Acceptance	\$	76,440.00
3	3.2	Assess & Define Stage Acceptance	\$	152,880.00
3	3.3	Build and Validate Stage Acceptance	\$	191,100.00
3	3.4	Final Training & Testing Stage Acceptance	\$	191,100.00
3	3.5	Production Cutover Stage Acceptance	\$	76,440.00
3	3.6	Project Closure	\$	76,440.00
Total			\$	1,816,360.00

Project Management Payments: Tyler will invoice for all project management fees upon acceptance of a project status report for the month and completion of a full month of project management services as defined in the SOW. All milestone payments for project management include travel expenses.

Phase	Milestone ID	Description	Milestone Amount
1	PM1	Project Management – Month 1	\$14,200
1	PM2	Project Management – Month 2	\$14,200
1	PM3	Project Management – Month 3	\$14,200
1/2	PM4	Project Management – Month 4	\$23,900
1/2	PM5	Project Management – Month 5	\$23,900
1/2	PM6	Project Management – Month 6	\$23,900
1/2	PM7	Project Management – Month 7	\$23,900
1/2	PM8	Project Management – Month 8	\$23,900
1/2	PM9	Project Management – Month 9	\$23,900
1/2	PM10	Project Management – Month 10	\$23,900
1/2	PM11	Project Management – Month 11	\$23,900
1/2	PM12	Project Management – Month 12	\$23,900
1/2	PM13	Project Management – Month 13	\$23,900
1/2	PM14	Project Management – Month 14	\$23,900
1/2	PM15	Project Management – Month 15	\$23,900
1/2/3	PM16	Project Management – Month 16	\$23,900
1/2/3	PM17	Project Management – Month 17	\$23,900
1/2/3	PM18	Project Management – Month 18	\$23,900
2/3	PM19	Project Management – Month 19	\$23,900
2/3	PM20	Project Management – Month 20	\$23,900
2/3	PM21	Project Management – Month 21	\$23,900
3	PM22	Project Management – Month 22	\$14,200
3	PM23	Project Management – Month 23	\$14,200
3	PM24	Project Management – Month 24	\$14,200

3	PM25	Project Management – Month 25	\$14,200
3	PM26	Project Management – Month 26	\$14,200
3	PM27	Project Management – Month 27	\$14,200
3	PM28	Project Management – Month 28	\$14,200
3	PM29	Project Management – Month 29	\$14,200
3	PM30	Project Management – Month 30	\$14,200
Total			\$600,600.00

Data Conversion: Tyler will invoice for data conversion milestones upon acceptance of following milestones:

Phase	Milestone ID	Description	Milestone Amount
DATA 1.1	Acceptance of initial data conversion	Accounting - Actuals up to 3 years	\$750.00
DATA 2.1	Acceptance of initial data conversion	Accounting Opt 2 - Budgets up to 3 years	\$750.00
DATA 3.1	Acceptance of initial data conversion	Accounting Standard COA	\$1,000.00
DATA 4.1	Acceptance of initial data conversion	Accounts Payable - Checks up to 5 years	\$1,000.00
DATA 5.1	Acceptance of initial data conversion	Accounts Payable - Invoice up to 5 years	\$1,750.00
DATA 6.1	Acceptance of initial data conversion	Accounts Payable Standard Master	\$900.00
DATA 7.1	Acceptance of initial data conversion	Capital Assets Std Master	\$1,750.00
DATA 8.1	Acceptance of initial data conversion	Contracts	\$2,500.00
DATA 9.1	Acceptance of initial data conversion	General Billing Recurring Invoices	\$1,750.00
DATA 10.1	Acceptance of initial data conversion	General Billing Std CID	\$900.00
DATA 11.1	Acceptance of initial data conversion	Project Grant Accounting - Actuals up to 3 years	\$750.00
DATA 12.1	Acceptance of initial data conversion	Project Grant Accounting - Budgets up to 3 years	\$750.00
DATA 13.1	Acceptance of initial data conversion	Project Grant Accounting Standard	\$1,000.00
DATA 14.1	Acceptance of initial data conversion	Purchase Orders Standard Open POs Only	\$1,500.00
DATA 15.1	Acceptance of initial data conversion	Payroll – Accrual Balances	\$750.00
DATA 16.1	Acceptance of initial data conversion	Payroll – Accumulators up to 5 years	\$700.00
DATA 17.1	Acceptance of initial data conversion	Payroll - Certifications	\$600.00
DATA 18.1	Acceptance of initial data conversion	Payroll – Check History up to 5 years	\$600.00
DATA 19.1	Acceptance of initial data conversion	Payroll - Deductions	\$900.00



DATA 20.1	Acceptance of initial data conversion	Payroll – Earning/Deduction History up to 5 years	\$1,250.00
DATA 21.1	Acceptance of initial data conversion	Payroll – Education	\$700.00
DATA 22.1	Acceptance of initial data conversion	Payroll – PM Action History up to 5 years	\$700.00
DATA 23.1	Acceptance of initial data conversion	Payroll – Position Control	\$700.00
DATA 24.1	Acceptance of initial data conversion	Payroll - Standard	\$1,000.00
DATA 25.1	Acceptance of initial data conversion	Payroll – State Retirement Tables	\$700.00
DATA 26.1	Acceptance of initial data conversion	Utility Billing – Assessments	\$2,000.00
DATA 27.1	Acceptance of initial data conversion	Utility Billing – Backflow	\$1,500.00
DATA 28.1	Acceptance of initial data conversion	Utility Billing – Balance Forward AR	\$3,550.00
DATA 29.1	Acceptance of initial data conversion	Utility Billing – Consumption History up to 5 years	\$1,600.00
DATA 30.1	Acceptance of initial data conversion	Utility Billing – Service Orders	\$2,600.00
DATA 31.1	Acceptance of initial data conversion	Utility Billing – Services	\$2,150.00
DATA 32.1	Acceptance of initial data conversion	Utility Billing – Standard	\$2,550.00
DATA 1.2	Acceptance of converted data into live production	Accounting - Actuals up to 3 years	\$750.00
DATA 2.2	Acceptance of converted data into live production	Accounting Opt 2 - Budgets up to 3 years	\$750.00
DATA 3.2	Acceptance of converted data into live production	Accounting Standard COA	\$1,000.00
DATA 4.2	Acceptance of converted data into live production	Accounts Payable - Checks up to 5 years	\$1,000.00
DATA 5.2	Acceptance of converted data into live production	Accounts Payable - Invoice up to 5 years	\$1,750.00
DATA 6.2	Acceptance of converted data into live production	Accounts Payable Standard Master	\$900.00
DATA 7.2	Acceptance of converted data into live production	Capital Assets Std Master	\$1,750.00
DATA 8.2	Acceptance of converted data into live production	Contracts	\$2,500.00
DATA 9.2	Acceptance of converted data into live production	General Billing Recurring Invoices	\$1,750.00
DATA 10.2	Acceptance of converted data into live production	General Billing Std CID	\$900.00
DATA 11.2	Acceptance of converted data into live production	Project Grant Accounting - Actuals up to 3 years	\$750.00
DATA 12.2	Acceptance of converted data into live production	Project Grant Accounting - Budgets up to 3 years	\$750.00

DATA 13.2	Acceptance of converted data into live production	Project Grant Accounting Standard	\$1,000.00
DATA 14.2	Acceptance of converted data into live production	Purchase Orders Standard Open POs Only	\$1,500.00
DATA 15.2	Acceptance of converted data into live production	Payroll – Accrual Balances	\$750.00
DATA 16.2	Acceptance of converted data into live production	Payroll – Accumulators up to 5 years	\$700.00
DATA 17.2	Acceptance of converted data into live production	Payroll - Certifications	\$600.00
DATA 18.2	Acceptance of converted data into live production	Payroll – Check History up to 5 years	\$600.00
DATA 19.2	Acceptance of converted data into live production	Payroll - Deductions	\$900.00
DATA 20.2	Acceptance of converted data into live production	Payroll – Earning/Deduction History up to 5 years	\$1,250.00
DATA 21.2	Acceptance of converted data into live production	Payroll – Education	\$700.00
DATA 22.2	Acceptance of converted data into live production	Payroll – PM Action History up to 5 years	\$700.00
DATA 23.2	Acceptance of converted data into live production	Payroll – Position Control	\$700.00
DATA 24.2	Acceptance of converted data into live production	Payroll - Standard	\$1,000.00
DATA 25.2	Acceptance of converted data into live production	Payroll – State Retirement Tables	\$700.00
DATA 26.2	Acceptance of converted data into live production	Utility Billing – Assessments	\$2,000.00
DATA 27.2	Acceptance of converted data into live production	Utility Billing – Backflow	\$1,500.00
DATA 28.2	Acceptance of converted data into live production	Utility Billing – Balance Forward AR	\$3,550.00
DATA 29.2	Acceptance of converted data into live production	Utility Billing – Consumption History up to 5 years	\$1,600.00
DATA 30.2	Acceptance of converted data into live production	Utility Billing – Service Orders	\$2,600.00
DATA 31.2	Acceptance of converted data into live production	Utility Billing – Services	\$2,150.00
Total			\$81,400.00

Other Milestones: Tyler will invoice for all other invoices listed below upon County acceptance.

Phase	Milestone ID	Description	Milestone Amount
	VPN	Installation of VPN	\$4,000
	FORM	Acceptance of Tyler Forms	\$2,000
	POS	Completion of Installation of POS Cash Station (up to 3)	\$1,000
	IMPORT	Delivery of P-Card Import Format	\$5,500
Total			\$12,500

Reporting and Integration Contingency: Tyler has included two contingency allocations that can be used upon mutual agreement between Tyler and the County. To define milestones, Tyler shall submit a proposal indicating a not-to-exceed amount and payment milestone. Upon acceptance by the County, Tyler shall invoice.

Phase	Milestone ID	Description	Milestone Amount
	TBD	Reporting Contingency	\$28,000
	TBD	Integration Contingency	\$14,000
Total			\$42,000

Software Milestones: Tyler will invoice for all SaaS fees on a quarterly basis.



Exhibit B
Schedule 1
Business Travel Policy

Note: This business travel policy will only apply for services that specifically list travel as reimbursable by the Client. All travel costs have been included in the milestone payments for the SOW.

1. Air Travel

A. Reservations & Tickets

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

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

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

B. Baggage Fees

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

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

Baggage fees for sports equipment are not reimbursable.



2. Ground Transportation

A. Private Automobile

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

B. Rental Car

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

C. Public Transportation

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

D. Parking & Tolls

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

3. Lodging

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

“No shows” or cancellation fees are not reimbursable if the employee does not comply with the hotel’s cancellation policy.

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

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

4. Meals and Incidental Expenses

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

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

A. Overnight Travel

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

Departure Day

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

Return Day

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

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

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

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

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

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



5. Internet Access – Hotels and Airports

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

6. International Travel

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

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

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

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



Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

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

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

Attainment: The percentage of time the Tyler Software is available during a calendar quarter. Attainment is calculated as $(\text{Service Availability} - (\text{Maintenance Windows} + \text{Client Error Incidents} + \text{Force Majeure})) / (\text{Total Minutes in a Quarter} - (\text{Maintenance Windows} + \text{Client Error Incidents} + \text{Force Majeure}))$.

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

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

Service Availability: The total number of minutes in a calendar quarter that the Tyler Software is capable of receiving, processing, and responding to requests,

Maintenance Windows: Tyler commits to perform maintenance between the hours of 12 am and 6 am Pacific. Client will receive at least 48 hour notice of all maintenance windows and all Maintenance Windows will be identified as 360 minutes.

III. **Service Availability**

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

a. Your Responsibilities

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

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

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



b. Our Responsibilities

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

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred.

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

c. Client Relief

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

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

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

Targeted Attainment	Actual Attainment	Client Relief
100%	99.00-99.99%	Remedial action will be taken.
100%	97.50-98.99%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	96.50-97.49%	7% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	95.00-96.49%	10% credit of fee for affected calendar quarter will be posted to next billing cycle.
100%	<95.00%	13% credit of fee for affected calendar quarter will be posted to next billing cycle.

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

IV. Applicability

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

We will perform maintenance anticipated to impact your access to the SaaS during limited window from 12:00 a.m. through 6:00 a.m.



**Exhibit C
Schedule 1
Support Call Process**

Support Channels

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

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

Support Resources

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

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

Support Availability

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

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

Issue Handling



Incident Tracking

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

Incident Priority

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

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

Priority Level	Characteristics of Support Incident	Resolution Targets
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation

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

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

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

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

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

Remote Support Tool

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



**Exhibit D
End User License Agreements**

The End User License Agreement attached hereto as Exhibit D, Schedule 1 is hereby incorporated into the Agreement.



**Exhibit D
Schedule 1
Doc Origins End User License Agreements**

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Last Updated: July 22, 2017



Exhibit E
Statement of Work

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



Statement of Work

Tyler Technologies

Prepared for:

CITY OF NAPA, CA

Prepared by:

Penny Parsons

One Tyler Drive, Yarmouth, ME 04096

Tyler Technologies, Inc.

www.tylertech.com

Version 3

02/21/2020

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1 Executive Summary

The Statement of Work (SOW) documents the Project Scope, milestones, deliverables, high-level project schedule, project resources, methodology, roles and responsibilities, and change control procedures implementation stages, and deliverables for the City of Napa (City) project.

1.1 Project Background

The City of Napa currently relies on three core enterprise systems to manage financial and human resources (IFAS), utility billing (AS 400) and point of sale purchasing transactions (One Step). The current systems have created significant concerns in recent years including issues around integration, cost of maintenance, difficulty of adaptation to City needs, and the inefficiencies caused by this. Most significantly, the vendor will no longer provide software support for the IFAS system beyond this calendar year. In December 2019, the City migrated the servers hosting the IFAS system onsite to because the previous data center would not host unsupported servers. Most importantly, these systems do not offer any ability for the City to increase functionality to meet new and changing needs. A new system is required to meet the changing needs of the City and improve our services.

1.2 Project Goals

Working collaboratively with Tyler representatives, the City's goal is to implement a new ERP that will

- Reflect new workflows to significantly improve the efficiency and effectiveness of customer service.
- Have single database that holds information and can provide real-time representation of payments and other transactions.
- Provide E-government services that are more community-friendly, including enhanced customer service web portals for utility billing.
- Automate manual processes and convert to paperless recordkeeping.
- Reduce the need for redundant data entry, storage and paper processing
- Create a user-friendly system that can be accessed by staff at all levels.
- Centralize customer information and data in electronic form, including general customer information, account summaries, billing and payment activity, alerts and more.

1.3 Project Timeline

The project timeline establishes a start and end date for each Phase of the Project. The timeline accounts for resource availability, business goals, size and complexity of the Project, and task duration requirements. Tyler will develop a project plan consistent with the timeline identified below. The start date for Phase 1 is estimated based on a minimum of forty-five (45) days from contract signing to project kick-off to allow Tyler to prepare resources and complete internal processes necessary for engagement.

Phase	Functional Area	Modules	Start Date	Go-Live Date	Post Live End Date
1	Payroll, Human Resources	<ul style="list-style-type: none"> Human Resources & Talent Management Payroll w/ESS ExecuTime Time & Attendance ExecuTime Time & Attendance Mobile Access 	April 2020	July 1, 2021	September 30, 2021
2	Utility Billing & Collections	<ul style="list-style-type: none"> Accounts Receivable Central Property File Tyler Cashiering UB Interface Utility Billing CIS 	July 2020	October 1, 2021	December 31, 2021
3	Financials	<ul style="list-style-type: none"> Accounting/General Ledger Accounts Payable Budgeting Capital Assets Cash Management Contract Management Employee Expense Reimbursement Project & Grant Accounting Purchasing CAFR Statement Builder Misc Cash Receipts General Billing 	July 2021	July 1, 2022	September 30, 2022
Cross	Productivity	<ul style="list-style-type: none"> Tyler Content Manager SE Tyler ReadyForms Processing Munis Analytics & Reporting Munis API Toolkit Bundle 			

2 Project Governance

As projects progress, they require a linkage mechanism that ensures alignment between business strategy and direction, and the path to needed outcomes over the life of the project. In other words, this mechanism must help the project sustain its potential to deliver its promised value. Moreover, other mechanisms must provide oversight and control during project execution. They must help stakeholders assess the project's current state and adjust content and direction if necessary.

To achieve the necessary linkage, oversight, and control, projects must institute effective governance, which for project management is defined as follows:

Governance, for a project, is a combination of individuals filling executive and management roles, project oversight functions, and policies that define management principles and decision making.

This combination is focused upon providing direction and oversight, which guide the achievement of the needed business outcome from the execution of the project effort, and providing data and feedback, which measure the ongoing contribution by the project to needed results within the overall business strategy and direction.

2.1 City Governance Structure

2.1.1 City Roles & Responsibilities

Below is a description of the roles and responsibilities of each member of City Project structure with a level of commitment for overall work for City’s Project.

2.1.1.1 Executive Sponsor

The City’s Executive Sponsor provides support to the Project by authorizing the project, allocating resources, providing strategic direction, and communicating key issues about the Project and the Project’s overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated project issues. The Executive Sponsor engages in the Project, as needed, in order to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day project activities. The Executive Sponsor empowers the City Steering Committee, City Project Manager, and City Functional Leads to make critical business decisions for the City.

- Provides clear direction for the Project and how it applies to the organization’s overall strategy
- Champions the Project at the executive level to secure buy-in
- Authorizes required Project Resources
- Resolves all decisions and/or issues not resolved at the City Steering Committee level as part of the escalation process
- Actively participates in Organizational Change Management Communications

Resource	Title
Fran Robustelli	Assistant City Manager

2.1.1.2 Steering Committee

The City Steering Committee understands and supports the cultural change necessary for the Project and fosters an appreciation of the Project’s value throughout the organization. Overseeing the City Project Manager and the Project as a whole through participation in regular internal meetings, the City Steering Committee remains updated on all project progress, project decisions, and achievement of project milestones. The City Steering Committee also provides support to the City Project Manager by

communicating the importance of the Project to all impacted departments. The City Steering Committee is responsible for ensuring the Project has appropriate resources, providing strategic direction to the project team, and making timely decisions on critical project issues or policy decisions. The City Steering Committee also serves as primary level of issue resolution for the Project.

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

Resources	Titles
Bret Prebula	Finance Director
Elizabeth Cabell	Finance Manager
Jennifer Brizel	Human Resources Director
MJ Tueros	Human Resource Manager
Jaina French	Community Relations Manager
Seth Anderson	Management Analyst II

2.1.1.3 City Project Manager

The City’s Project Manager coordinates project team members, subject matter experts, and the overall implementation schedule and serves as the primary point of contact with Tyler. The City’s Project Manager will be made up of resources that will also serve on the City’s Steering Committee and will be responsible for bringing issues to the larger Steering Committee when appropriate for timely resolution.

The City will assign the Project Manager prior to the start of the Project with overall responsibility and authority to make decisions related to the Project Scope, scheduling, and task assignment, and to communicate decisions and commitments to the Tyler Project Manager in a timely and efficient manner. When the City’s Project Manager does not have the knowledge or authority to make decisions, they will

engage the correct resources from City to participate in discussions and make decisions in a timely fashion to avoid Project delays.

- Contract Management
 - Validates contract compliance throughout the Project
 - Ensures invoicing and Deliverables meet contract requirements
 - Acts as primary point of contact for all contract and invoicing questions
 - Signs off on contract milestone acknowledgment documents
 - Collaborates on and approves change requests, if needed, to ensure proper Scope and budgetary compliance
- Planning
 - Reviews, acknowledges, and maintains Management Plans
 - Defines Project tasks and resource requirements for City Project team
 - Collaborates in the development of and approval of the Project Plan and Project schedule
 - Collaborates with Tyler Project Manager to plan and schedule Project timelines
- Implementation Management
 - Tightly manages Scope and budget of Project and collaborates with Tyler Project Manager to establish a process and approval matrix to ensure Scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently
 - Collaborates with Tyler Project Manager to establish and manage a schedule and resource plan that properly supports the Project Plan that is also in balance with Scope/budget
 - Collaborates with Tyler Project Manager to establish risk/issue tracking/reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates with Tyler any items that may negatively impact the outcomes of the Project
 - Collaborates with Tyler Project Manager to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the Project
 - Routinely communicates with both City staff and Tyler, aiding in the understanding of goals, objectives, status, and health of the Project by all team members
- Team Management
 - Acts as liaison between Project Team and Stakeholders
 - Identifies and coordinates all City resources across all modules, Phases, and activities including data conversions, Forms design, hardware and software Installation, reports building, and interfaces
 - Provides direction and support to Project team
 - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward
 - Manages the appropriate assignment and timely completion of tasks as defined in the Project schedule, task list, and Production Cutover checklist
 - Assesses team performance and takes corrective action, if needed
 - Provides guidance to City technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution
 - Coordinates with third party providers to align activities with ongoing Project tasks

Resource	Title	Expected Commitment
Liz Habkirk	Deputy City Manager	50%

2.1.1.4 City Functional Leads

- Make business process change decisions under time sensitive conditions
- Communicate existing business processes and procedures to Tyler consultants
- Attend current/future state analysis sessions and contribute business process expertise
- Identify and include additional subject matter experts to participate in current/future state analysis sessions
- Assist in identifying business process changes that may require escalation
- Provide business process change support during Power User and End User training
- Complete performance tracking review with City project team on End User competency on trained topics
- Provide Power and End Users with dedicated time to complete required homework tasks
- Act as ambassadors/champions of change for the new process
- Identify and communicate any additional training needs or scheduling conflicts to City Project Manager
- Prepare ReadyForm templates and validate Forms output

2.1.1.5 City Power Users

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

2.1.1.6 City Department Heads

- Participate in project activities as required by the City Project Manager
- Provide Power and End Users with dedicated time to complete required homework tasks
- Act as ambassadors/champions of change for the new process
- Identify and communicate any additional training needs or scheduling conflicts to City Project Manager
- Adopt and support changed procedures

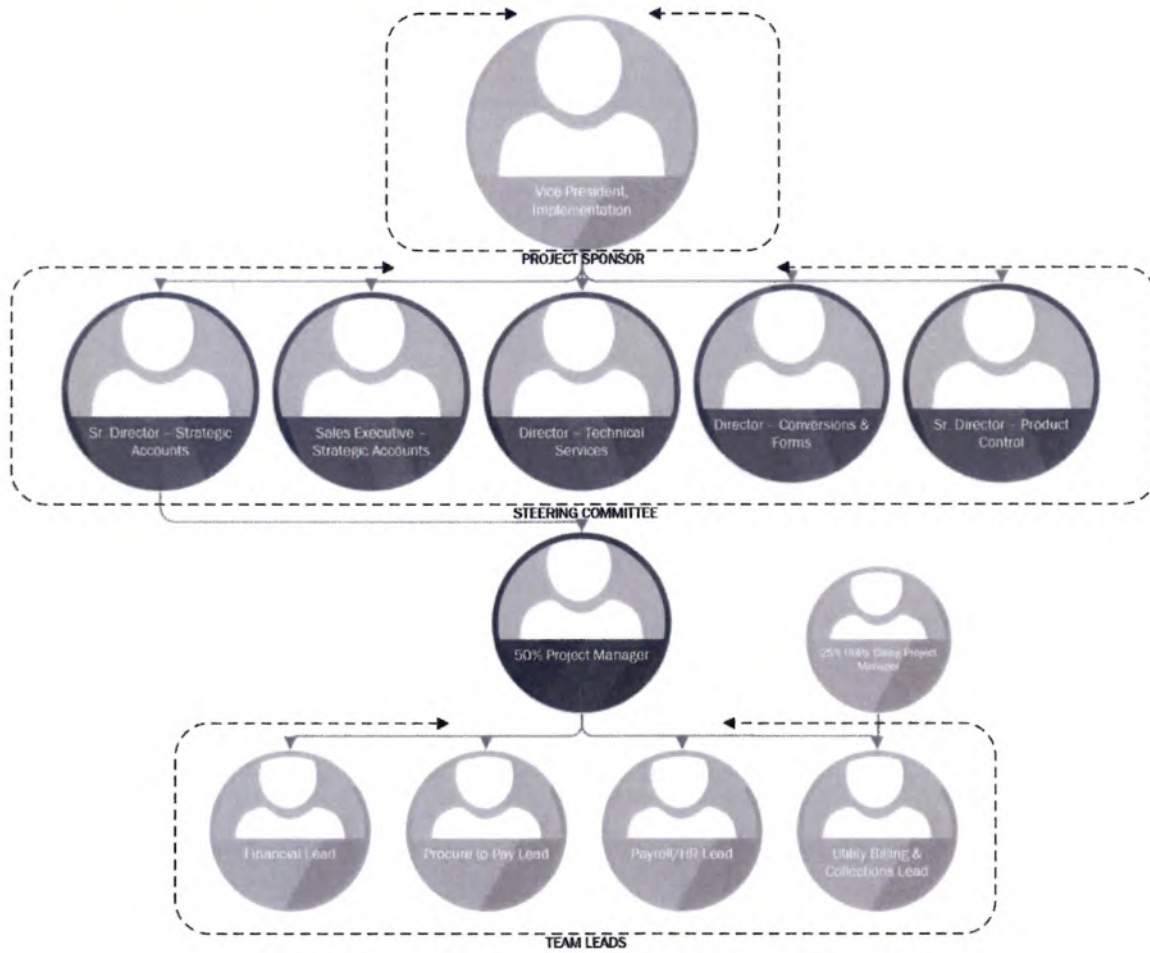
2.1.1.7 City End Users

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

2.1.1.8 City Technical Support

- Coordinate updates and releases with Tyler, as needed
- Authorize the copying of source databases to training/testing databases, as needed, for training days
- Extract and transmit conversion data and control reports from City's Legacy System per the conversion schedule set forth in the Project schedule
- Coordinate and add new printers and other Peripherals as needed
- Validate all users understand log-on process and have necessary permission for all training sessions
- Coordinate both internal and external Interface development for City 3rd party Data Exchanges
- Develop or assist in creating Reports, as needed
- Ensure onsite system hardware meets specifications provided by Tyler
- Assist with software deployment as needed, such as desktop clients
- Coordinate with Service Desk, Operations and Security

2.2 Tyler Governance Structure



2.2.1 Tyler Roles & Responsibilities

2.2.1.1 Tyler Project Sponsor

Tyler’s Vice President of Implementation has indirect involvement with the Project and is part of Tyler escalation process. This team member offers additional support to the Project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation Project tasks and decisions. Tyler Project Manager or Regional Manager will apprise the Vice President of Services of known issues that may require assistance or impede Project performance. The communication path for issue escalation at this level is typically with the Tyler Steering Committee.

Resource	Title	Expected Commitment	On-Site Commitment	Key Personnel
Jennifer Turgeon	Vice President	As Needed	As Needed	No

2.2.1.2 Tyler Steering Committee

Tyler Steering Committee has indirect involvement with the Project and is part of Tyler escalation process. Tyler Project Manager will consult the Tyler Steering Committee, either individually or as a group, with issues and decisions regarding the Project. These team members offer additional support to the Project team and are able to work with other Tyler department managers in order to escalate and facilitate implementation Project tasks, issues, and decisions. The communication path for issue escalation at this level is typically with the Tyler Project Manager.

Resource	Title	Expected Commitment	On-Site Commitment	Key Personnel
Penny Parsons	Sr. Director, Strategic Accounts	As Needed	As Needed	No
Matt Chavez	Sales, Strategic Account Executive	As Needed	As Needed	No
Robyn Smart Oliver	Director, Forms & Conversions	As Needed	As Needed	No
Adam Scheuchzer	Director, Technical Services	As Needed	As Needed	No
Vickie Ducharme	Sr. Director, Product Control	As Needed	As Needed	No

2.2.1.3 Tyler Project Manager

The 50% Dedicated Tyler Project Manager has direct involvement with the Project and coordinates Tyler Project team members, implementation consultants, the overall implementation schedule, and serves as the primary point of contact with the City. The Tyler Project Manager is in regular communication with the City’s Project Management Team and provides regularly planned communication with other City and Tyler governance members.

- Contract Management
 - Validates contract compliance throughout the Project
 - Ensures Deliverables meet requirements
 - Acts as primary point of contact for all contract and invoicing questions
 - Prepares and presents contract milestone sign-offs for acceptance by City Project Manager
 - Prepares and presents deliverable and control point acceptance sign-offs for acceptance by City Project Manager
 - Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance
- Planning
 - Develops and delivers Project Charter (DED-01)

- Develops and delivers an Evolution Plan (DED-02)
- Develops, updates, and delivers Management Plans (DED-03)
- Defines Project tasks and resource requirements
- Develops, in collaboration with City and Tyler Functional Leads, and delivers initial and full-scale Project plan (DED-04) and schedule to achieve on-time implementation
- Develops and delivers detailed Implementation Plan (DED-12)
- Develops, in collaboration with City and Tyler Functional Leads, and delivers detailed Production Cutover Plan (DED-14)
- Risk Management
 - Monitors and maintains risk register with City Project Manager
 - Proactively notifies City as risks change or begin to develop
 - Provides guidance to City on methods for handling risks
- Project Reporting
 - Provides weekly status report
 - Conducts weekly project status meeting
 - Provides regular project budget and reconciliation reporting
 - Maintains, monitors and reports on project issues list
 - Develops, in collaboration with Tyler Functional Leads, and delivers a Post Cutover Efficiency Evaluation Report (DED-19)
 - Develops, in collaboration with Tyler Functional Leads, and delivers an Evolution Assessment Report (DED-20)
 - Develops and delivers a comprehensive Project Reconciliation Report (DED-16) as part of project closure
- Implementation Management
 - Tightly manages Scope and budget of Project; establishes process and approval matrix with the City to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
 - Establishes and manages a schedule and resource plan that properly supports the Project Plan that is in balance with Scope/budget
 - Establishes issue tracking/reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates any items that may negatively impact the outcomes of the Project
 - Collaborates with the City's Project Manager to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the Project
 - Sets a routine communication plan that will aide all Project team members, of both the City and Tyler, in understanding the goals, objectives, status and health of the Project
- Team Management
 - Acts as liaison between the project team and all Tyler Departments and managers
 - Identifies and coordinates all Tyler resources across all modules, Phases, and activities including development, conversions, Forms, Installation, Reporting, implementation, and billing
 - Provides direction and support to Project team
 - Builds partnerships among the various stakeholders
 - Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover checklist
 - Assesses team performance and adjusts as necessary
 - Coordinates with in Scope third party providers to align activities with ongoing Project tasks

Resource	Title	Expected Commitment	On-Site Commitment*	Duration	Key Personnel
Eric Arvayo, PMP*	Project Manager	50%	3 – 6 days per month	Full Project	Yes

The Tyler Project Manager will be 100% dedicated to the projects for Napa County and the City of Napa. This resource will not have any other project assignments for Tyler with other clients. For clarification, total time committed to the project equals business hours Monday through Friday each week with the exception of any holidays or leave. Any leave scheduled by the Project Manager will take into account impact on the project schedule and, if necessary, Tyler will identify alternate resources to cover key project responsibilities.

* - Pending City approval for shared resource

As a shared resource with the County of Napa, the City and Tyler understand that allocating equal time across projects may, at some times, be a subjective assessment. Should either party believe that demands or services exceed or fall short of the 50% commitment, the City and Tyler will meet with the City to discuss how to better control and allocate the Tyler Project Manager’s time to the reasonable satisfaction of all parties.

2.2.1.4 Tyler 25% Utility Billing Project Manager

The Tyler 25% Dedicated Utility Billing Project Manager has direct involvement with the Project and coordinates the Utility & Collections Phase activities, implementation consultants, and works with the Tyler 50% Project Manager on the overall implementation schedule. The Tyler 25% Utility Billing Project Manager is in regular communication with the Tyler Project Manager and City’s Project Manager and provides regularly planned communication with other City and Tyler project members.

- Defines Project tasks and resource requirements
- Develops, in collaboration with City and Tyler Project Manager, and delivers initial and full-scale Project plan (DED-04) and schedule for Phase 2 to achieve on-time implementation
- Tightly manages Scope and budget of Phase 2; establishes process and approval matrix with the City to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
- Establishes and manages a schedule and resource plan that properly supports the Project Plan that is in balance with Scope/budget
- Establishes issue tracking/reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates any items that may negatively impact the outcomes of the Project
- Identifies and coordinates all Tyler resources across all modules related to Utility Billing and Collections, and activities including development, conversions, Forms, Reporting, implementation, and billing
- Provides direction and support to Project team

- Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover checklist
- Assesses team performance and adjusts as necessary
- Coordinates with in Scope third party providers to align activities with ongoing Project tasks

Resource	Title	Expected Commitment	On-Site Commitment*	Duration	Key Personnel
Steve Doinidis	Project Manager	25%	2 days per quarter	Phase 2	Yes

2.2.1.5 Tyler Leads

Tyler Leads have direct involvement with the Project and are part of the Tyler escalation process. These team members offer additional support to the Project team and collaborate with other Tyler team members, as needed, in order to escalate and facilitate implementation Project activities and decisions. Tyler Leads have been allocated for the following applications: Financials (Accounting/General Ledger, Accounts, Budgeting, Capital Assets, Cash Management, Project & Grant Accounting, Quatred Interfaces, CAFR Statement Builder, Miscellaneous Cash Receipts(A/R), General Billing), Procure to Pay (Bid Management, Contract Management, Purchasing, eProcurement, Inventory, Accounts Payable), Payroll (Payroll, Employee Self Service, Employee Expense Reimbursement, ExecuTime Time & Attendance), Human Capital Management (Human Resources, Talent Management, Recruiting) Utility Billing (Utility Billing CIS, UB Interface), and Accounts Receivable/Cashiering (Accounts Receivable, Tyler Cashiering). These subject matter experts will be will be responsible for performing the following activities:

- Perform all Current and Future State Analysis Discovery Sessions
- Lead City Functional Leads and Subject Matter Experts through business process redesign
- Develop System Design Test Scripts (DED-06) to guide testing of new business processes
- Modify System Design based on City decisions and documenting
- Develop the System Design Document (DED-07) for each functional area
- Develop the Business Process Improvement Report (DED-08) to document the major improvements captured through business process redesign
- Develop Process Manuals (DED-10) and End User Guides (DED-11)
- Develop User Acceptance Test Scripts (DED-12)
- Develop and maintain a Requirements Traceability Matrix (DED-13)
- Provide detailed input during the creation of the Production Cutover Plan (DED-14)
- Provide high-level product expertise and creative solutions to meet City functional requirements
- Conduct training per the Education Management Plan (subset of DED-03)
- Test functionality with City
- Perform problem solving
- Follow up on issues
- Perform assessments of City’s Post Cutover activities and identify areas of potential improvement
- Contribute to development of Post Cutover Evaluation Report (DED-19)
- Complete weekly site reports detailing activities for each implementation day

- Keep project manager apprised of any and all issues that may result in the need for additional training needs, slip in schedule, change in process decisions, or adversely impacting the success of the project
- Conduct conversion and forms analysis
- Conduct training as per the Education Management Plan
- Test functionality with City
- Perform problem solving and troubleshooting
- Follow up on issues
- Conduct User Acceptance Testing
- Participate in the resolution of issues identified during User Acceptance Testing
- Conduct Parallel or Trial Run Testing
- Complete weekly site reports detailing activities for each implementation day

Resource	Title	Expected Commitment	Estimated Onsite Days per Month	Duration	Key Personnel
Cam Miles	Payroll/HR Lead	100%	9-13	Phase 1	Yes
Kimberly Murdock	Utility Billing Lead	100%	9-13	Phase 2	Yes
Named 45 days prior to the start of the phase	Procure to Pay Lead	100%	9-13	Phase 3	Yes
Named 45 days prior to the start of the project	Financial Lead	100%	9-13	Phase 3	Yes

Onsite time per month will vary based on project activities, but in general will follow a heavy two (2) week onsite schedule with a one (1) week offsite schedule, repeated throughout. Exceptions to this pattern will be planned around significant project activities such as Production Cutover. The purpose for this pattern is two-fold: (1) significant work effort without travel over the two week period; (2) offsite time for Tyler resources to complete deliverables, assist with building setup tables, testing, etc. without interruption and downtime for travel, as well as expense to the City.

Tyler Lead and Implementation Consultant resources listed as having a 100% commitment to the project will not work with any other Tyler clients.

2.2.1.6 Tyler Implementation Consultants

Tyler Implementation Consultants have direct involvement with the Project and offer additional support to the Project team, collaborate with other Tyler team members, as needed, in order to complete all project tasks and ensure thorough knowledge transfer to City users.

- Conduct assigned functional analysis
- Conduct training as per the Education Management Plan
- Test functionality with City
- Perform problem solving and troubleshooting
- Follow up on issues
- Complete weekly site reports detailing activities for each implementation day
- Keep Tyler Functional Leads and Project Manager apprised of issues that may result in the need for additional training needs, slip in schedule, change in process decisions, or adversely impacting the success of the project
- Onsite time per month will vary based on project activities, but in general will be planned according to available project hours and scheduled tasks

2.2.1.7 Tyler Conversion Programmers

Tyler Conversions Programmers are remote resources that have indirect involvement with the project and with coordination and direction from the Tyler Project Manager, Tyler Functional Leads, and City Leads, create and maintain project-specific conversion programs to migrate legacy system data into the required tables for the Tyler system. Approximately 3-4 programmers will provide the following services for the project:

- Develop customized conversion programs to convert legacy data into the Tyler database for production use according to defined mapping
- Provide custom conversion packages to be loaded into the Tyler system via the Managed Internet Update (MIU) utility by Tyler SaaS resources
- Provide error reports on unsupported data conditions and the merging or normalization of data fields
- Perform modifications and correction to customized conversion programs as data anomalies and exception conditions are discovered

2.2.1.8 Tyler Forms Designers

Tyler Forms Designers are remote resources that have indirect involvement with the project and with coordination from the Tyler Project Manager, Tyler Functional Leads, Implementation Consultants, and City project resources, develop customized customer-facing and employee-facing output such as checks, invoices, and W2s, if needed.

2.2.1.9 Tyler Developers

Tyler Developers are remote resources that have indirect involvement with the project and with coordination from the Tyler Project Manager, Tyler Functional Leads, Implementation Consultants, and City project resources, develop custom reporting components. Approximately 1-2 Tyler Developers will provide the following services for the project, if needed:

- Gather requirements for reports

- Review existing product offerings to determine if functionality is available OTS
- Create and deliver functional specifications for the requested reports
- Create reports per approved specifications
- Perform internal quality assurance
- Perform knowledge transfer to Implementation Consultants
- Demonstrate reports to City
- Provide custom development packages to be loaded into the Tyler system via the Managed Internet Update (MIU) utility, as applicable
- Perform and provide any necessary defect corrections

2.3 Project Governance Tools

2.3.1 Project Charter

The City and Tyler will create the Project Charter (DED-01) to formally outline the purpose of the project and establish authority for moving forward with subsequent project activities. This will be the first official action of the City/Tyler Project Team and will also serve to document buy-in from all key participants.

2.3.1.1 Project Charter Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Sponsor / Executive Oversight	<ul style="list-style-type: none"> • Review Project Charter • Authorize Project 	<ul style="list-style-type: none"> • Review Project Charter • Authorize Tyler Resources
Steering Committee	<ul style="list-style-type: none"> • Review Project Charter • Sign Project Charter 	<ul style="list-style-type: none"> • Review Project Charter
Project Manager	<ul style="list-style-type: none"> • Work with Tyler Project Manager to develop Project Charter • Review Project Charter • Sign Project Charter 	<ul style="list-style-type: none"> • Lead development of Project Charter • Incorporate City feedback in development of Project Charter • Review Project Charter • Sign Project Charter • Deliver Project Charter (DED-01) • Initiate workflow acceptance for DED-01
Functional Leads	<ul style="list-style-type: none"> • Review Project Charter • Sign Project Charter 	<ul style="list-style-type: none"> • Review Project Charter

2.3.1.2 Project Charter Requirements & Notes

The Project Charter is considered a Tyler deliverable and as such, is detailed further in Appendix 1.

2.3.2 Management Plan

The City and Tyler will develop a Management Plan (DED-03) during the initial planning meetings at the onset of the Project. This Management Plan will govern the techniques and procedures that will be used to manage the varied conditions and events that will occur throughout the Project life cycle as part of

controlling key elements such as scope, cost, time, and quality. In addition, the Management Plan will serve as a communication tool that guides City and Tyler Project Teams on specific Project objectives, management involvement, resolution paths, and action paths for the following Plan subsets:

- Scope Management Plan
- Schedule Management Plan
- Risk Management Plan
- Financial Management Plan
- Communication Management Plan
- Issue Management Plan
- Release & Code Management Plan
- Quality Management Plan
- Education & Training Management Plan
- Resource Management Plan
- Integration Management Plan
- Requirements Management Plan
- Change Control Management Plan

2.3.2.1 Management Plan Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> • Review adopted Management Plan 	<ul style="list-style-type: none"> • Review adopted Management Plan
Project Manager	<ul style="list-style-type: none"> • Review baseline version of Management Plan • Collaborate with Tyler Project Manager on Management Plan changes to baseline version • Accept Management Plan (DED-03) • Collaborate with Tyler Project Manager on Management Plan changes following change control, as needed 	<ul style="list-style-type: none"> • Lead development of Management Plan • Deliver baseline version of Management Plan • Collaborate with City Project Manager on Management Plan changes to baseline version • Deliver Management Plan (DED-03) • Collaborate with City Project Manager on Management Plan changes following change control, as needed • Initiate Workflow acceptance for DED-03
Functional Leads	<ul style="list-style-type: none"> • Review baseline Management Plan • Provide feedback during development of Management Plan • Review adopted Management Plan 	<ul style="list-style-type: none"> • Review baseline Management Plan • Provide feedback during development of Management Plan • Review adopted Management Plan
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Review adopted Management Plan 	<ul style="list-style-type: none"> • Review adopted Management Plan

2.3.2.2 Management Plan Requirements & Notes

The Management Plan is considered a Tyler deliverable and as such, is detailed further in Appendix 1.

2.3.3 Project Plan

Tyler will create the baseline Project Plan (DED-04), in collaboration with City Project Manager, using Microsoft Project 2016 Professional, for the first phase within 60 calendar days from the first project planning session. The Project Plan will contain all milestones and tasks needed to complete the phase and will be stored on the Project SharePoint site. Upon completion and acceptance of the first phase Project Plan, Tyler and City will begin work on the Project Plan for subsequent phases. The Project Plan for each respective subsequent phase shall be completed at least ninety (90) calendar days prior to the start of any subsequent phase activities. Once the Project Plan is approved by City, Tyler’s Project Manager will edit and update as necessary as part of regularly scheduled project management meetings with City’s Project Manager.

All project tasks will be assigned owners and due dates which correspond to the overall Project Schedule. Project Tasks that are not completed by the due date may adversely affect the project schedule and live dates.

2.3.3.1 Project Plan Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Review Gantt Chart & Project Schedule 	<ul style="list-style-type: none"> Review Gantt Chart & Project Schedule for compliance with SOW
Project Manager	<ul style="list-style-type: none"> Work with Tyler Project Manager to develop Project Plan Provide regular and timely updates to Tyler Project Manager on status of City assignments Provide guidance to Tyler Project Manager as to correct City resource assignments 	<ul style="list-style-type: none"> Lead development of Project Plan & Schedule Incorporate City feedback in development of Plan and Schedule Maintain the Project Plan on a weekly basis Identify and assign appropriate resources to tasks Initiate Workflow acceptance for DED-04
Functional Leads	<ul style="list-style-type: none"> Identify applicable sessions and deadlines on the Project Plan and schedule accordingly Communicate schedule conflicts, blackout dates to City Project Manager Identify back-up personnel for absences 	<ul style="list-style-type: none"> Identify applicable sessions and deadlines on the Project Plan and schedule accordingly Communicate schedule conflicts, travel requirements to Tyler Project Manager

Subject Matter Experts / Others	<ul style="list-style-type: none"> ▪ Identify applicable sessions and deadlines on the Project Plan and schedule accordingly ▪ Communicate schedule conflicts, blackout dates to City Project Manager 	<ul style="list-style-type: none"> ▪ Identify applicable sessions and deadlines on the Project Plan and schedule accordingly ▪ Communicate schedule conflicts, travel requirements to Tyler Project Manager
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2.3.3.2 Project Plan Requirements & Notes

The Project Plan is considered a Tyler deliverable and as such, is detailed further in Appendix 1.

2.3.4 Project Status Reports

The Tyler Project Manager will prepare project status reports weekly throughout the project. Project Status reports are intended for the City Steering Committee, City Project Manager, City Functional Leads, Tyler Steering Committee, and Tyler Functional Leads and provide the following key elements:

- Project Status
- Summary of accomplishments
- List of tasks scheduled to be completed but have not been completed with an explanation of why and what corrective actions are being made
- Status of key milestones and deliverables
- Upcoming tasks and schedule
- Key Issues/Risks (including issues/risk that may impact project goals)
- Planned risk mitigation strategy
- Summary of change requests
- Detailed breakdown of hours expended by all billable Tyler staff

2.3.4.1 Project Status Reports Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> ▪ Review Status Reports ▪ Act on issues that require resolution at management level ▪ Escalate unresolved issues to City Project Sponsor 	<ul style="list-style-type: none"> ▪ Review Status Reports ▪ Act on issues that require resolution at management level ▪ Escalate unresolved issues to Tyler Executive Oversight
Project Manager	<ul style="list-style-type: none"> ▪ Provide any necessary updates for status reports ▪ Participate in weekly status meetings ▪ Review status reports ▪ Escalate issues to Steering Committee that require resolution assistance 	<ul style="list-style-type: none"> ▪ Prepare weekly Status Reports ▪ Post Status Reports to Project SharePoint Site ▪ Facilitate weekly status meeting ▪ Escalate issues to Steering Committee that require resolution assistance

Functional Leads	<ul style="list-style-type: none"> • Provide task status updates to City Project Manager • Report issues and issue status updates to City Project Manager • Review Project Status Report • Attend Status Meeting, as requested 	<ul style="list-style-type: none"> • Provide task status updates to City Project Manager • Report issues and issue status updates to City Project Manager • Review Project Status Report • Attend Status Meeting, as requested
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Provide task status updates to City Project Manager • Report issues and issue status updates to City Project Manager • Review Project Status Report • Attend Status Meeting, as requested 	<ul style="list-style-type: none"> • Provide task status updates to City Project Manager • Report issues and issue status updates to City Project Manager • Review Project Status Report • Attend Status Meeting, as requested

2.3.4.2 Project Status Reports Requirements and Notes

- The content and format for the status reports will be mutually agreed as part of the project planning phase of the project
- The City will cooperate and provide timely information for inclusion on the status report
- Tyler will submit one status report that identifies issues related to the entire project
- The Status report will be delivered at least two (2) business days prior to any scheduled Status Meeting

2.3.5 Steering Committee Meetings

The Communications Plan developed at the beginning of the project (as part of the overall Management plan) will identify a meeting schedule for the Steering Committee. It is expected that the Steering Committee will meet monthly, and City Project Manager will prepare the Steering Committee Agenda prior to all scheduled Steering Committee Meetings. The Steering Committee agenda will include any issues that require approval at the next meeting. If necessary, the Tyler Sr. Director or Vice President of Implementation may participate in the Steering Committee meeting either in person or by phone.

2.3.5.1 Steering Committee Meetings Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> • Participate in meetings at least once a month 	<ul style="list-style-type: none"> • Participate in Steering Committee Meetings as needed
Project Manager	<ul style="list-style-type: none"> • Develop agenda for Steering Committee Meetings • Participate in Steering Committee Meetings 	<ul style="list-style-type: none"> • Provide input for Steering Committee agendas • Participate in Steering Committee Meetings
Functional Leads	<ul style="list-style-type: none"> • Provide functional expertise to support decision-making during meetings, as needed 	<ul style="list-style-type: none"> • Provide functional expertise to support decision-making during meetings, as needed

Subject Matter Experts / Others	<ul style="list-style-type: none"> Provide functional expertise to support decision-making during meetings, as needed 	<ul style="list-style-type: none"> Provide functional expertise to support decision-making during meetings, as needed
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2.3.5.2 Steering Committee Meetings Requirements and Notes

- City may cancel Steering Committee Meetings if there are not a sufficient number of items to discuss or if items can be deferred until the following meeting
- Upon submission of the agenda by the City Project Manager, Tyler shall review and provide comments or questions on the agenda within two (2) business days
- City shall make any required revisions promptly to allow for appropriate meeting preparation

2.3.6 Project SharePoint Site

Tyler will provide and host a SharePoint site that will serve as the primary collaboration tool for use on the project. The SharePoint site will contain a current copy of the Project Plan, display the Project Schedule by Phase, house all Tyler project Deliverables and supplemental documents, any relevant City project documents, all sign offs, Contract documents, change orders, or other documents that will be shared with the project team.

2.3.6.1 Project SharePoint Site Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Review SharePoint Site as necessary 	<ul style="list-style-type: none"> Review SharePoint Site as necessary
Project Manager	<ul style="list-style-type: none"> Manage City information on SharePoint Site Utilize SharePoint site for sign-off and milestone approvals Ensure City Project Team members are utilizing site fully 	<ul style="list-style-type: none"> Manage overall SharePoint Site Keep Site up to date and well organized Ensure sign-off and milestone tracking is in compliance with contract Ensure Project Schedule is accurate and accessible to project members
Functional Leads	<ul style="list-style-type: none"> Utilize SharePoint for project documents (both posting and downloading) 	<ul style="list-style-type: none"> Utilize SharePoint for project documents (both posting and downloading)
Subject Matter Experts / Others	<ul style="list-style-type: none"> Review SharePoint as necessary 	<ul style="list-style-type: none"> Utilize SharePoint for project documents (both posting and downloading)

2.3.6.2 Project SharePoint Site Requirements and Notes

- As part of the Project Planning sessions, the Tyler Project Manager will provide an overview of the SharePoint Site, its organization, included documents and policies for use
- Tyler will be responsible for providing access and logon credentials to City staff that will need access to the SharePoint site

- Tyler does not perform daily backups of the SharePoint site since the introduction of Microsoft O365
- Tyler recommends using Microsoft versioning settings on lists and libraries
- Deleted Items on the SharePoint site are held in recycle bin for 93 days, and then another 93 days in the site collection recycle bin after which the item is permanently deleted
- Should the City want a copy of their site, a ticket may be created with the site URL and a copy of the site will be provided in a zip file and downloaded to the City’s lists and libraries, at no charge

2.3.7 Issues Log and Issues Tracking

Tyler will maintain a list of issues (both open and closed) that have been identified for the project on the SharePoint site. Any project risks, key decisions, issues, disputes, or late tasks shall be identified on the Issues Log.

Upon identification of project issues and any related risks and key project decisions, both City and Tyler project team members are responsible for adding the issue to the Issues Log. For each identified issue, the following information will be captured:

- Issue Number
- Reported by/date
- Status (i.e. new, open, closed, pending)
- Module/Business Process
- Priority
- Issue
- Comments
- Findings
- Recommendations
- Resolution Assignment
- Date Tested
- Date Closed

City and Tyler Project Managers will review the Issues Log during project status meetings, or in individual meetings as needed. City and Tyler Project Managers will collaboratively review assigned priorities and owners and validate that the correct priority and owner has been assigned to each issue. During the critical phases of the project, the City and Tyler Project Manager will review the issues log on a daily basis.

2.3.7.1 Issues Log and Issues Tracking Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> • Serve as a point of escalation 	<ul style="list-style-type: none"> • Serve as a point of escalation
Project Manager	<ul style="list-style-type: none"> • Document and review issues for priority and assignment • Escalate issues, as needed • Resolve issues 	<ul style="list-style-type: none"> • Document and review issues for priority and assignment • Escalate issues in a timely manner to ensure time-sensitive resolution, as needed • Resolve issues

Functional Leads	<ul style="list-style-type: none"> Document issues Assign priority and owner Resolve issues 	<ul style="list-style-type: none"> Document issues Assign priority and owner Resolve issues
Subject Matter Experts / Others	<ul style="list-style-type: none"> Document issues Assign priority and owner Resolve issues 	<ul style="list-style-type: none"> Document issues Assign priority and owner Resolve issues

2.3.7.2 Issues Log and Issues Tracking Requirements & Notes

- At any time during the project, if City is not satisfied with the level of response from the Tyler Project Manager or Tyler Steering Committee, City will reserve the right to escalate the issue to the Tyler Executive Oversight representative.
- Tyler’s Executive Oversight representative will have responsibility for overall project delivery.

2.3.8 Implementation Deliverable & Control Point Acceptance

Throughout the Project, there are defined Deliverables and Control Points that require formal review and acceptance by the City. When the Deliverables are complete, or Control Points are met, the Tyler Project Manager will notify the City Project Manager and provide the appropriate documents for review.

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

- City will have ten (10) business days from the date of delivery, or as otherwise mutually agreed to by the parties in writing, to sign-off on each Deliverable or Control Point
- If the City does not sign off within ten (10) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, the Deliverable or Control Point will be deemed as accepted
- If the City does not agree that the particular Deliverable or Control Point has been satisfactorily completed, City will notify Tyler, in writing, with its reasoning within ten (10) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the delivery
- Tyler will correct any deficiencies and redeliver the Deliverable or Control Point
- City will then have five (5) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of its reasons for rejecting the milestone
- If the City does not sign off within five (5) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, the Deliverable or Control Point will be deemed as accepted
- The process set forth in the paragraphs above will continue until all issues have been addressed and the Deliverable or Control Point is accepted by the City
- Acceptance will be initiated and managed by utilizing the Tyler SharePoint workflow approval process

2.3.8.1 Implementation Deliverable & Control Point Acceptance Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Review any Control Point or Deliverable issues escalated by the City Project Manager 	<ul style="list-style-type: none"> Review any Control Point or Deliverable issues escalated by the City Project Manager Assist in any escalated issues related to acceptance

Project Manager	<ul style="list-style-type: none"> Review and accept or reject Deliverable and/or Control Point Provide detailed feedback on any rejections 	<ul style="list-style-type: none"> Submit Deliverable and Control Point documents for acceptance Take corrective action on any rejections Escalate issues that require Steering Committee assistance
Functional Leads	<ul style="list-style-type: none"> Review incremental materials that are part of Control Point and Deliverables prior to submission 	<ul style="list-style-type: none"> Review incremental materials that are part of Control Point and Deliverables prior to submission
Subject Matter Experts / Others	<ul style="list-style-type: none"> Review incremental materials that are part of Control Point and Deliverables prior to submission 	<ul style="list-style-type: none"> Review incremental materials that are part of Control Point and Deliverables prior to submission

2.3.8.2 Implementation Deliverable & Control Point Acceptance Requirements & Notes

- All review periods for Deliverables and Control Points will be tracked in the Project Plan
- The City Project Manager will have decision authority to approve or reject all project Deliverables and Control Points
- Both Tyler and City Project Managers are required to sign off on the Control Point acceptance

2.3.9 Site Reports

Each Tyler resource that delivers billable project services for the City will provide a site-report and post it to the respective Document Library on the Project SharePoint site. All site reports will contain meeting notes, and newly discovered or updated issues, documentation of any decisions during the visit, and task assignments, if any. Site reports will be completed within one week for each visit. Tyler will be responsible for taking any issues or risks identified in the site reports and adding them to the Issues Log or Risk Register.

If the content of the notes relate to Deliverable content, Tyler will add the relevant information to the deliverable as is appropriate.

2.3.9.1 Site Reports Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Review Site Reports Validate City task assignments are on target 	<ul style="list-style-type: none"> Review Site Reports Ensure Site Reports meet quality standards Add Issues and/or Risks to appropriate list
Functional Leads	<ul style="list-style-type: none"> Review Site Reports Validate City task assignments are on target Perform assigned tasks 	<ul style="list-style-type: none"> Write Site Reports

Subject Matter Experts / Others	<ul style="list-style-type: none"> • Review Site Reports • Perform assigned tasks 	<ul style="list-style-type: none"> • Write Site Reports
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2.3.9.2 Site Reports Requirements & Notes

- All site reports will be reviewed and edited for quality by the Tyler Project Manager prior to posting to SharePoint for City review.
- The Tyler Project Manager will be responsible for ensuring that site reports are complete and accurate.
- Site reports will be reviewed by the City Project Manager weekly for accuracy prior to acceptance of each phase.
- Completion of site reports will be part of acceptance criteria for each phase.
- Tyler will develop and maintain a tracking mechanism that shows what Site Reports have been submitted by resource by date.
- Tyler will be responsible for adding any information in Site Reports to relevant deliverables, project issue lists, project plan, or other project document.

3 Implementation

3.1 Project Scope

The project scope is comprised of the modules defined in Section 1.3, data conversions, interfaces, reports, workflows, and deliverables defined elsewhere in this SOW, plus any related professional services described throughout this Statement of Work (SOW). If any services, tasks, or responsibilities not specifically described in this SOW are inherent or necessary sub-activities of the tasks or are otherwise required for proper performance of the services or tasks they will also be included within the scope.

3.1.1 Scope/Contract Change Process

Tyler acknowledges that any scope change proposal that affects the total cost of the project is subject to the Client’s policies and must provide adequate time for consideration. Client acknowledges that such scope change proposals may affect the implementation costs, schedule and go-live dates, which will be changed by mutual agreement. All scope change proposals shall be governed by the terms and conditions of the Master Agreement, including adjusting or adding milestone payments where applicable.

3.1.1.1 Implementation Services Change Process

If Client requires the performance of services, including any implementation, consulting, training, or conversion services that are not then being performed, or requires a change to the existing services, Client’s Project Manager shall deliver to the Tyler’s Project Managers an implementation services scope change request specifying the proposed work with sufficient detail to enable Tyler to evaluate it. Tyler, within ten (10) business days following the date of receipt of such change request, or such other time frame as may be mutually agreed between the parties, shall provide Client with a written scope change proposal containing the following:

- Detailed description of resources (both Tyler and Client) required to perform the change
- Implementation Plans

- Schedule for completion
- Acceptance criteria
- Impact on current milestones and payment schedule
- Impact on project goals and objectives
- Price

3.1.1.2 Product Enhancement/Change Process

If the Client requires the modification of the products in scope, including any interface not in scope, the Client's Project Manager shall submit the request via the Enhancement Request Process documented on Tyler Community specifying the proposed enhancement with sufficient detail to enable Tyler to evaluate it.

Tyler has two different types of Product Enhancement Requests:

1. Product Suggestions - Suggestions will not be assigned submission numbers, will not be officially tracked and will not receive a response. Throughout the development planning cycle, Tyler's Strategic Review Committees will analyze thousands of suggestions. Tyler will work to identify patterns within the suggestions, which will help Tyler best determine the areas of the product needing to be addressed.
2. Request for Development Quote - Requests are submitted via the Request for Development Quote website, assigned a submission number for tracking purposes and reviewed by Tyler's Development Teams. Tyler, within thirty (30) business days following the date of receipt of such change request, or such other time frame as may be mutually agreed between the parties, will provide a written response to the request. If the request is not generally consistent with the current direction of the respective product, Tyler will notify Client in writing; otherwise Tyler shall provide Client with a written development scope change proposal containing the following:
 - Specification
 - Schedule for completion
 - Minimum version requirements
 - Any additional implementation services required, such as project management, conversions, forms output and/or training outside of the current project scope
 - Impact on current milestones and payment schedule
 - Impact on project goals and objectives
 - Response due date
 - Total cost

All Request for Development requests will be coordinated and/or approved first by Client Project Manager or other designee and Tyler Project Manager. Development requests will also be identified on the issues log and elevated to Client Executive Steering Committee for review at the next Executive Steering Committee meeting.

By the Response Due Date Client shall notify Tyler in writing if Client elects to proceed with the Development request. Tyler's Project Manager will submit the approved Development request to Tyler's Contract team to create a contract amendment. Tyler will schedule the work described in the

Development change request upon Tyler’s receipt of a signed contract amendment. If, by the Response Due Date, Client gives notice to Tyler not to proceed, or fails to give any notice to Tyler, then the scope change proposal shall be deemed withdrawn and Tyler shall take no further action with respect to it.

	Client Role	Tyler Role
Steering Committee	<ul style="list-style-type: none"> Review and approve change proposals 	<ul style="list-style-type: none"> N/A
Project Manager	<ul style="list-style-type: none"> Communicate requested changes to Tyler 	<ul style="list-style-type: none"> Coordinate change process Communicate requested changes to Client
Project Team / Implementation Consultant	<ul style="list-style-type: none"> Communicate issues, risks, and other potential change items to Client project manager 	<ul style="list-style-type: none"> Communicate issues, risks, and other potential change items to Tyler project manager
Subject Matter Expert / Other	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A

3.1.1.3 Requirements/Notes

- Client acknowledges that such scope change proposals may affect the implementation schedule and go-live dates, which will be changed by mutual agreement.
- Within the timeframe specified in Tyler’s scope change proposal, which timeframe shall not be less than ten (10) business days from Client Project Managers’ receipt of such scope change proposal, Client shall notify Tyler in writing if Client elects to proceed with the change proposal.
- All scope change requests and scope change proposals will be approved first by Client Project Managers and Tyler Project Managers. Scope change requests that impact the project timeline and/or the project milestones, including pricing milestones will also be elevated to Client Executive Steering Committee for review.
- The Client will not be responsible for payment on any service outside the scope of the agreement without a mutually agreed upon change request.

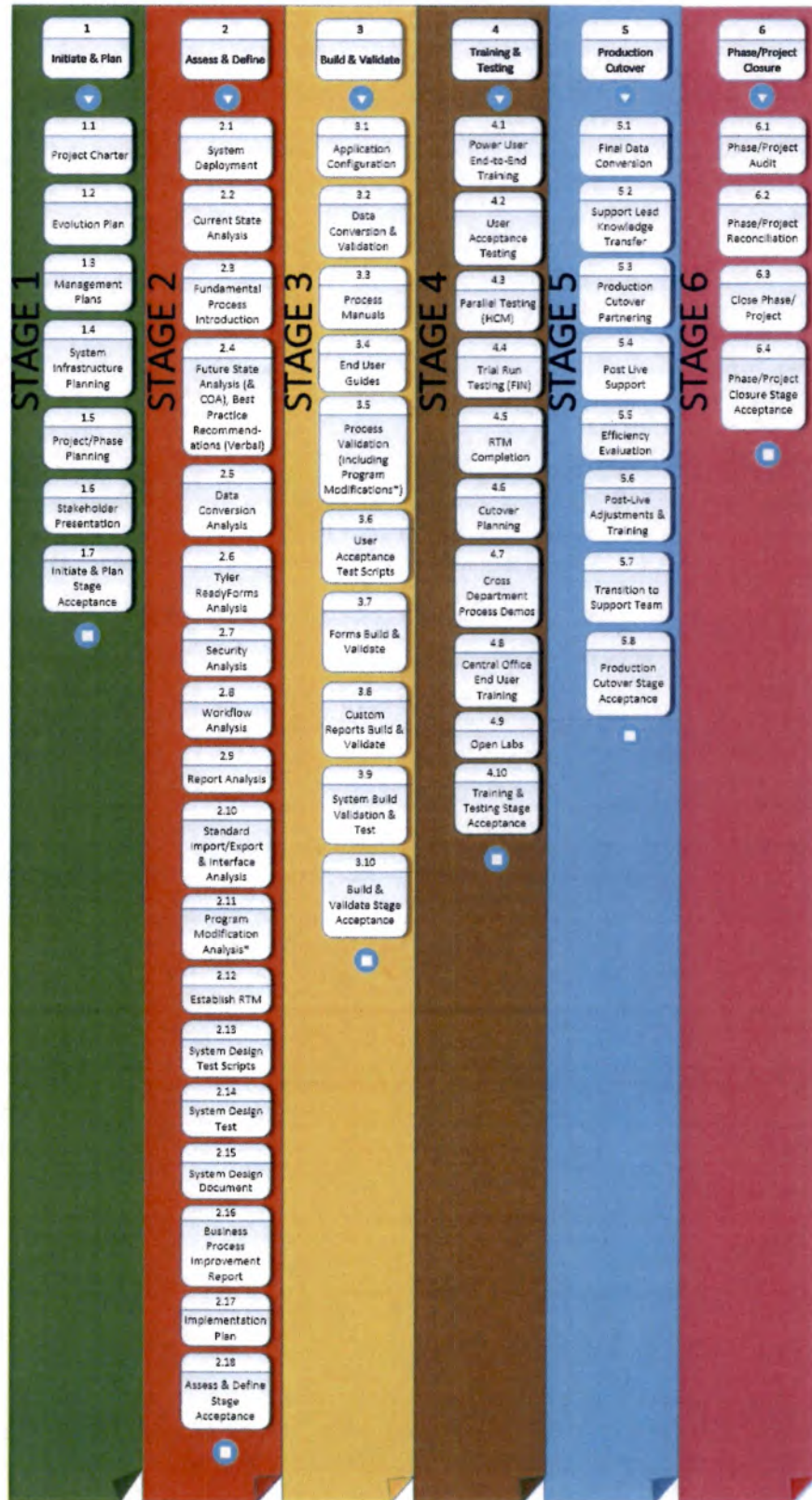
3.2 Methodology

Each Phase of the Project will be implemented in stages using the methodology illustrated below and defined in detail in this section. Throughout the project methodology, there are defined Deliverable and Control Point Acceptance criteria for each implementation stage to ensure that the City fully understands and accepts the project progress.

Deliverables are defined as tangible project outputs produced by Tyler and delivered to the City for review and acceptance. Control Points are project review points comprised of major critical path tasks and Deliverables associated with each implementation stage to be used to assist in controlling quality. At each Control Point, the City and Tyler Project Managers must formally accept the project to date. Once there is formal acceptance, the project will proceed to the next implementation stage. The process for accepting each Deliverable and Control Point is identified in Section 2.3.8. Only Stage One does not require acceptance prior to moving to Stage Two. This exception is made in order to avoid unnecessary project delays while the full Stage One acceptance criteria is met.

3.2.1 Work Breakdown Structure

Tyler will use a Work Breakdown Structure, or WBS, to depict overall project work. The following is the baseline WBS reflecting the major stages and components.



* - These steps only occur if Program Modifications are required.

3.2.2 Deliverables

Tyler will provide the Deliverables identified in the table below. Deliverables will be submitted as a work product for City review and follow the Deliverable acceptance procedures defined in Section 2.3.8. The objective, scope, format, outline roles (Tyler and City) and acceptance criteria for each Deliverable listed below is described in detail in Appendix 1: Deliverable Expectation Document.

For purposes of this SOW, Deliverable names are assigned a unique, sequentially numbered Deliverable Expectation Document (DED) number, i.e. DED-01. For each Deliverable that is repeated or updated for a given Phase, the Deliverable will be prefixed with the Phase number and the unique Deliverable number, i.e. 1-01 indicates Phase 1, DED-01. For this project, Phase 1 designates the Financial suite of applications, Phase 2 designates the Human Capital Management suite of application, and Phase 3 designates the Utility Billing and Collections suite of applications listed in the table in Section 3.1.

Deliverable	Deliverable Number
DELIVERED ONCE DURING PROJECT	
Project Charter	DED-01
Evolution Plan	DED-02
Management Plans	DED-03
SaaS Installation Report	DED-05
Project Reconciliation Report	DED-16
PHASE 1 DELIVERABLES	
Project Plan	DED-1-04
System Design Test Scripts	DED-1-06
System Design Document	DED-1-07
Business Process Improvement Report	DED-1-08
Implementation Plan	DED-1-09
Process Manuals	DED-1-10
End User Guides	DED-1-11
User Acceptance Test Scripts	DED-1-12
Requirements Traceability Matrix	DED-1-13
Production Cutover Plan	DED-1-14
Phase Reconciliation Report	DED-1-15

PHASE 2 DELIVERABLES	
Project Plan	DED-2-04
System Design Test Scripts	DED-2-06
System Design Document	DED-2-07
Business Process Improvement Report	DED-2-08
Implementation Plan	DED-2-09
Process Manuals	DED-2-10
End User Guides	DED-2-11
User Acceptance Test Scripts	DED-2-12
Requirements Traceability Matrix	DED-2-13
Production Cutover Plan	DED-2-14
Phase Reconciliation Report	DED-2-15
PHASE 3 DELIVERABLES	
Project Plan	DED-3-04
System Design Test Scripts	DED-3-06
System Design Document	DED-3-07
Business Process Improvement Report	DED-3-08
Implementation Plan	DED-3-09
Process Manuals	DED-3-10
End User Guides	DED-3-11
User Acceptance Test Scripts	DED-3-12
Requirements Traceability Matrix	DED-3-13
Production Cutover Plan	DED-3-14
Phase Reconciliation Report	DED-3-15

3.2.3 Control Points

The following Control Points have been defined for the Project. Each, with the exception of Stage 1, must be formally accepted prior to moving on to the next stage in the project. City may conditionally authorize, with written reasons for conditional authorization, to proceed with the project and withhold final acceptance of a Control Point. For the Control Point to be finally accepted, all work identified under each must be complete.

Phase	Control Point	Description / Acceptance Criteria
1	1.1	<p>Stage 1 Acceptance</p> <ul style="list-style-type: none"> Project Charter (DED-01) delivered and accepted Evolution Plan (DED-02) delivered and accepted Management Plan (DED-03) delivered and accepted Project Plan (DED-1-04) delivered and accepted Stakeholder Presentation Complete
1	1.2	<p>Stage 2 Acceptance</p> <ul style="list-style-type: none"> SaaS Installation Report (DED-05) delivered and accepted City can access Tyler environments Chart of Accounts analysis, workbook build, and initial data conversion has completed Current and Future State Analysis is complete Authorization to load Chart of Accounts in Production sign-off received from City System Design Test Scripts (DED-1-06) delivered and accepted System Design Tests completed to City's satisfaction Requirements Traceability Matrix baseline is being updated with City decisions System Design Document (DED-1-07) delivered and accepted Business Process Improvement Report (DED-1-08) delivered and accepted Implementation Plan (DED-1-09) delivered and accepted
1	1.3	<p>Stage 3 Acceptance</p> <ul style="list-style-type: none"> Application has been fully configured Data conversion programs have been accepted as providing accurate data Process Manuals (DED-1-10) delivered and accepted End User Guides (DED-1-11) delivered and accepted Process Validation has occurred, along with the City Project Team training needed to support the validation efforts User Acceptance Test Scripts (DED-1-12) delivered and accepted Tyler Forms loaded on server Custom Reports (if any) delivered and in the process of review and acceptance System Build Validation Test has been performed
1	1.4	<p>Stage 4 Acceptance</p>

		<ul style="list-style-type: none"> All in-scope pre-live Training has been completed User Acceptance Testing has been completed and met Quality Assurance standards Requirements Traceability Matrix (DED-1-13) delivered and accepted Production Cutover Plan (DED-1-14) delivered and accepted Cross Department Demos performed Tyler Forms are finalized, approved, and all bank approvals are final Custom Reports (if any) delivered and accepted
1	1.5	<p>Stage 5 Acceptance</p> <ul style="list-style-type: none"> Final conversion data has been accepted and loaded in Production database Authorization to proceed with Production Cutover has been received Conditional Acceptance, as defined in the Agreement is received. City is processing live transactions in the Tyler system All final implementation services have been delivered, as scheduled, within the Post-Live period Post Cutover Efficiency Evaluation is performed Transition to Support has completed
1	1.6	<p>Stage 6 Acceptance</p> <ul style="list-style-type: none"> Project Audit has been completed and meets quality standards Phase Reconciliation Report (DED-1-15) delivered and accepted Final Acceptance, as defined in the Agreement, granted by Client for phase)
2	2.1	<p>Stage 1 Acceptance</p> <ul style="list-style-type: none"> Project Plan (DED-2-04) delivered and accepted
2	2.2	<p>Stage 2 Acceptance</p> <ul style="list-style-type: none"> Current and Future State Analysis is complete System Design Test Scripts (DED-2-06) delivered and accepted System Design Tests completed to City's satisfaction Requirements Traceability Matrix baseline is being updated with City decisions System Design Document (DED-2-07) delivered and accepted Business Process Improvement Report (DED-2-08) delivered and accepted Implementation Plan (DED-2-09) delivered and accepted
2	2.3	<p>Stage 3 Acceptance</p> <ul style="list-style-type: none"> Application has been fully configured Data conversion programs have been accepted as providing accurate data Process Manuals (DED-2-10) delivered and accepted End User Guides (DED-2-11) delivered and accepted Process Validation has occurred, along with the City Project Team training needed to support the validation efforts User Acceptance Test Scripts (DED-2-12) delivered and accepted Tyler Forms loaded on server

		<ul style="list-style-type: none"> • Custom Reports (if any) delivered and in the process of review and acceptance • System Build Validation Test has been performed
2	2.4	<p>Stage 4 Acceptance</p> <ul style="list-style-type: none"> • All in-scope pre-live Training has been completed • User Acceptance Testing has been completed and met Quality Assurance standards • Requirements Traceability Matrix (DED-2-13) delivered and accepted • Production Cutover Plan (DED-2-14) delivered and accepted • Cross Department Demos performed • Tyler Forms are finalized, approved, and all bank approvals are final • Custom Reports (if any) delivered and accepted
2	2.5	<p>Stage 5 Acceptance</p> <ul style="list-style-type: none"> • Final conversion data has been accepted and loaded in Production database • Authorization to proceed with Production Cutover has been received • City is processing live transactions in the Tyler system • All final implementation services have been delivered, as scheduled, within the Post-Live period • Post Cutover Efficiency Evaluation performed and reviewed • Transition to Support has completed
2	2.6	<p>Stage 6 Acceptance</p> <ul style="list-style-type: none"> • Project Audit has been completed and meets quality standards • Phase Reconciliation Report (DED-2-15) delivered and accepted
3	3.1	<p>Stage 1 Acceptance</p> <ul style="list-style-type: none"> • Project Plan (DED-3-04) delivered and accepted
3	3.2	<p>Stage 2 Acceptance</p> <ul style="list-style-type: none"> • Current and Future State Analysis is complete • System Design Test Scripts (DED-3-06) delivered and accepted • System Design Tests completed to City's satisfaction • Requirements Traceability Matrix baseline is being updated with City decisions • System Design Document (DED-3-07) delivered and accepted • Business Process Improvement Report (DED-3-08) delivered and accepted • Implementation Plan (DED-3-09) delivered and accepted
3	3.3	<p>Stage 3 Acceptance</p> <ul style="list-style-type: none"> • Application has been fully configured • Data conversion programs have been accepted as providing accurate data • Process Manuals (DED-3-10) delivered and accepted • End User Guides (DED-3-11) delivered and accepted

		<ul style="list-style-type: none"> • Process Validation has occurred, along with the City Project Team training needed to support the validation efforts • User Acceptance Test Scripts (DED-3-12) delivered and accepted • Tyler Forms loaded on server • Custom Reports (if any) delivered and in the process of review and acceptance • System Build Validation Test has been performed
3	3.4	<p>Stage 4 Acceptance</p> <ul style="list-style-type: none"> • All in-scope pre-live Training has been completed • User Acceptance Testing has been completed and met Quality Assurance standards • Requirements Traceability Matrix (DED-3-13) delivered and accepted • Production Cutover Plan (DED-3-14) delivered and accepted • Cross Department Demos performed • Tyler Forms are finalized, approved, and all bank approvals are final • Custom Reports (if any) delivered and accepted
3	3.5	<p>Stage 5 Acceptance</p> <ul style="list-style-type: none"> • Final conversion data has been accepted and loaded in Production database • Authorization to proceed with Production Cutover has been received • City is processing live transactions in the Tyler system • All final implementation services have been delivered, as scheduled, within the Post-Live period • Post Cutover Efficiency Evaluation performed and reviewed • Transition to Support has completed
3	3.6	<p>Stage 6 Acceptance</p> <ul style="list-style-type: none"> • Project Audit has been completed and meets quality standards • Phase Reconciliation Report (DED-3-15) delivered and accepted • Project Reconciliation Report (DED-16) delivered and accepted

3.3 Work Plan

3.3.1 Stage 1: Initiate & Plan

3.3.1.1 Project Charter (DED-01)

The City and Tyler develop a Project Charter to formally outline the purpose of the project and authority for moving forward. Tyler delivers a Project Charter template that may be used as a starting point for the final document. The Tyler Project Manager works directly with the City Project Manager to finalize the Project Charter and achieve authorization to move forward from the City Executive Sponsor.

3.3.1.1.1 Project Charter Roles & Responsibilities

See Appendix 1

3.3.1.1.2 Project Charter Requirements & Notes

See Appendix 1

3.3.1.2 Evolution Plan (DED-02)

The City and Tyler develop an Evolution Plan (DED-02) to capture and measure the delta between the City’s current state and its Enterprise Goals at a more granular level. This is done by outlining and describing the components and processes for establishing the evolutionary improvement that must occur over the course of the ERP Project. Specific goals are directly linked to a plan with key activities, providing an outline of the activities required to meet each of the stated strategic goals pertaining to the implementation and utilization of the ERP solution.

The Evolution Plan will contain the following key sections:

- Overview of Project Goals
- Current and Future State Delta Assessment
- Major Steps in Transformation Process
- Expected Outcome
- Roles and Responsibilities

3.3.1.2.1 Evolution Plan Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Provide input for Evolution Plan • Review and authorize Evolution Plan • Review and accept DED-02 	<ul style="list-style-type: none"> • Own development of Evolution Plan • Solicit information for content, current/future state delta
Functional Leads	<ul style="list-style-type: none"> • Provide input for Evolution Plan • Review and accept DED-02 	<ul style="list-style-type: none"> • Write Evolution Plan using provided material and assessment
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Provide input for Evolution Plan 	

3.3.1.2.2 Evolution Plan Requirements & Notes

Tyler's baseline version of the Evolution Plan will be the starting point for the development of the City's Evolution Plan.

3.3.1.3 Management Plans (DED-03)

The City and Tyler develop a full set of Management Plans to outline how all aspects of the project will be managed and controlled throughout the full project lifecycle. Tyler delivers a set of Management Plan templates that may be used as starting points for the final set of documents. The plans will be modified throughout the project, as needed, with full change control in place.

3.3.1.3.1 Management Plan Roles & Responsibilities

See Appendix 1

3.3.1.3.2 Management Plan Requirements & Notes

See Appendix 1

3.3.1.4 System Infrastructure Planning

During this timeframe, several activities will occur in addition to planning. Tyler will conduct a pre-installation call to review environment needs, expectations and conduct a general overview of Tyler's SaaS services.

3.3.1.4.1 Hardware Requirements

Appendix 3: Hardware Requirements outlines the recommended system requirements for City workstations supporting and accessing the Tyler ERP system and any in scope third party products.

3.3.1.4.2 Environments

As part of the project, Tyler will establish multiple environments to support overlapping phases. All hardware specifications, requirements, and required staffing will support development of all listed environments. If it is determined that additional environments are required to support the implementation during implementation, Tyler and City staff will work together to design, setup and establish the requisite environment(s). Based on the projected Project phasing, Tyler will establish the following environments:

- Production
- Training (FIN/PR)
- Test (FIN/PR)
- Training (REV)
- Test (REV)
- Implementation (Pre-populated)

3.3.1.4.3 Project/Product Release Schedule

Tyler's implementation approach requires that the City will adhere to the following upgrade schedule. Tyler's Project Team will coordinate with the City Project Team to coordinate the upgrade activities as follows:

Tyler Product	Version	Test Environment Deployment	Live /Train Environment Deployment
Munis / ExecuTime	v2019.1	v2019.1	v2019.1
CAFR Statement Builder	v1.0.6.68	v1.0.6.68	v1.0.6.68

Tyler and City Project Management staff will identify and plan all tasks and dependencies related to each planned version upgrade. Activities such as, environment(s) to be updated, testing, re-training, training and documentation will be identified in the project plan for each respective version upgrade. Future release implementations will be determined by Tyler and City Project Management staff.

3.3.1.4.4 Key Dates for Hardware Availability

To prevent delays in the project schedule, it is the responsibility of the City to have procured and installed all applicable hardware meeting the requirements listed in Appendix 3: Hardware Requirements by the dates established in the Project Plan. Failure to have the necessary hardware may result in delays and changes to the project schedule.

3.3.1.4.5 System Infrastructure Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Attend pre-installation call Coordinate City procurement and/or installation of required hardware and software 	<ul style="list-style-type: none"> Attend pre-installation call Ensure City has hardware / software requirements and availability dates Communicate environment needs to team
Functional Leads	<ul style="list-style-type: none"> IT Functional Lead attends call 	<ul style="list-style-type: none"> N/A
Subject Matter Experts / Others	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A

3.3.1.4.6 System Infrastructure Requirements & Notes

- Depending on final phase dates, specific environment requirements may change
- Planning for upgrades, whether mid or post implementation, will occur at a later date and will require an update to this document
- All notes from the planning call will be published to the Project SharePoint site by the Tyler Technical Lead

3.3.1.5 Project Plan (DED-04)

The City and Tyler will work collaboratively to document key project tasks, scheduling, resources, and responsibilities. Project Plan development will occur at the beginning of the project for the first sixty (60)

to ninety (90) days of project, but the City and Tyler will develop an initial 30 – 90 day schedule so that work can begin while development of the full Project Plan can be completed.

Project Planning consists of validating the scope of project, defining project-scheduling guidelines, validation of go-live dates, and determining blackout dates. The results of these planning activities will lead to development of the Project Schedule.

Additional components of Project Planning include, but are not limited to, identifying schedule constraints and critical deadlines, and coordination of non-contracted 3rd party implementations to integrate deliverables with Tyler timeline and requirements.

The Project Plan will contain:

- Project’s activities and tasks, and corresponding dates Task Dependencies
- Specific resources assigned to project tasks with estimated staffing effort/duration (both Tyler & City)
- Detailed Project schedule / Work Break Down Structure (WBS) featuring phases, deliverables, and work packages
- Milestones, Deliverables and Control Points
- Testing periods
- City Review Periods for Milestones and Deliverables

3.3.1.5.1 Project Planning Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> • Resolve any staffing issues preventing schedule and plan from meeting goals 	<ul style="list-style-type: none"> • Resolve any staffing issues preventing schedule and plan from meeting goals
Project Manager	<ul style="list-style-type: none"> • Provide City resource availability • Assist in development of Project Plan where applicable • Escalate issues that require Steering Committee assistance • Review and accept or reject Deliverable DED-04 • Provide detailed feedback on any rejections 	<ul style="list-style-type: none"> • Submit Project Plan (DED-04) for acceptance • Take corrective action on any rejections • Initiate workflow acceptance for DED-04 • Escalate issues that require Steering Committee assistance • Prepare cohesive and detailed Project Plan • Solicit City input on activities and resources
Functional Leads	<ul style="list-style-type: none"> • Provide input on resource availability and alignment • Provide guidance on organizational structure • Review Plan and block schedule according to accepted dates 	<ul style="list-style-type: none"> • Provide input on detailed activities for functional areas • Review Plan and block schedule according to accepted dates

Project Role(s)	City Responsibility	Tyler Responsibility
Subject Matter Experts / Others	<ul style="list-style-type: none"> Review Plan and block schedule according to accepted dates 	<ul style="list-style-type: none"> Review Plan and block schedule according to accepted dates

3.3.1.5.2 Project Planning Requirements & Notes

- The Project Plan (Plan) will be developed and maintained in Microsoft Project 2016
- The finalized and approved Project Plan will be posted as a file to the SharePoint site
- Tyler’s Project Manager will edit and update the project plan as part of regularly scheduled project management meetings with the City Project Manager
- Certain elements of the Plan will be published to a calendar on the Project SharePoint site to facilitate City users’ access to training schedules and other key project activities; typically, Tyler will publish only activities that involve City and Tyler interaction, such as training schedules
- The Project Plan will also allow sufficient time for all testing processes including test script development, testing execution, and testing issue resolution
- All projects tasks will be assigned owners and due dates which correspond with the overall project schedule
- Project Tasks that are not completed by the due date may adversely affect the project schedule and live dates

3.3.1.6 Stakeholder Presentation

The City and Tyler will develop a formal presentation of the project to make to the City staff that conveys the overall project timelines, expectations of the project, and highlights project activities. During the Project/Phase Planning, the City and Tyler will work together to determine the appropriate messaging for the presentation, the City and Tyler Staff that should attend, and if it is an opportunity for City Executives to deliver expectations for participation and change.

3.3.1.6.1 Stakeholder Presentation Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Sponsor / Executive Oversight	<ul style="list-style-type: none"> Attend Stakeholder Presentation Deliver Executive Mandate 	<ul style="list-style-type: none"> N/A
Steering Committee	<ul style="list-style-type: none"> Attend Stakeholder Presentation Present Material, as needed 	<ul style="list-style-type: none"> N/A
Project Manager	<ul style="list-style-type: none"> Prepare Stakeholder Presentation material with Tyler Coordinate meeting space and appropriate attendees and presenters Present material 	<ul style="list-style-type: none"> Participate in preparing Stakeholder Presentation material Coordinate appropriate Tyler resources for attendance Present material
Functional Leads	<ul style="list-style-type: none"> Attend Stakeholder Presentation 	<ul style="list-style-type: none"> N/A

Project Role(s)	City Responsibility	Tyler Responsibility
Subject Matter Experts / Others	<ul style="list-style-type: none"> ▪ Present Material, as needed ▪ To be determined by City 	<ul style="list-style-type: none"> ▪ N/A

3.3.1.6.2 Stakeholder Presentation Requirements & Notes

- Tyler will lead a session on the development of a Stakeholder Presentation using a sample PowerPoint presentation
- The City will customize the presentation, with Tyler’s assistance, and determine content, presenters, and appropriate attendees

3.3.1.7 Stage 1: Initiate & Plan Control Point

3.3.1.7.1 Stage 1: Initiate & Plan Deliverables

- Project Charter (DED-01)
- Evolution Plan (DED-02)
- Management Plans (DED-03)
 - Scope Management Plan
 - Schedule Management Plan
 - Risk Management Plan
 - Financial Management Plan
 - Communication Management Plan
 - Issue Management Plan
 - Release & Code Management Plan
 - Quality Management Plan
 - Education & Training Management Plan
 - Resource Management Plan
 - Integration Management Plan
 - Requirements Management Plan
- Project Plan (DED-1-04)

3.3.1.7.2 Stage 1: Initiate & Plan Outcomes

- The Project has been fully authorized by Project Sponsors and an Executive Mandate Delivered to the Project Community
- City and Tyler Project members have a clear understanding of the requirements for the Project
- The Project Goals and vision have been more succinctly defined for performance measurement
- Management Plans are in place to guide all aspects of project activities
- The Project Plan and schedule are in place for all applicable Project personnel
- The City and Tyler have established an effective, team-based working relationship

3.3.1.7.3 Stage 1: Initiate & Plan Acceptance Criteria

- Project Charter (DED-01) delivered and accepted

- Evolution Plan (DED-02) delivered and accepted
- Management Plan (DED-03) delivered and accepted
- Project Plan (DED-04) delivered and accepted
- Stakeholder Presentation complete

3.3.2 Stage 2: Assess & Define

3.3.2.1 SaaS Installation Report (DED-05)

Based on the information gathered during the SaaS Installation Planning call, Tyler begins the installation and completes the SaaS Installation Report (DED-05).

3.3.2.1.1 SaaS Installation Report (DED-05) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Validate deployment requirements are met • Review and accept or reject Deliverable DED-05 • Provide detailed feedback on any rejections 	<ul style="list-style-type: none"> • Ensure communication of activities is ongoing with City • Validate deployment requirements are met • Review and deliver SaaS Installation Report (DED-05) • Initiate workflow acceptance for DED-05
Functional Leads	<ul style="list-style-type: none"> • Test access to environments • Provide feedback to City Project Manager 	<ul style="list-style-type: none"> • Test access to environments • Provide feedback to Tyler Project Manager
Subject Matter Experts / Others	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • N/A

3.3.2.1.2 SaaS Installation Report (DED-05) Requirements & Notes

- Certain environments may not be established at the onset of the Project and timing will be agreed to during the SaaS Installation Planning step

3.3.2.2 Current State Analysis

As a prerequisite to Current State Analysis sessions, Tyler consultants will provide City users designated during the planning stage with basic questionnaires related to current business practices, policies, and procedures.

During these sessions, Tyler will review the City responses and ask further clarifications as well as ask the City to provide sample forms and discuss any current processing requirements as dictated by local, City, state or federal requirements. Tyler consultants will document the information collected from these discussions in a Microsoft Excel workbook that will ultimately become the System Design Document (DED-07), a deliverable of Stage 2: Assess & Define.

3.3.2.2.1 Current State Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Communicate schedules and ensure resources are available Validate that pre-requisites are completed by due date 	<ul style="list-style-type: none"> Validate pre-requisite provided as required Validate sessions scheduled Validate agendas uploaded to SharePoint site two (2) weeks in advance Validate Current State information updated in System Design Documents
Functional Leads	<ul style="list-style-type: none"> Provide solicited information in Questionnaires by due dates Attend Current State Analysis sessions Provide requested current state information Include Subject Matter Experts, as needed 	<ul style="list-style-type: none"> Create agendas and review with Project Manager Create Current State Questionnaires, review with Project Manager, and post to SharePoint as pre-requisite Review Questionnaires prior to Current State Sessions Conduct Current State Sessions Document findings in Current State Tab of System Design Document
Subject Matter Experts / Others	<ul style="list-style-type: none"> Provide solicited information in survey 	<ul style="list-style-type: none"> N/A

3.3.2.2.2 **Current State Analysis Requirements & Notes**

- The City will provide detailed information regarding unique calculations, reporting, forms, banking relationships, and any other pertinent information that will be required in ensuring the future state meets requirements

3.3.2.3 **Fundamental Process Introduction**

Fundamentals Process Introduction provides City Functional Leads and Power Users an overall understanding of Tyler software capabilities prior to beginning future state analysis. The primary goal is to provide a basic understanding of system functionality, which provides a foundation for upcoming conversations regarding future state processing. During the introductory sessions, Tyler Consultants will demonstrate major processes and focus on data flow, the connection between configuration options and outcome, integration, and terminology that may be unique to Tyler’s software.

3.3.2.3.1 **Fundamental Process Introduction Roles & Responsibilities**

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Communicate schedules and ensure resources are available 	<ul style="list-style-type: none"> Validate pre-requisites provided as required Validate sessions scheduled

Project Role(s)	City Responsibility	Tyler Responsibility
	<ul style="list-style-type: none"> Validate that pre-requisites are completed by due date 	<ul style="list-style-type: none"> Validate agendas uploaded to SharePoint site two (2) weeks in advance Validate Implementation database is ready and available for sessions
Functional Leads	<ul style="list-style-type: none"> Attend Fundamental Process Introduction sessions Include Subject Matter Experts, as needed 	<ul style="list-style-type: none"> Create agendas and review with Project Manager Ensure Implementation database has appropriate data for Fundamental Process Introduction sessions Conduct sessions Document questions and/or findings from sessions
Subject Matter Experts / Others	<ul style="list-style-type: none"> Attend Fundamental Process Introduction sessions 	<ul style="list-style-type: none"> N/A

3.3.2.3.2 **Fundamental Process Introduction Requirements & Notes**

- Fundamental Process Introduction is not intended as an analysis session and is primarily meant to acquaint the City with the Tyler software prior to analysis
- Tyler Consultants will use a database that is pre-populated with sample data for these sessions
- Not every process or functional area will be covered, such as 3rd Party software, Self Service, Tyler Cashiering, Tyler Forms, CAFR Statement Builder, or Munis Analytics & Reporting

3.3.2.4 **Future State Analysis**

Tyler Consultants conduct sessions to demonstrate and help City Functional Leads evaluate options for new business process designs. Using the Requirements Traceability Matrix (DED-13), the City and Tyler will determine how functional requirements are met or if a new solution presented by Tyler may result in the requirement being disposed of after testing.

Sessions for each functional area will take into account cross-application activities and dependencies, information gathered from Current State Analysis, Customer Journey interviews, and other materials provided to Tyler. The Tyler Consultant will explain each screen and applicable field along with the purpose, available options, and considerations. During the sessions, Functional Leads may begin to make preliminary decisions about new processes and Tyler will document them as part of the process.

All findings and responses during the Future State Analysis sessions will be entered into the Future State Tab of the System Design Document (DED-07) for tracking and evaluation) once the analysis is complete.

3.3.2.4.1 **Future State Analysis Roles & Responsibilities**

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Communicate schedules and ensure resources are available Validate that pre-requisites are completed by due date 	<ul style="list-style-type: none"> Validate pre-requisites provided as required Validate sessions scheduled Validate agendas uploaded to SharePoint site two (2) weeks in advance Validate Implementation database is ready and available for sessions
Functional Leads	<ul style="list-style-type: none"> Attend Future State Analysis sessions Include Subject Matter Experts, as needed 	<ul style="list-style-type: none"> Create agendas and review with Project Manager Conduct sessions Document questions, decisions, issues, and/or outcomes from sessions
Subject Matter Experts / Others	<ul style="list-style-type: none"> Attend Future State Analysis sessions 	<ul style="list-style-type: none"> N/A

3.3.2.4.2 Future State Analysis Requirements & Notes

- Future State Analysis sessions are critical sessions in the process of reaching the City’s stated goals and Evolution Plan and as such, require that attendees are willing to consider new options and solutions for meeting business needs

3.3.2.5 Chart of Accounts Design

The Chart of Accounts (COA) provides the overall organizational structure and reporting for General Ledger accounts to meet the business processing needs of the City. This includes all financial, payroll, and revenue data. This task will start off with Tyler conducting an analysis of the City’s current COA including all hierarchies of funds, objects, user codes, projects, grants, GL codes, subsidiaries, index codes and all related data elements as they are currently defined in the City’s COA.

Initial COA meetings, led by Tyler, will occur with City staff to discuss the current COA structure and individual departmental needs. Tyler will take notes for each meeting and document a summary as part of the Current State tab in the System Design Document. Additional information related to the Chart of Accounts will be gathered during the Current State Analysis of each functional area.

Tyler will conduct Future State Chart of Accounts design meetings with the designated COA Leads and present options and recommendations for the design of the new COA. These meetings will occur over several days and conclude Tyler Consultants assisting the City with the use of the COA Builder. The COA Builder is a tool utilized to help design the new Chart components, validate that each component has been met, and convert the Chart into Munis.

3.3.2.5.1 Chart of Accounts Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Schedule resources for COA review and follow-up sessions Follow-up with department stakeholders to ensure timely feedback and decisions for the COA 	<ul style="list-style-type: none"> Coordinate Tyler resources for COA review and follow-up sessions with all City departments Load COA Workbook on Project SharePoint site
Functional Leads	<ul style="list-style-type: none"> Attend each Department COA meeting Review Tyler COA recommendations Validate design of COA Build COA Review and confirm COA was loaded correctly Review COA desired design and outcomes during System Design Test Resolve issues identified during error report review and conversion validation 	<ul style="list-style-type: none"> Discuss COA options across all departments Facilitate discussions on COA best practices across all departments Document summary recommendations resulting from COA discussions Demonstrate COA options in Munis across all departments Assist City on using COA Builder Review and validate COA spreadsheet Assist City in validating COA in Munis test/train Assist City in resolution of any issues
Subject Matter Experts / Others	<ul style="list-style-type: none"> Attend COA sessions, as needed Build COA Workbook, as assigned 	<ul style="list-style-type: none"> Load converted COA into Munis test/train environment

3.3.2.5.2 **Chart of Accounts Requirements & Notes**

- City will use COA Builder as instructed by Tyler consultants
- Tyler consultants will explain and follow up on any City questions related to most applicable configurations of the COA
- Tyler Consultants will review all state, federal, grantor, or other requirements for the City COA and ensure that the set up will be sufficient to handle any reporting (including CAFR reporting), tracking, budgeting and module integration needs and functional requirements of Client

3.3.2.6 **Data Conversion Analysis**

Tyler consultants will conduct data conversion analysis in coordination with the City. During the analysis, legacy data systems will be reviewed and Tyler Consultants, with assistance from City staff, will determine a plan for data conversion for each conversion option. A Data Conversion plan will be developed and will include:

- Scope of each data conversion option
- Level of detail to be converted
- Historical data to be converted
- Identification of current data sources

- Strategy and timing for data conversion and go-live cutoff

This Plan will be a subset of the Implementation Plan (DED-09) delivered at the end of Stage 2.

To assist with data conversions, Tyler will provide detailed Conversion schemas as a guide to the types of data that can be converted, the specific fields available and required data elements. Conversion Schemas are distributed for all purchased conversions to help guide the data mapping process.

With assistance from City staff, Tyler consultants will develop conversion mapping documents to relate legacy system data with Tyler system data. Tyler’s consultants will assist and make recommendations on the types and volume of data to be converted. Data crosswalks will be created when legacy data will be re-enumerated or translated into new values (i.e. renumbering vendor numbers or mapping existing payroll deduction codes into new schemes and numbering ranges).

3.3.2.6.1 Data Conversion Scope

The following Conversion Options are a comprehensive list that represents the quoted modules included in the Tyler proposal and considered in scope. Requests to convert data outside of the contracted Conversion Options will be considered out of scope and will follow the process described in the Scope/Contract Change Process section.

Phase	Conversion ID	Description
3	Accounting - Actuals up to 3 years	General ledger – actual account summary balances at the monthly summary level for 3 years, to be populated in the GL Master and GL Master Balance tables
3	Accounting Opt 2 - Budgets up to 3 years	General Ledger – budgeted account balances at the monthly summary level for 3 years, to be populated in the Munis GL Master and GL Master Balance tables. This can include the original budget, budget adjustments and revised budget.
1	Accounting Standard COA	COA conversion from spreadsheet (to be provided during COA analysis)
3	Accounts Payable - Checks up to 5 years	Check History up to 5 years - after a successful AP Vendor Master conversion, the City provides AP Check information for conversion to related Munis Check Header and Check Detail tables. Check Header holds such data as vendor, warrant, check#, check date, overall amount, GL cash account/date, and clearance information. Check Detail holds related document/invoice numbers for each check.
3	Accounts Payable - Invoice up to 5 years	Invoice History up to 5 years - after a successful AP Vendor Master conversion, the City provides AP Invoice information for conversion to related Munis Invoice Header and Invoice Detail tables. General information for the invoice is stored in a Header record, and line-specific information stored in a Detail record.
3	Accounts Payable Standard Master	Vendor master (names, addresses, SSN/FID, contacts, phone numbers, etc.), remittance addresses, YTD 1099 amounts
3	Capital Assets Std Master	Asset description, status, acquisition quantity, date, and

Phase	Conversion ID	Description
		amount, codes for asset class, subclass, department, custodian, flags for capitalization and depreciation, estimated life, serial number, model, model year, depreciation method, life-to-date depreciation amount, last depreciation date, disposal information (if any), purchase information, if any (vendor, PO, Invoice), four GL orgs and objects, for Asset account, Contra account, Depreciation Expense account, and Accumulated Depreciation account, plus an addition org and object for purchase account (if desired), Comments.
3	Contracts	Contract header and detail with corresponding journal entry, as needed.
3	General Billing Std CID	This includes the demographic information for all customers in a legacy database.
3	Project Grant Accounting - Actuals up to 3 years	After the Project Ledger is set up, and a crosswalk created between legacy accounts and Munis accounts, balances to be populated in the Munis Project Ledger tables.
3	Project Grant Accounting - Budgets up to 3 years	After the Project Ledger is set up, and a crosswalk created between legacy accounts and Munis accounts, budgeted balances, to be populated in the Munis Project Ledger tables.
3	Project Grant Accounting Standard	Conversion from City completed PGA Excel spreadsheet for setup information for segments, account strings and FS Allocation table.
1	Payroll – Accrual Balances	Employee Accrual Balances (Vacation, Holiday, and other Leave balances) are converted from legacy data to corresponding Munis tables. If provided, start-of-year, earned-to-date, and used-to-date can be converted, as well. If converted, accrual balances must be completed before the City goes Live on actual payroll runs. Accrual transaction history is not part of this option. If the City requests accrual history, it needs to be quoted by the conversion department.
1	Payroll – Accumulators up to 5 years	YTD, QTD, MTD Accumulators - Employee pay and deduction amounts (and sometimes amounts paid by the employer on behalf of the employee), are converted in this option. Though it is sometimes not so in the legacy system, each amount in Munis must be related to a specific pay or deduction code. The deduction code crosswalk used in Option 1 is used again here and in deduction history (option 5). A pay code crosswalk is usually provided, or else a single default code for all regular pay, plus any relevant noncash pay codes. Tax and retirement grosses may be converted or may be calculated afterward through a Munis process. If history conversions are also purchased, there is usually no need to provide separate source data for accumulators.
1	Payroll - Certifications	Employee Certifications and Expirations

Phase	Conversion ID	Description
1	Payroll – Check History up to 5 years	Payroll Check History - earnings and deductions in employee check history (with check# and check date), attached to a code.
1	Payroll - Deductions	Employee Deductions - including employee ID, deduction codes, tax information, and direct deposit information. NOTE: Unlike the conversion of any other module, payroll goes live in 2 steps. The employee master and deduction data is accepted and maintained in both legacy and Munis systems for 1 to several months, in order to give the City time to create Munis pay records for their employees and do parallel payroll runs.
1	Payroll – Earning/Deduction History up to 5 years	Payroll Earnings and Deductions History - earnings and deductions in employee check history (with check# and check date), attached to a code.
1	Payroll – PM Action History up to 5 years	Information on various types of personnel actions, such as job or salary changes, along with dates. These are converted into Munis personnel action records as though they had happened within the Munis application.
1	Payroll – Position Control	Position, description, status, job code, bargaining group, location, number of employees allowed for each, FTE percentage, GL account, and max/min grade and step. This conversion, when purchased, is done at the beginning with employee master and employee deductions and taken over by the City before they can begin to create employee pay records.
1	Payroll - Standard	Payroll Employee Master data including data such as name, address, SSN, legacy employee ID, date of birth, hire date, activity status (such as active/inactive), leave/termination code and date, phone(s), e-address, marital status, gender, race, personnel status (such as full-time, part-time, etc.), highest degree, advice-delivery (print/email/both) and check location, plus primary group, job, location, and account information.
1	Payroll – State Retirement Tables	Deals with the Munis screens that hold specific state-required data, plus related service years information, when appropriate.
2	Utility Billing – Assessments	Assessments are improvement costs that are spread across to property owner. Utility Billing conversion option 4 (balance forward AR) must also be purchased in order to convert assessments.
2	Utility Billing - Backflow	Account information, backflow device information, backflow type, and backflow violations.
2	Utility Billing – Balance Forward AR	Total balance due on the account, or by charge code. If late penalties will be applied in Munis after the conversion, balance forward amounts must be converted by charge code.
2	Utility Billing – Consumption History up to 5 years	History of meter readings, usage, read dates, usage days, bill amounts, bill dates, read codes. Up to 5 years.
2	Utility Billing – Service Orders	Service Orders data associated with accounts, including meter repairs, checks for leaky meter, reread a meter due to high reading.

Phase	Conversion ID	Description
2	Utility Billing – Services	Service records with associated meter information, status, type of service. Links to UB Account.
2	Utility Billing - Standard	Account Master data including previous and current customer owner information- address info, phone, fax, SSN number, FID number, account status, parcel number, location street, apartment, city, state, zip, book number, read sequence, account start and end date, EFT bank information.

3.3.2.6.2 Data Conversion Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources Review and approve Data Conversion Plan 	<ul style="list-style-type: none"> Coordinate resources Develop Data Conversion Plan
Functional Leads	<ul style="list-style-type: none"> Participate in planning discussions Make decisions on data conversion plans Identify current data to be converted Complete data conversion mapping and crosswalks 	<ul style="list-style-type: none"> Review contracted data conversions Review current data sources Provide recommendations for data conversion Provide conversion specifications and guidelines Provide guidance on proofing methods and tools for data conversion
Subject Matter Experts / Others	<ul style="list-style-type: none"> Assist in identifying current data to be converted 	<ul style="list-style-type: none"> N/A

3.3.2.6.3 Requirements/Notes

- N/A

3.3.2.7 Tyler ReadyForms Analysis

Tyler ReadyForms are the output documents intended for distribution to employees, customers and vendors that are generated from within the system (i.e. checks, W2s, invoices). For each of the Tyler ReadyForms Libraries in scope, Tyler will review the Tyler ReadyForms templates and configuration options. During this analysis, the City will determine if custom forms are needed or if standard templates can meet their requirements. If custom forms are needed, Tyler will review a Tyler Form Kit with the City to identify specific form requirements and help coordinate pricing for the custom work .

3.3.2.7.1 Tyler ReadyForms Scope

Tyler’s ReadyForms templates are based on delivering the specific form quantities listed below. Additional formats of forms listed below are considered additional scope. Custom forms, where custom designs are

not required to meet any of the agreed to Functional Requirements, require a change order. Tyler ReadyForms requires the use of approved printers.

- Financial Templates include: 1 A/P Check, 1 EFT/ACH, 1 Purchase Order, 1099M, 1099INT, 1099S and 1099G.
- General Billing Templates include: 1 Invoice, 1 Statement, 1 General Billing Receipt and 1 Miscellaneous Receipt.
- Payroll Templates include: 1 PR Check, 1 Direct Deposit, 1 Vendor from Payroll Check, 1 Vendor from Payroll Direct Deposit, W2, W2c, ACA 1095B, ACA 1095C, and 1099R.
- Personnel Actions Templates include: 1 Personnel Action form – New and 1 Personnel Action Form – Change.
- Signature Digitization – two signatures

3.3.2.7.2 ReadyForms Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Coordinate resources • Approve any customization requests 	<ul style="list-style-type: none"> • Coordinate resources • Facilitate any customization requests
Functional Leads	<ul style="list-style-type: none"> • Review Tyler ReadyForms Library templates, available layouts and processing options • Configure templates • Complete Tyler Forms Kits if customizations are authorized 	<ul style="list-style-type: none"> • Lead Tyler ReadyForms template review, available layouts and processing option analysis • Provide ReadyForms configuration consultation and recommendations during module analysis • Assist with configuration • Assist with any customization requests
Subject Matter Experts / Others	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • N/A

3.3.2.7.3 Requirements/Notes

- The analysis and review of each of the forms templates will occur during the as-is and to-be stage analysis for each of the applicable modules

3.3.2.8 Security Analysis

Module security needs are defined during Security Analysis. All access roles and permissions are reviewed, and options are discussed to be implemented along with their particular module. Tyler will conduct the security analysis for all the types of users being implemented within each Phase. As part of the security analysis, Tyler will provide a security matrix to assist City to identify appropriate permissions and roles needed to meet City business processes. The completed security matrix will be used as the starting point to complete role security within Tyler’s system.

3.3.2.8.1 Security Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources 	<ul style="list-style-type: none"> Coordinate resources Provide Role Security template
Functional Leads	<ul style="list-style-type: none"> Attend meetings Make security decisions Document security decisions in security matrix 	<ul style="list-style-type: none"> Review City business process and facilitate process to define user access roles and permissions Identify correct Munis module security features to match to roles and City business process decisions
Subject Matter Experts / Others	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A

3.3.2.8.2 Requirements/Notes

- N/A

3.3.2.9 Workflow Analysis

Workflow business rules are defined during Workflow Analysis and users will be trained how to set up all workflow functionality to accommodate Client’s business practices. All available workflow options are reviewed and discussed to be implemented along with their particular module analysis and setup training sessions for each Phase. As part of the workflow analysis, Tyler will provide a Workflow matrix to assist City to identify appropriate workflow roles and process configurations to meet City business processes. The completed Workflow matrix will be used as the starting point to complete Workflow within Tyler’s system.

3.3.2.9.1 Workflow Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources 	<ul style="list-style-type: none"> Coordinate resources Provide Workflow matrix
Functional Leads	<ul style="list-style-type: none"> Attend meetings Make workflow decisions Document workflow decisions in workflow matrix 	<ul style="list-style-type: none"> Review City business process and facilitate process to define new Munis workflows Identify correct Munis workflow features to match to users and City business process decisions
Subject Matter Experts / Others	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A

3.3.2.9.2 Requirements/Notes

- Workflow is an area that requires revisiting settings frequently during implementation and following Production Cutover in order to maximize controls and efficiencies

3.3.2.10 Report Analysis

Current City reporting needs will be reviewed and analyzed for the modules being implemented within each Phase. All required reports identified by City will be analyzed during their particular module analysis and setup training sessions. As part of the report analysis, Tyler will develop a report inventory to assist City to identify available and custom reports required to meet City business processes.

The report inventory will list the required reports to either be cross-referenced to an existing report, query, Cubes or identified as an SSRS report that needs to be created. The City will utilize this report inventory to assist in determining which reports will be created by City staff and which reports will be created by Tyler resources through utilizing the available Report Writing Budget (Report Writer). Additionally, the City will be allowed access to Tyler-provided database views for Open Database Connectivity (ODBC) connections to assess other 3rd-party report writing tools already in use.

3.3.2.10.1 Report Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Initiate Scope/Contract Change Process for any desired custom reports Approve or reject custom reporting quotes 	<ul style="list-style-type: none"> Assist with the Scope/Contract Change Process for authorized custom reports Identify and track custom reports in the Project Schedule Track and report available reporting budget
Functional Leads	<ul style="list-style-type: none"> Attend meetings Discuss and review current reporting needs and requirements Provide examples of required reports, reporting parameters and output frequency Review reports identified as custom and determine reports to be developed by Tyler 	<ul style="list-style-type: none"> Review City business process and facilitate process to inventory current reporting needs Develop report inventory to track reporting needs Cross-reference and identify reports as being standard available reports, available queries or as custom to meet to City business processes
Subject Matter Experts / Others	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Review any custom reporting requests Provide quotes for custom reporting requests Develop specification for approved custom reports Develop custom reports Demonstrate custom reports to City for acceptance

3.3.2.10.2 Requirements/Notes

- N/A

3.3.2.11 Standard Import, Export, API and Interface Analysis

Standard imports and exports are defined as programs that exist in the system for any customer to use as needed. These standard imports and exports either utilize defined file layouts or provide flexible layouts that City users can manipulate to meet the needs of the 3rd party system. So long as a 3rd party system integrating with Tyler's system can use the existing formats / methods, then programming charges will not be required. However, if Tyler needs to change any of its formats to meet the needs of 3rd party products, the desired changes would follow the process outlined in the Scope/Contract Change Process section.

Tyler and the City will review, document and inventory the standard imports, exports, APIs, and interfaces that will be used by the City through reviewing and cross-referencing the RFP checklist and during City interviews. Tyler's staff will also train the standard import and export functionality within the contracted modules, such that the City understands the capabilities and how to utilize the respective import or export program.

For each standard interface, Tyler recommends that City has an active support agreement with the third-party system and that the City be on a current version actively supported by the manufacturer/developer of the third-party product installed. The City must understand that not being on the supported version may have an impact on the use. Any requests to modify standard file layouts will follow the Scope/Contract Change Process section.

In order to provide flexibility in choosing API services for the needs of all organizations, Tyler will review the two types of product packages—Toolkits and Connectors. A Toolkit is a group of endpoints that deal with a given Munis application module (e.g. Accounts Receivable). It includes every publicly exposed endpoint in that module, including any added in the future. When an endpoint or resource is added to the module, it will become a part of the toolkit and new ones will automatically appear in your portal. The number of endpoints available in Toolkits will continually grow as more and more services become available.

In contrast, a Connector is a subset and/or cross-section of one or more toolkits with the purpose of facilitating a given type of application integration. Integrations like 3rd party applicant tracking systems or 3rd party asset management systems.

The API Toolkits related to the scope of this project are:

Munis Accounts Receivable API Toolkit

Provides programmatic access to common Munis Accounts Receivable application resources, such as customer, bill, and payment information and processes.

Munis General Ledger API Toolkit

Provides programmatic access to common Munis General Ledger application resources, such as accounts, account balances, projects, and journal entries information and processes.

Munis Utility Billing API Toolkit

Provides programmatic access to common Munis Utility Billing application resources, such as account, bill, consumption, and meter reading information and processes.

3.3.2.11.1 Standard Import, Export, APIs, and Interface Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources 	<ul style="list-style-type: none"> Coordinate resources
Functional Leads	<ul style="list-style-type: none"> Identify requirements for imports, exports and interfaces Coordinate third party interface needs/development as needed 	<ul style="list-style-type: none"> Review existing standard interface options within Tyler’s system Document and inventory the standard imports, exports and interfaces that will be used Provide standard guides on functionality use Train on the functionality and use of each import or export program to be used
Subject Matter Experts / Others	<ul style="list-style-type: none"> Configure and test interfaces and APIs 	<ul style="list-style-type: none"> Review existing standard interface options within Tyler’s system Document and inventory the standard imports, exports and interfaces that will be used Train on the functionality and use of each import or export program or API to be used

3.3.2.11.2 Requirements/Notes

- It is assumed that the City will continue to manage existing 3rd party relationships, agreements and communications
- Planned and in-scope interfaces, including imports, exports, and APIs are listed in the Functional Requirements. Additional interfaces, imports, exports, and APIs identified during the project and met with standard and licensed Tyler Software base functionality will also be considered in-scope.

3.3.2.12 Program Modifications and Custom Interface Analysis

Program modification or custom interfaces (“Program Modifications”) require changes or additions in program functionality in order to affect some new, desired result within Tyler’s system. There are no Program Modifications or Custom Interfaces in the scope of this project, unless necessary to satisfy adopted requirements in the Functional Requirements, attached to the Agreement as Exhibit F, as decided during future state analysis and documented in the Requirements Traceability Matrix. Any Program Modifications and/or Custom Interfaces identified must follow the process outlined in the accepted master Management Plan and covered specifically under the Change Control Management Plan and the Scope Management Plan.

3.3.2.12.1 Program Modification and Custom Interface Analysis Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Approval of High-level Summary of Program 	<ul style="list-style-type: none"> N/A

Project Role(s)	City Responsibility	Tyler Responsibility
	Modifications or Custom Interfaces. <ul style="list-style-type: none"> ▪ Make decisions escalated to Leadership Team 	
Project Manager	<ul style="list-style-type: none"> ▪ Coordinate City resources ▪ Provide Specification Approval 	<ul style="list-style-type: none"> ▪ Coordinate Tyler Development and Implementation resources ▪ Develop and maintain related tasks in the Project Schedule
Functional Leads	<ul style="list-style-type: none"> ▪ Provide business practices and/or mandates that drive the need for the modification ▪ Review design specifications with Tyler Development and Implementation ▪ Attend Development “mid-modification” review sessions ▪ Respond to follow-up discussions ▪ Attend modification training sessions ▪ Assist in specification testing and approval process 	<ul style="list-style-type: none"> ▪ Participate in Program Modification analysis and requirement gathering ▪ Suggest existing functionality or alternative processing to achieve the desired results in lieu of modifications ▪ Participate in specification review ▪ Participate in mid-modification review sessions ▪ Review and perform preliminary testing on modifications ▪ Perform modification training ▪ Provide issue resolution, reporting, and escalation, as necessary
Subject Matter Experts / Others	<ul style="list-style-type: none"> ▪ Provide input on business needs and processes 	<ul style="list-style-type: none"> ▪ Lead analysis and requirement gathering ▪ Suggest existing functionality to achieve the desired results ▪ Develop modification Specifications ▪ Review in Specification review ▪ Update Specifications, if applicable ▪ Perform “mid-modification” review sessions ▪ Develop modifications per agreed to Specifications ▪ Perform and deliver defect corrections, as necessary

3.3.2.12.2 Program Modification and Custom Interface Scope

- There are no Program Modifications or Custom Interfaces included in the scope of this project.

3.3.2.12.3 Program Modification and Custom Interface Requirements & Notes

- It is assumed that City staff will be open to changing processes rather than trying to replicate a current process or legacy system functionality, resulting in a program modification

3.3.2.13 Establish Requirements Traceability Matrix (RTM) Baseline

Tyler will create a tracking and reporting system based on Client’s functional requirement checklist known as a Requirements Traceability Matrix (“RTM”) (DED-13) to ensure each requirement to which Tyler affirmatively responded has been satisfied within the project. Similarly, through this effort City and Tyler will work together to document any requirements that are determined during the project to be no longer required by Client.

The RTM will be used during the System Design Test process and as such, Client-specific test scripts will be developed as described in the Quality Management Plan, given unique identifiers and aligned to the functional requirement checklist responded to by Tyler and to document the results of the tests. During the System Design Test, City and Tyler staff will validate and update the RTM. After the System Design Test, the City will use the RTM for user acceptance testing and validation of the scope of the project prior to Conditional Acceptance and Final Acceptance.

3.3.2.13.1 Establish Requirements Traceability Matrix (RTM) Baseline Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> ▪ Review and approve RTM baseline ▪ 	<ul style="list-style-type: none"> ▪ Review the RTM baseline ▪ Create plan for addressing RTM baseline Issues
Functional Leads	<ul style="list-style-type: none"> ▪ Review and understand functional requirements ▪ Ensure test scripts align to associated functional requirements 	<ul style="list-style-type: none"> ▪ Review and understand functional requirements and in scope modifications ▪ Align and update RTM baseline with respective System Design Test scripts ▪ Create RTM baseline based on Tyler’s RFP checklist response and in scope modifications ▪ Post RTM baseline on project SharePoint site
Subject Matter Experts / Others	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ N/A

3.3.2.13.2 Establish Requirements Traceability Matrix (RTM) Baseline Requirements/Notes

- Tyler’s staff will create the initial RTM Baseline based on Tyler’s response to the functional requirements attached to this Agreement as Exhibit F – Functional Requirements
- The Requirements Traceability Matrix (DED-13) will be delivered as part of Stage 4 – Training & Testing, once all requirements have been validated

3.3.2.14 System Design Test Scripts (DED-06)

Tyler Consultants will prepare System Design Test Scripts (DED-06) based on the preliminary decisions made during the Tyler Best Practice Recommendations review sessions. The scripts are City-Specific and intended to lead City in the step-by-step testing of City business process decisions. The test scripts will enable the City to see and validate the way the system functions using sample City data and business processes during System Design Testing. The test scripts will also align to and reference the Requirements Traceability Matrix ID that is being satisfied through the process.

3.3.2.14.1 System Design Test Scripts (DED-06) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Review and approve System Design Test Scripts (DED-06) 	<ul style="list-style-type: none"> Review System Design Test Scripts (DED-06) Create plan for addressing Issues Deliver System Design Test Scripts (DED-06) Initiate workflow acceptance for DED-06
Functional Leads	<ul style="list-style-type: none"> Review System Design Test Scripts (DED-06) Provide feedback on any missing data and scenario testing for System Design Test Scripts 	<ul style="list-style-type: none"> Write System Design Test Scripts (DED-06) and review with Tyler PM Update documents with feedback from City
Subject Matter Experts / Others	<ul style="list-style-type: none"> Provide feedback on any missing data and scenario testing for System Design Test Scripts 	

3.3.2.14.2 System Design Test Scripts (DED-06) Requirements & Notes

- System Design Test Scripts (DED-06) will not cover processes that occur outside of Tyler software
- The scripts will include the processes that the City will use, or that Tyler recommends be used
- Processes in 3rd Party applications such as Quatred are not included, but Munis integration steps are in scope
- The System Design Tests will be organized by functional area but will include all necessary cross module processes so that City can evaluate the integration between modules and its impact on business processes.

3.3.2.15 System Design Test

The System Design Test is designed to test and prove the process decisions made during the Current and Future State Analysis. System Design Testing begins with the setup of the system based on the desired to-be decisions. City representative data is entered into the system and Client-specific test scripts are used to validate the outcome of the desired system setup.

Throughout the System Design Test process, City may elect to change desired setup or processing decisions. Any changes to the system configuration will be reflected and updated by Tyler in the City decisions section of the System Design document.

Upon completion of the System Design Test, implementation activities such as data conversion validation, process training and further testing of the system will begin.

The System Design Test is completed in a clean database with a subset of hand entered (not converted) data that is representative of City data, including a subset of the COA during the Financials phase. This ensures that City is familiar with the data being tested and is able to verify the processes as the test is conducted by Tyler staff.

Tyler Consultants will configure the system and build representative data sets to support the System Design Test process within the Test environment. The City Project Team will participate in the System Design Test process by validating the outcome of the test scripts, validating functional requirements in the Requirements Traceability Matrix and noting any desired changes to the setup of the system. Significant changes to the setup of the system will be re-tested to validate the desired outcome.

3.3.2.15.1 System Design Test Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources Ensure decisions are made in accordance with the project schedule 	<ul style="list-style-type: none"> Coordinate resources Ensure decisions are made in accordance with the project schedule
Functional Leads	<ul style="list-style-type: none"> Assist in system setup and data population, as desired Participate in sessions Assess project decisions and validate/correct project decisions. Participate in retesting for any changes to significant setup decisions Validate the working Requirements Traceabilities Matrix 	<ul style="list-style-type: none"> Facilitate and lead SET process Configure the system and build representative data sets Document results from Test, including module integration testing Re-perform Test for any changes to major decisions Update the Requirements Traceabilities Matrix, as needed
Subject Matter Experts / Others	<ul style="list-style-type: none"> Provide feedback on any missing data and scenario testing for System Design Test Scripts 	

3.3.2.15.2 System Design Test Requirements & Notes

- It is assumed that City has reviewed and approved necessary data scenarios that are representative of City requirements
- There will be certain data objects, such as employees, that standard data imports will be used to create the initial test data sets

- The City Functional Leads will make decisions on all processes as an output of the System Design Test by the completion date in the Project Plan
- Failure to finalize decisions may cause a delay in the Project schedule
- Process decisions from the System Design Test will drive training, process document development, testing, data conversions, and other key processes

3.3.2.16 System Design Document (DED-07)

Tyler Consultants will finalize all information from the Current State and Future State spreadsheet tabs based on the approved outcome of the System Design Test. This System Design Document (DED-07) will capture the information that was gathered during Analysis sessions with the City, City decisions, process outlines, and the translation of those decisions to settings in Tyler software.

Any changes to the System Design once the Deliverable is accepted will follow the Change Control Process defined in the Change Control Management Plan, a subset of the Management Plan (DED-03). The changes will be documented by Tyler Consultants during the active phase and the document change control feature will be utilized to track the change.

3.3.2.16.1 System Design Document (DED-07) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Coordinate resources for internal review of Deliverable • Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> • Review System Design Document (DED-07) • Create plan for addressing Issues • Deliver System Design Document (DED-07) • Initiate workflow acceptance for DED-07
Functional Leads	<ul style="list-style-type: none"> • Attend internal review of System Design Document (DED-07) 	<ul style="list-style-type: none"> • Write System Design Document (DED-07) and review with Tyler PM
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Review System Design Document (DED-07) 	<ul style="list-style-type: none"> • Review System Design Document (DED-07)

3.3.2.16.2 System Design Document (DED-07) Requirements & Notes

- The System Design Document deliverable will be comprised of three (3) tabs in a Microsoft Excel Workbook: Current State, Future State, System Settings
- Other tabs, such as screen shots, code mapping, etc. will be added after the deliverable is accepted

3.3.2.17 Business Process Improvement Report (DED-08)

Once the System Design Test and System Design Document are complete, Tyler Consultants will prepare a Business Process Improvement Report (DED-08) outlining the business process improvements and major adjustments resulting from the business process redesign that has just been completed. This Report is intended to provide the City Project Sponsor and Stakeholders with tangible reporting information to support the continued Project investment and progress.

3.3.2.17.1 Business Process Improvement Report (DED-08) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Sponsor / Executive Oversight	<ul style="list-style-type: none"> Review Business Process Improvement Report (DED-08) 	<ul style="list-style-type: none"> Review Business Process Improvement Report (DED-08)
Steering Committee	<ul style="list-style-type: none"> Review Business Process Improvement Report (DED-08) 	<ul style="list-style-type: none"> Review Business Process Improvement Report (DED-08)
Project Manager	<ul style="list-style-type: none"> Coordinate resources for internal review of Business Process Improvement Report (DED-08) Notify Tyler of any issues with Deliverable Accept DED-08 	<ul style="list-style-type: none"> Review Business Process Improvement Report (DED-08) Create plan for addressing Issues Deliver Business Process Improvement Report (DED-08) Initiate workflow acceptance for DED-08
Functional Leads	<ul style="list-style-type: none"> Attend internal review of Business Process Improvement Report (DED-08) 	<ul style="list-style-type: none"> Write Business Process Improvement Report (DED-08) and review with Tyler PM
Subject Matter Experts / Others	<ul style="list-style-type: none"> Review Business Process Improvement Report (DED-08) 	<ul style="list-style-type: none"> Review Business Process Improvement Report (DED-08)

3.3.2.17.2 Business Process Improvement Report (DED-08) Requirements & Notes

- N/A

3.3.2.18 Implementation Plan (DED-09)

The Implementation Plan (DED-09) will be developed using the details compiled from each analysis session that occurred during the Assess & Define Stage. This approach allows the Tyler Project Manager to develop a detailed plan that specifically addresses and covers each City component that must be covered in the Implementation Plan, including:

- Conversion Plan
- Integration Plan
- Testing Plan
- Interface Plan
- Forms Plan
- Reports Plan
- System Build Plan

Each subset Plan will contain specific City details based on decisions made and accepted during analysis. Once this Plan is accepted, the City and Tyler can confidently move to the Build & Validate Stage.

3.3.2.18.1 Implementation Plan (DED-09) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Review Implementation Plan (DED-09) 	<ul style="list-style-type: none"> Review Implementation Plan (DED-09)

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources for internal review of Implementation Plan (DED-09) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> Review Implementation Plan (DED-09) Create plan for addressing Issues Deliver Implementation Plan (DED-09) Initiate workflow acceptance for DED-09
Functional Leads	<ul style="list-style-type: none"> Attend internal review of Implementation Plan (DED-09) 	<ul style="list-style-type: none"> Write Implementation Plan (DED-09) and review with Tyler PM
Subject Matter Experts / Others	<ul style="list-style-type: none"> Review Implementation Plan (DED-09) 	<ul style="list-style-type: none"> Review Implementation Plan (DED-09)

3.3.2.18.2 **Implementation Plan (DED-09) Requirements & Notes**

- N/A

3.3.2.19 **Stage 2: Assess & Define Control Point**

3.3.2.19.1 **Stage 2: Assess & Define Deliverables**

- SaaS Installation Report (DED-05)
- System Design Test Scripts (DED-06)
- System Design Document (DED-07)
- Business Process Improvement Report (DED-08)
- Implementation Plan (DED-09)
 - Conversion Plan
 - Integration Plan
 - Testing Plan
 - Interface Plan
 - Forms Plan
 - Reports Plan
 - System Build Plan

3.3.2.19.2 **Stage 2: Assess & Define Outcomes**

- The new City processes have been defined, tested, and approved for system build and subsequent testing
- System Configuration is defined and prepared for entry in Production
- Plans are in place to handle all remaining in-scope activities
- Requirements Traceabilities Matrix is updated with final requirements decisions
- City and Tyler Project members have a clear understanding of the new City processes
- Foundation Change Management activities have been completed

3.3.2.19.3 **Stage 2: Assess & Define Acceptance Criteria**

- See Section 3.2.3

3.3.3 Stage 3: Build & Validate

3.3.3.1 Application Configuration

Tyler Consultants will train City on all system setup tables based on the analysis, plans and approved System Design Document. Tyler and City staff together will enter codes into the Production database. With guidance from Tyler, City will be responsible for building, maintaining and assigning applicable workflow, security roles and permissions to system users.

3.3.3.1.1 Application Configuration Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources Application Configuration training Coordinate resources for building, maintaining and assigning applicable workflow, security roles and permissions Monitor and track City review of Configuration build 	<ul style="list-style-type: none"> Coordinate resources Application Configuration training Coordinate resources Application Configuration build assistance Validate City review of build
Functional Leads	<ul style="list-style-type: none"> Monitor and track Configuration build Attend Configuration training 	<ul style="list-style-type: none"> Conduct Application Configuration Training Assist in building Application Configuration tables
Subject Matter Experts / Others	<ul style="list-style-type: none"> Monitor and track Tyler's Configuration build Attend Configuration training Build Application Configuration tables 	<ul style="list-style-type: none"> Conduct Application Configuration Training Assist in building Application Configuration tables

3.3.3.1.2 Application Configuration Scope

- Setup Tables
- Workflow
- Security Roles & Permissions

3.3.3.1.3 Application Configuration Requirements & Notes

- It is assumed that updates to workflow rules, security roles, code tables or processing parameters will occur regularly throughout the remainder of the project, including post-live, through the results of planned testing and training activities

3.3.3.2 Data Conversion & Validation

The data conversion process involves Tyler's Data Conversion Team writing custom conversion programs to consume and prepare the legacy system data to be migrated into Tyler's system. City staff are

responsible for extracting data from the legacy system with the Tyler’s guidance. Each extract must follow a mutually agreed to format, defining the file layouts of the provided data and include running the applicable balancing reports and record counts at the time of data extraction. City staff will upload the legacy system data and control totals to Tyler’s Kite Works site using a uniquely provided user name and password.

Tyler’s Conversion staff will use the extracted legacy data file layouts and conversion mapping with the provided legacy system data to develop custom data conversion programs to create data files that will be subsequently inserted into a test database. During the data conversion process, Tyler’s Conversion staff will execute the conversion programs against the provided data, perform data scrubbing, where directed and possible, and validation routines in the process of preparing the data to populate the respective database tables. Upon the conclusion of the data conversion process, a data conversion package will be created that will be made available in Tyler’s Managed Internet Updater (MIU) for the Tyler SaaS Team to process against the desired test database. The conversion package will contain the necessary data files, control totals and counts, and error/warning reports on any data issues.

Tyler’s Consultants will review the control reports and error/warning logs to assist City in resolving or identifying data issues for subsequent data submissions. Additionally, Tyler will train City on all initial conversion passes so that City has the knowledge necessary to use of all programs needed to proof conversion data, including maintenance, inquiry, and reporting programs within each respective module.

The process described above will continue in an iterative manner until all data issues have been resolved or a plan is developed for managing data scenarios in a live setting. The estimated turnaround time for the first conversion pass is 6 weeks from initial submission. Subsequent corrective data passes are estimated to have a 1- to 2-week turnaround, depending on the nature of the issues being addressed. Each conversion pass submission and delivery will be detailed in the project schedule. Data conversion options identified as likely problematic from a legacy system perspective or typically needing more passes from Tyler’s perspective may have more data passes built into the schedule.

The City is responsible for proofing conversion data and signing off before the conversions are loaded into the Live/Production environment.

3.3.3.2.1 Data Conversion Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Coordinate resources • Review Conversion Plan • Review and provide authorization to proceed to final conversions before pre-live 	<ul style="list-style-type: none"> • Coordinate resources • Update Conversion Plan with resolving any necessary data issues in Production setting • Coordinate database refreshes, as needed • Coordinate conversion MIUs with Tyler SaaS Team
Functional Leads	<ul style="list-style-type: none"> • Produce reports from the legacy system at the time of data extraction • Utilize control reports, filtering techniques, comparison reports and visual inspection 	<ul style="list-style-type: none"> • Assist in reviewing error/warning reports, conversion validation and proofing

Project Role(s)	City Responsibility	Tyler Responsibility
	as instructed by Tyler for each conversion pass <ul style="list-style-type: none"> Document and submit needed corrections to conversion Perform data conversion validations and proofing in an iterative manner until the final data pass Review and provide authorization to proceed to final conversions before pre-live 	<ul style="list-style-type: none"> Assist in the development of plans for resolving data issues in a live setting Coordinate database refreshes, as needed, with Tyler PM
Subject Matter Experts / Others	<ul style="list-style-type: none"> Perform data conversion validations and proofing in an iterative manner until the final data pass 	<ul style="list-style-type: none"> Train City on methods for loading, validating converted data Coordinate conversion MIUs

3.3.3.2.2 Data Conversion Requirements & Notes

The following assumptions have been made in providing fixed-priced data conversions:

- Legacy system data to be converted is provided in a non-proprietary format, such as fixed ASCII, CSV or character-delimited files
- 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, unless mutually agreed upon in advance of the change
- Legacy system data validation and control reports are provided with each data submission to ensure data files are complete and accurate
- Conversion validation is performed after each pass of converted data is loaded into a testing database

3.3.3.3 Process Manuals (DED-10)

Tyler Consultants will update baseline Munis Procedure Documentation to reflect specific City processes based on final decisions as documented in the accepted System Design Document (DED-07). These Process Manuals (DED-10) will be used to assist with Process Training and once Implementation is complete, for general process documentation. The documents will be updated a final time during the Implementation stage if in-scope modifications impact the respective documented processes.

3.3.3.3.1 Process Manuals (DED-10) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources for internal review of Process Manuals (DED-10) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> Review Process Manuals (DED-10) Create plan for addressing Issues Deliver Process Manuals (DED-10)

Project Role(s)	City Responsibility	Tyler Responsibility
		<ul style="list-style-type: none"> Initiate workflow acceptance for DED-10
Functional Leads	<ul style="list-style-type: none"> Conduct internal review of Process Manuals (DED-10) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> Write Process Manuals (DED-10) Make corrections to documents as reported by City prior to acceptance
Subject Matter Experts / Others	<ul style="list-style-type: none"> Conduct internal review of Process Manuals (DED-10) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> N/A

3.3.3.3.2 Process Manuals (DED-10) Requirements & Notes

- City-representative data and screenshots will be used in the Process Manuals, not generic data and screenshots
- The processes that will be included in Process Manuals are outlined in Appendix 2

3.3.3.4 End User Guides (DED-11)

Tyler Consultants will create streamlined and easy-to-follow process guides for End Users based on the accepted System Design Document (DED-07). These End User Guides (DED-11) will be used during to assist with End User Training and subsequent to Implementation for general process documentation.

3.3.3.4.1 End User Guides (DED-11) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources for internal review of End User Guides (DED-11) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> Review End User Guides (DED-11) Create plan for addressing Issues Deliver End User Guides (DED-11) Initiate workflow acceptance for DED-11
Functional Leads	<ul style="list-style-type: none"> Conduct internal review of End User Guides (DED-11) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> Write End User Guides (DED-11) Make corrections to documents as reported by City
Subject Matter Experts / Others	<ul style="list-style-type: none"> Conduct internal review of End User Guides (DED-11) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> N/A

3.3.3.4.2 End User Guides (DED-11) Requirements & Notes

- City-representative data and screenshots will be used in the Guides, not generic data and screenshots
- End User processes that will be included in the Guides will be extracted from the applicable end user processes listed in Appendix 2

3.3.3.5 Process Validation

In order to conduct Process Validation, appropriate City Staff tasked with the validation need to be trained in the Tyler applications. Tyler Consultants conduct formal classroom training for the City on the key processes and reporting within and between each module. Process training is organized and based on the System Design Document and custom Process Manuals. The selected City Staff will be trained on completing processes within the system to gain a deeper understanding of the system and to further validate the system configuration and Future State business process decisions. Tyler consultants will incorporate the City’s documented process flows in training.

3.3.3.5.1 Process Validation Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> ▪ Mutually develop training schedule ▪ Coordinate resources 	<ul style="list-style-type: none"> ▪ Mutually develop training schedule ▪ Coordinate resources
Functional Leads	<ul style="list-style-type: none"> ▪ Review training agendas and provide feedback ▪ Complete prerequisites ▪ Distribute/print training materials as needed ▪ Attend training on completing processes ▪ Make updates to the Process Manuals ▪ Identify setup or policy discrepancies 	<ul style="list-style-type: none"> ▪ Develop training agendas, including any prerequisites ▪ Review and prepare training materials (Process Manuals and relevant Knowledgebase documents) ▪ Deliver training per the agendas ▪ Assist in resolving setup or desired policy changes impacting the system
Subject Matter Experts / Others	<ul style="list-style-type: none"> ▪ Provide user assistance and monitoring in larger classroom setting 	<ul style="list-style-type: none"> ▪ Deliver training per the agendas

3.3.3.5.2 Process Validation Requirements & Notes

- It is assumed that all City users participating in training will have access to the respective training environment prior to training
- Project Team members should attend all training that may have relevance to their functional area
- A City manager or member of the City Project Team will be in each session in order to answer policy related questions

3.3.3.6 User Acceptance Test Scripts (DED-12)

Tyler Consultants will develop User Acceptance Test Scripts (DED-12) using the System Design Test Scripts as starting points. The User Acceptance Test (UAT) Scripts will be written in a step-by-step format that outline individual processes, City use case scenarios, and expected outcome. The City and Tyler will

create a test log to track test schedule, assigned personnel, test outcome and communicate status of testing or retesting.

3.3.3.6.1 User Acceptance Test Scripts (DED-12) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources for internal review of User Acceptance Test Scripts (DED-12) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> Review User Acceptance Test Scripts (DED-12) Create plan for addressing Issues Deliver User Acceptance Test Scripts (DED-12) Initiate workflow acceptance for DED-12
Functional Leads	<ul style="list-style-type: none"> Conduct internal review of User Acceptance Test Scripts (DED-12) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> Write User Acceptance Test Scripts (DED-12) Make corrections to scripts as reported by City
Subject Matter Experts / Others	<ul style="list-style-type: none"> Conduct internal review of User Acceptance Test Scripts (DED-12) Notify Tyler of any issues with Deliverable 	<ul style="list-style-type: none"> N/A

3.3.3.6.2 User Acceptance Test Scripts (DED-12) Requirements & Notes

- Any authorized changes to processes after acceptance of UAT Scripts will result in scripts being updated by Tyler and City
- Tyler will develop a catalog of the UAT Scripts for tracking purposes and for ease of use during the execution of UAT in Stage 4: Training & Testing
- For any failure of testing, Tyler will maintain a log of open issues and prepare an action plan for resolving issues. Action plans deadlines will be incorporated into the overall Project Plan.

3.3.3.7 ReadyForms Build & Validate

ReadyForms Design involves the City selecting and updating the appropriate forms for each Phase. Tyler will work with the City to assist in selecting, updating and configuring the forms, as well as choosing data display options like logos, signatures and color schemes. The City will preview the output of the forms using a data file to populate the test. Once the forms meet the desired appearance, further setup will be completed, including configuring the Tyler Forms API, Role Access, and Printer Configurations. When the build portion is complete, the City will validate that running the ReadyForms option from the menu in the related programs results in the expected output.

3.3.3.7.1 Forms Build & Validate Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Authorize form design and accept validation 	<ul style="list-style-type: none"> Coordinate activities

Project Role(s)	City Responsibility	Tyler Responsibility
		<ul style="list-style-type: none"> Ensure build is complete and validation has been completed by City
Functional Leads	<ul style="list-style-type: none"> Select, update, and configure forms Submit check forms to bank for approval 	<ul style="list-style-type: none"> Assist in selecting, updating, and configuring forms and role access Assist in issue resolution
Subject Matter Experts / Others	<ul style="list-style-type: none"> Validate form design, content and layout Configure Printers Configure Role Access 	<ul style="list-style-type: none"> Resolve ReadyForms issues Provide guidance on printer configuration

3.3.3.7.2 Tyler Forms Build & Validate Requirements & Notes

- City must receive bank approval for all check forms a minimum of sixty (60) calendar days before live processing

3.3.3.8 Custom Reports Build & Validate

If Tyler is building custom reports for the City, they will have been identified during the Report Analysis and are part of the Report Plan (subset of the Implementation Plan). Tyler’s Report Writing Team will develop a specification outlining the purpose of each report, the cost for development, and approximate delivery date. Once the specification is approved, Tyler will write the report and at least once during the process, contact the City to confirm that the report is being developed as the City expects. When completed, Tyler will load the report on the City’s server and demonstrate the functionality using City data. If the report does not function as outlined in the Specification, Tyler will correct it and return the report for retesting. If there are requests for changes to the Specification, Tyler may alter the cost and timeline for delivery.

3.3.3.8.1 Forms Build & Validate Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Review and accept report specification Track Custom Report budget 	<ul style="list-style-type: none"> Track Custom Report budget Coordinate communication with Tyler Report Writer
Functional Leads	<ul style="list-style-type: none"> Communicate Report requirements Validate requirements in written specification Validate Report meets Specification 	
Subject Matter Experts / Others		<ul style="list-style-type: none"> Tyler Report Writer performs report analysis Tyler Report Writer writes specification and quote Tyler Report Writer develops report

Project Role(s)	City Responsibility	Tyler Responsibility
		<ul style="list-style-type: none"> Tyler Report Writer validates report meets requirements and specifications

3.3.3.8.2 **Tyler Reports Build & Validate Requirements & Notes**

- Custom Reports must be identified during the Assess & Define Stage to be delivered in time for Production Cutover
- There may be exceptions to this, but the City should plan to identify reporting needs early

3.3.3.9 **System Build Validation & Test**

To validate that the system build process has been completed accurately and thoroughly, including data conversions (not final, in all cases), forms, and custom reports, Tyler and the City will use the User Acceptance Test Scripts (DED-12) to validate and test the system. Any issues will be tracked and processed for resolution.

This step, while not intended to deliver a final system, does ensure that when the Power Users and End Users are exposed to the system in Stage 5, it has been validated for process acceptance, data quality, and proper configuration, with limited errors.

3.3.3.9.1 **System Build Roles & Responsibilities**

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Schedule Resources for System Build Validation Testing Ensure City resources have UAT scripts Monitor test results Escalate issues 	<ul style="list-style-type: none"> Schedule Resources for System Build Validation Testing Ensure City & Tyler resources have UAT scripts Monitor test results Escalate issues
Functional Leads	<ul style="list-style-type: none"> Assist in System Build Validation Testing Track test results Escalate issues Approve configuration correction 	<ul style="list-style-type: none"> Lead System Build Validation Testing Track test results Escalate issues Correct configuration with Change Control
Subject Matter Experts / Others	<ul style="list-style-type: none"> Perform System Build Validation Testing Track test results Escalate issues 	<ul style="list-style-type: none"> Perform System Build Validation Testing Track test results Escalate issues

3.3.3.9.2 **System Build Requirements & Notes**

- System Build Validation & Test is a pre-cursor to full UAT and is intended to validate configuration and preparedness for UAT and Power User End-to-End Training
- Some conversions will not be in their final pass for this test, but should have reached final approval of the conversion program
- Tyler Forms will be loaded and in the process of continued validation and not in final stage

- Reports may continue to be delivered and validated beyond this point, but all that have been delivered will be included in this test

3.3.3.10 Stage 3: Build & Validate Control Point

3.3.3.10.1 Stage 3: Build & Validate Deliverables

- Process Manuals (DED-10)
- End User Guides (DED-11)
- User Acceptance Test Scripts (DED-12)

3.3.3.10.2 Stage 3: Build & Validate Outcomes

- Production database has been configured and tested according to the current and approved System Design Document
- City and Tyler Teams have solid understanding of processes and configuration
- Data conversion programs have met quality assurance standards
- Tyler Forms have been configured and tested and are in the process of full validation
- Custom Reports have been delivered and are in the process of full validation
- The City is confident that the configuration of the system produces desired outcomes
- The City is prepared to begin introduction of the system to the larger City-user Community

3.3.3.10.3 Stage 3: Build & Validate Acceptance Criteria

- See Section 3.2.3.

3.3.4 Stage 4: Training & Testing

3.3.4.1 Power User End-to-End Training

Tyler Consultants, using accepted Process Manuals (DED-10) as guides, will conduct end-to-end process classroom training for City Power Users. Sessions will be aligned according to functional area, with occasional sessions covering cross functional processes. During these sessions, all City users, that will ultimately function as primary users of Tyler software for performing the City’s daily business, will be trained. It is critical that the City correctly identify the users and ensure their attendance to training sessions so delays to the schedule can be avoided and selected users are prepared adequately to participate in the User Acceptance Testing.

3.3.4.1.1 Power User End-to-End Training Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Schedule resources to attend training sessions • Communicate agenda topics and pre-requisites • Validate attendance 	<ul style="list-style-type: none"> • Schedule resources to conduct training sessions • Review agenda with pre-requisites • Upload agenda with pre-requisites • Report attendance to City PM
Functional Leads	<ul style="list-style-type: none"> • Provide process change support 	<ul style="list-style-type: none"> • Prepare agenda with pre-requisites

Project Role(s)	City Responsibility	Tyler Responsibility
	<ul style="list-style-type: none"> • Answer questions and address issues • 	<ul style="list-style-type: none"> • Review agenda with pre-requisites with Tyler PM
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Complete pre-requisites • Attend training • Continue to practice new processes in Tyler software 	<ul style="list-style-type: none"> • Conduct training according to agenda and Process Manuals (DED-10) • Report issues to Tyler PM • Report attendance to Tyler PM • Report Change Management findings to City Change Management Lead

3.3.4.1.2 **Power User End-to-End Training Requirements & Notes**

- The City and Tyler will mutually plan for and agree to the number of training sessions required to train Power Users and the City will ensure attendance by assigned employees
- Additional training sessions required due to City not identifying all appropriate Power Users, missed sessions, or poor attendance, may result in an addition to scope and an impact to the schedule
- Should any additional training sessions be required resulting from not identifying all appropriate Power Users, missed sessions, or poor attendance, Tyler will notify the City as the issues arise and provide advance notice if the cumulative impact may result in scope change
- All pre-requisites must be completed and validated prior to training sessions
- Tyler will provide agendas, with pre-requisites detailed, a minimum of two (2) weeks in advance
- Pre-requisites on agendas typically require between ten (10) to thirty (30) minutes to complete, in total

3.3.4.2 **User Acceptance Testing**

User Acceptance Testing (UAT) is performed using the prepared and accepted User Acceptance Test Scripts (DED-12) as the defined steps for testing along with validation against requirements in Exhibit F – Functional Requirements. As defined in the Testing Plan (subset of the Implementation Plan (DED-09)), the City and Tyler will collaborate to execute User Acceptance Testing. Designated, trained Power Users will be provided with the UAT scripts prior to conducting the UAT. The UAT will be coordinated in a sequential manner whereby the end-to-end process within the phase, as well as integration with current live modules, will be tested and validated.

3.3.4.2.1 **User Acceptance Testing (UAT) Roles & Responsibilities**

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Schedule resources to conduct UAT • Provide UAT scripts to users prior to UAT • Communicate UAT Schedule • Review UAT results • Escalate issues, as needed 	<ul style="list-style-type: none"> • Schedule resources to support UAT • Escalate issues, as needed • Request authorization to proceed to Cross Department Demos and Central Office End User Training

Project Role(s)	City Responsibility	Tyler Responsibility
	<ul style="list-style-type: none"> Authorize proceeding to Cross Department Demos and Central Office End User Training 	
Functional Leads	<ul style="list-style-type: none"> Provide issues resolution support, as needed Select Power Users for UAT Escalate issues 	<ul style="list-style-type: none"> Provide issues resolution support, as needed Monitor UAT Tracking Coordinate retesting and communicate to Tyler PM for scheduling
Subject Matter Experts / Others	<ul style="list-style-type: none"> Review UAT scripts Execute UAT Track UAT results Report results Escalate issues Retest, as needed 	<ul style="list-style-type: none"> Support UAT activities Report issues to Tyler Functional Leads and Tyler PM Validate testing results are being reported accurately

3.3.4.2.2 **User Acceptance Testing (UAT) Requirements & Notes**

- Designated City users for UAT will have been previously trained on the modules included in UAT
- The City will lead the execution of the UAT with Tyler’s support
- Depending on the outcome of UAT, the City and Tyler will determine whether to proceed with Readiness Assessment and Cutover Planning
- The City Project Manager will determine, based on the outcome of UAT, whether quality assurance has been met and Cross Department Process Demos and Central Office End User training may take place

3.3.4.3 **Parallel Testing**

Payroll, Human Resources, and ExecuTime modules require the performance of a minimum of three (3) full, pre-live parallels of payrolls with successful results in at least the final parallel. Parallel testing will occur as part of UAT. Successful pre-live parallels are defined as the Tyler Software calculating the same result as the City’s legacy system with the exception of any defined and documented allowances.

Parallel processing for the PR/HR and ExecuTime modules is an iterative process designed to validate that the system setup and data conversions are consistent with current, or newly designed, pay, deduction and accrual calculations. Tyler will lead and assist City in validating the system in performing multiple payroll runs, corrective data conversion passes and/or data imports until all issues have been addressed or a plan is developed on addressing acceptable anomalies.

The parallel testing process will begin with a subset of employees grouped by similar payroll frequencies (i.e. all bi-monthly paid employees). The project team will work together to determine how time entry will be managed for each payroll parallel (i.e. time keeping import, data entry, Employee Self-Service, etc.) Each subsequent parallel run builds upon the previous parallel after setup and/or data issues have been adjusted. Validation of the payroll parallel occurs through comparison record counts, totals of payroll proof, GL journal reports, Excel report comparisons and manual record inspections of both the Tyler and City legacy systems. This process continues until 100% of the data has been processed and all

data issues have been addressed or a live-action plan is developed for addressing acceptable anomalies. In the event of acceptable anomalies, Tyler will document the cause of each anomaly on the Issues List.

3.3.4.3.1 Parallel Testing Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate City resources to participate in parallel testing activities 	<ul style="list-style-type: none"> Define the parallel test activities Create plan for addressing parallel test Issues Coordinate Tyler resources to participate in parallel testing
Functional Leads	<ul style="list-style-type: none"> Review issues related to set up or process decisions identified during parallel testing Provide issue resolution 	<ul style="list-style-type: none"> Lead parallel testing Assist City in resolving identified issues Train City on parallel process and issue identification and resolution
Subject Matter Experts / Others	<ul style="list-style-type: none"> Execute parallel test steps as directed by Tyler Learn to execute steps independently Learn methods for resolving issues Validate and resolve discrepancies 	<ul style="list-style-type: none"> N/A

3.3.4.3.2 Parallel Testing Requirements/Notes

- Parallel Testing is performed for Payroll/Human Resources modules only

3.3.4.4 Trial Run Testing

Trial Run Testing occurs following End User Training and serves as Stress Testing for the Financials phase. The Trial Run should be designed and carried out by users to ensure all relevant Production Cutover processes and activities are tested. The Trial Run validates the activities that will take place once authorization to begin live processing in Munis is received and replicates the processing load of daily work.

The Trial Run should be representative of the real-life, Cutover processing situations for the user as much as possible. It should cover all conditions that might occur during a normal period and those that also happen rarely. The Client and Tyler Project Manager will determine the length of time allocated for the Trial Run period. Trial Run testing is conducted in the Test or Train environments. Process manuals and End User Guides will be used to guide Trial Run transactions and activities.

The following are goals of the Trial Run:

- To demonstrate that the system functions as expected

- Verify configuration within each module
- Verify integration of modules
- Validate roles, security and workflow
- Test operational procedures
- Validate the system infrastructure
- Verify data load integrity

Testing will be conducted by performing transactions or processes by duplicating daily activities, such as entering Requisitions and Purchase Orders, receiving goods, paying Vendors, and making Journal Entries.

- The testing focus will be on mirroring actual daily work processes and will be done with security roles and workflow.
- Data used for testing will be converted data.

3.3.4.4.1 Trial Run Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Approve Trial Run Plan • Coordinate and schedule resources to conduct Trial Run Testing • Provide feedback to appropriate resources or Tyler on issues 	<ul style="list-style-type: none"> • Create Plan for Trial Run • Schedule Tyler resources to support Trial Run • Respond to and resolve issues resulting from Trial Run Test
Functional Leads	<ul style="list-style-type: none"> • Provide guidance in designing Trial Run Plan • Oversee Trial Run activities 	<ul style="list-style-type: none"> • Support Trial Run activities • Respond to issues and assist with resolution
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Oversee Trial Run activities • Provide guidance to End Users on Trial Run activities • Perform issue resolution 	<ul style="list-style-type: none"> • Perform issue resolution

3.3.4.4.2 Trial Run Testing Requirements/Notes

- All users engaged in Trial Run Testing must have completed training in their functional area
- Trial Run Testing occurs in the Financial Phase only

3.3.4.5 Requirements Traceability Matrix (DED-13)

Tyler will deliver the finalized Requirements Traceability Matrix (“RTM”) (DED-13) as a validation of each requirement to which Tyler affirmatively responded as being satisfied within the project. Through the System Design Test, Process Validation, and System Build & Validation Test, and User Acceptance Test, the City and Tyler also documented any requirements that were determined to be no longer required by Client.

3.3.4.5.1 Requirements Traceability Matrix (RTM) (DED-13) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Review and approve RTM (DED-1-16) 	<ul style="list-style-type: none"> Review the RTM Create plan for addressing RTM Issues Deliver RTM (DED-15) Initiate workflow acceptance for DED-15
Functional Leads	<ul style="list-style-type: none"> Review and validate RTM accurately reflects accepted process decisions Escalate issues to City Project Manager 	<ul style="list-style-type: none"> Review and understand functional requirements and in scope modifications Post RTM on project SharePoint site
Subject Matter Experts / Others	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A

3.3.4.5.2 Requirements Traceability Matrix (RTM) (DED-13) Requirements/Notes

- This Deliverable is based on Tyler’s response to the functional requirements attached to this Agreement as Exhibit F – Functional Requirements
- The Requirements Traceability Matrix (DED-13) is started as a baseline in the Assess & Define Stage as process decisions are initiated, tested and finalized, then continued in the Build & Validate Stage as process decisions are validated with full system build and data conversions in place, and finalized in the Training & Testing Stage with UAT.

3.3.4.6 Cutover Planning and Production Cutover Plan (DED - 14)

The City and Tyler develop the Production Cutover Plan (DED-14) using the Project Plan, status reports, issues and actions lists, change management logs, and known City activity calendars. The Plan will be developed in significant detail and will include the creation of a Cutover Checklist of each step that must occur leading up to Production Cutover, along with a completion date, owner, verification steps, and any detailed notes required. During the development of the Plan, the City and Tyler will determine how often the City and Tyler will meet to review the Plan and Checklist and review the status of items. In addition, the checklist status will be added to the standard reporting items on the Tyler Project Manager’s weekly Status Report.

3.3.4.6.1 Cutover Planning and Production Cutover Plan (DED-14) Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Review Cutover Plan 	<ul style="list-style-type: none"> Review Cutover Plan
Project Manager	<ul style="list-style-type: none"> Conduct Cutover Planning Review Cutover Plan (DED-17) and Checklist Accept Cutover Plan (DED-17) Monitor Cutover Plan and Checklist and ensure City action items are being completed as scheduled 	<ul style="list-style-type: none"> Conduct Cutover Planning Prepare and deliver Cutover Plan (DED-17) and Checklist Initiate workflow acceptance for DED-17 Monitor Cutover Plan and Checklist and ensure City and

Project Role(s)	City Responsibility	Tyler Responsibility
	<ul style="list-style-type: none"> Take corrective actions if 'no go' decision received 	Tyler action items are being completed as scheduled <ul style="list-style-type: none"> Take corrective actions if Cutover Plan is not being followed
Functional Leads	<ul style="list-style-type: none"> Execute City action items 	<ul style="list-style-type: none"> Execute Tyler action items
Subject Matter Experts / Others	<ul style="list-style-type: none"> Execute City action items 	<ul style="list-style-type: none"> Execute Tyler action items

3.3.4.6.2 Cutover Planning and Production Cutover Plan (DED-14) Requirements & Notes

- Cutover Planning includes City Help Desk planning to ensure proper protocol and support methodology is in place after cutover

3.3.4.7 Cross Department Process Demos

Tyler will prepare presentations that demonstrate the high-level data flow across departments, applications, and in doing so, accentuate the value of end user data input in decision-making, reporting, budgeting, and public-facing information across the organization. These presentations are intended for End Users that are preparing to attend Tyler and Train-the-Trainer training, so they gain a broader understanding of their new roles in information gathering.

3.3.4.7.1 Cross Department Process Demos Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Schedule resources for Process Demos Communicate purpose for sessions 	<ul style="list-style-type: none"> Schedule resources for Process Demos Review presentations
Functional Leads	<ul style="list-style-type: none"> Support new processes Answer questions 	<ul style="list-style-type: none"> Review presentations
Subject Matter Experts / Others	<ul style="list-style-type: none"> Conduct Change Management messaging 	<ul style="list-style-type: none"> Deliver presentations

3.3.4.7.2 Cross Department Process Demos Requirements & Notes

- Demo sessions should also be used for key Change Management messaging opportunities
- The number of sessions will be determined by the City and Tyler Project Managers
- Presentation(s) ideally will occur in an auditorium, or large meeting room, where a large number of end users can be accommodated

3.3.4.8 Central Office End User Training

The City and Tyler will begin executing Central Office End User Training following the Education & Training Management Plan guidelines. The End User Training will be conducted using the End User Guides (DED-11) delivered in Stage 3: Build & Validate and updated with any process changes. The number, size, and frequency of sessions will be determined during Cutover Planning based on final count of End User processes.

3.3.4.8.1 Central Office End User Training Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Schedule resources for Central Office End User Training Communicate agenda topics and pre-requisites Validate attendance 	<ul style="list-style-type: none"> Schedule resources to conduct training sessions Review agenda with pre-requisites Upload agenda with pre-requisites Report attendance to City PM
Functional Leads	<ul style="list-style-type: none"> Provide process change support Answer questions and address issues Conduct Change Management messaging 	<ul style="list-style-type: none"> Prepare agenda with pre-requisites Review agenda with pre-requisites with Tyler PM
Subject Matter Experts / Others	<ul style="list-style-type: none"> Complete pre-requisites Attend training Continue to practice new processes in Tyler software City Trainer: Conduct decentralized end user training according to agenda and End User Guides (DED-11) Report issues to City PM Report attendance to City PM Report Change Management findings to City Change Management Lead 	<ul style="list-style-type: none"> Conduct training according to agenda and End User Guides (DED-11) Report issues to Tyler PM Report attendance to Tyler PM Report Change Management findings to City Change Management Lead

3.3.4.8.2 Central Office End User Training Requirements & Notes

- Tyler will train all central office end users as well as City End User Trainer(s)
- City will conduct the End User training for decentralized end user staff

3.3.4.9 Open Labs

The City will establish Open Labs at locations previously defined during Cutover Planning and City and Tyler resources will support City resources that choose to utilize the labs to re-familiarize themselves with new processes prior to Production Cutover. It is expected that these Labs will stay open and supported through the Production Cutover process and for a pre-defined period of time to support City users.

3.3.4.9.1 Open Labs Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> • Provide resources for Open Labs • Communicate availability and purpose of Open Labs to appropriate City User Community 	<ul style="list-style-type: none"> • Provide and schedule available resources for Open Labs
Functional Leads	<ul style="list-style-type: none"> • Encourage use of Open Labs 	<ul style="list-style-type: none"> • N/A
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Support Open Labs 	<ul style="list-style-type: none"> • N/A

3.3.4.9.2 Open Labs Requirements & Notes

- N/A

3.3.4.10 Stage 4: Training & Testing Control Point

3.3.4.10.1 Stage 4: Training & Testing Deliverables

- Requirements Traceability Matrix (RTM) (DED-13)
- Production Cutover Plan (DED 14)

3.3.4.10.2 Stage 4: Training & Testing Outcomes

- Organization’s readiness has been assessed and City is ready to move to Production
- City Users have all been trained
- The system has been fully tested and has met quality standards
- Cutover Planning has been performed
- Organization is prepared to support users
- All users understand individual Cutover activities and roles

3.3.4.10.3 Stage 4: Training & Testing Acceptance Criteria

- See Section 3.2.3

3.3.5 Stage 5: Production Cutover

3.3.5.1 Final Data Conversion

Any data that needs to be captured immediately at Production Cutover will be extracted in the previously agreed to formats and control reports will be run to support the final validation. The timing of this process, along with when processing ceases in the City’s legacy applications, will all be defined in detail in the Cutover Plan and Data Conversion Plan. The City will also determine if all transactions, once data is extracted, will be held or tracked and duplicated in the Tyler system once Production cutover is

authorized. The final pass of data conversion will be uploaded, as before, to Kite Works and Tyler will execute the validated conversion program against the data.

Prior to loading the data conversion into the Production database, the Production database will be copied to Test and the MIU conversion packages will be loaded and the data validated in Test one final time. Upon successful loading and data validation, City will authorize converted data to be loaded into the Production environment. Once the data has been loaded into Production, City will run the necessary balancing and auditing reports prior to authorizing users to begin live processing.

3.3.5.1.1 Final Data Conversion Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate resources Review Cutover Plan and Conversion Plan Review and provide final acceptance of data conversions after final validation 	<ul style="list-style-type: none"> Coordinate resources Coordinate database refreshes, as needed Coordinate conversion MIUs with Tyler SaaS Team
Functional Leads	<ul style="list-style-type: none"> Produce reports from the legacy system at the time of data extraction Utilize control reports, filtering techniques, comparison reports and visual inspection as instructed by Tyler for final conversion pass Document any unlikely needed corrections to conversion Perform data conversion validations and proofing Review and provide notice to City Project Manager if conversions meet approval for load to Production database 	<ul style="list-style-type: none"> Assist in final conversion validation and proofing Coordinate database refreshes, as needed, with Tyler PM
Subject Matter Experts / Others	<ul style="list-style-type: none"> Support validation process 	<ul style="list-style-type: none"> Coordinate conversion MIUs Perform final conversions

3.3.5.1.2 Data Conversion Requirements & Notes

- A formal sign-off document will be presented to the City Project Manager by the Tyler Project Manager for each Final Data Conversion.
- The document will indicate that the City acknowledges:
 - that the data conversion has met quality standards
 - if there are noted and agreed to exceptions that will be dealt with manually through entries in the Tyler system
 - that the conversion is accepted and is authorized to be loaded to the Production database
- The sign-off document will require a signature from both the City Functional Lead over the specific data conversion and the City Project Manager.

3.3.5.2 Tyler Support Knowledge Transfer

As final data conversion validation is taking place, the City and Tyler will conduct a Tyler Support Knowledge Transfer with a representative from Tyler Support. The purpose of this knowledge transfer is to ensure that Tyler Support is familiar with the most current status of the City’s operational processes in Tyler software and is prepared to support City users when Tyler’s onsite resources are unavailable. Review of design documents, process documentation, issues and actions list, and other relevant materials will be conducted to ensure Tyler Support both consumes and continues to have access to the information.

3.3.5.2.1 Support Lead Knowledge Transfer Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate City Support resources Attend Knowledge Transfer session 	<ul style="list-style-type: none"> Coordinate Tyler resources Attend Knowledge Transfer session
Functional Leads	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Conduct Knowledge Transfer to Tyler Support
Subject Matter Experts / Others	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Document Knowledge Transfer

3.3.5.2.2 Support Lead Knowledge Transfer Requirements & Notes

- Tyler Support Lead will attend Status Meetings on a regular basis, frequency to be decided by City and Tyler

3.3.5.3 Production Cutover Partnering

Following the completion of the Cutover Checklist, including acceptance and authorization to load all conversions to the Production database, the Tyler Project Manager will present the City Project Manager with a sign-off authorizing official Production Cutover. Once signed, all City transactions for the applicable processes will take place in the Tyler system and any held transactions from the legacy system will be entered.

Tyler onsite resources will be in place to assist the City with all activities during this Cutover period and will arrange for offsite resources to be on standby for timely response should any issues arise. Open Labs and the City Help Desk will provide continued support for users during the Cutover period, as well.

3.3.5.3.1 Production Cutover Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Project Manager	<ul style="list-style-type: none"> Coordinate City Communications Authorize Production Cutover Escalate Issues 	<ul style="list-style-type: none"> Coordinate Tyler resources Secure Production Cutover Authorization Ensure Communications are clear Escalate Issues

Project Role(s)	City Responsibility	Tyler Responsibility
Functional Leads	<ul style="list-style-type: none"> • Enter Live Transactions • Provide support to City users • Resolve Issues • Monitor Change Management 	<ul style="list-style-type: none"> • Provide Production Cutover Support • Resolve Issues
Subject Matter Experts / Others	<ul style="list-style-type: none"> • Enter Live Transactions 	<ul style="list-style-type: none"> • Provide Production Cutover Support • Resolve Issues • Monitor Change Management

3.3.5.3.2 Production Cutover Requirements & Notes

- All Control Points and Sign-offs leading to Production Cutover must be complete
- Production Cutover may not occur without a signed Authorization to Begin Live Processing

3.3.5.4 Post Live Support

Post Live Support begins immediately after Production Cutover and once live transactions are being processed in the Tyler system. During this time, Tyler Consultants will assist City users in completing transactions in Production system as well as performing ad hoc training and troubleshooting assistance for desired setup changes or data conversion issues. The following Tyler resources are expected to provide post-live support from Production Cutover through the Post Live Support period:

- Financial Lead – 15 days per month for three (3) months
- Procure to Pay Lead – 15 days per month for one (1) month
- Payroll/HR Lead – 15 days per month for three (3) months
- Utility Billing Lead – 15 days per month for three (3) months

3.3.5.4.1 Post Live Support Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> • Resolve issues escalated to Steering Committee 	<ul style="list-style-type: none"> • Resolve issues escalated to Steering Committee
Project Manager	<ul style="list-style-type: none"> • Schedule ad hoc training sessions as needed 	<ul style="list-style-type: none"> • Schedule ad hoc training sessions as needed
Functional Leads	<ul style="list-style-type: none"> • Update user security and workflow, as necessary • Assist users in answering questions and completing tasks • Identify user training needs and communicate to Project Manager • Identify areas of resistance 	<ul style="list-style-type: none"> • Provide setup and data conversion troubleshooting • Assist users in answering questions and completing tasks • Assist with ad hoc training needs • Evaluate areas of process improvement • Report finding to Tyler Change Management Lead

Project Role(s)	City Responsibility	Tyler Responsibility
Subject Matter Experts / Others	<ul style="list-style-type: none"> Continue live processing Report Change Management findings to City Change Management Lead 	<ul style="list-style-type: none"> Provide Post Live Support Resolve Issues Monitor re-emergence of shadow systems Report areas where process improvement needs to be revisited

3.3.5.4.2 Production Cutover Requirements & Notes

- N/A

3.3.5.5 Post Cutover Efficiency Evaluation

Tyler, in collaboration with City Functional Leads and Power Users, will begin collecting information immediately after Production Cutover as to how well the City has adopted new processes, if there are process flow congestion points, re-emergence of shadow systems, the need for additional training, and any other items that connect to the Evolution Plan. After a period of approximately sixty (60) days of Post Production Cutover stabilization has occurred, a formal review of this collected information will occur and Tyler will review findings with the City. The findings include topics specific to:

- Project Goals versus Post Cutover State
- Approved Processes versus In Practice Processes
- Tool Utilization versus Shadow Systems
- Areas of Additional Process Improvement

3.3.5.5.1 Post Cutover Efficiency Evaluation Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Consider recommendations for additional process improvements 	<ul style="list-style-type: none"> N/A
Project Manager	<ul style="list-style-type: none"> Participate in formal review of findings from Efficiency Evaluation during Post Cutover Period Conduct internal meetings regarding recommendations for additional process improvements 	<ul style="list-style-type: none"> Attend review of findings from Efficiency Evaluation during Post Cutover Period
Functional Leads	<ul style="list-style-type: none"> Collect information on organizational efficiency Identify areas of new process improvement Validate goal adoption Participate in review of findings 	<ul style="list-style-type: none"> Collect information on organizational efficiency Identify areas of new process improvement Validate goal adoption Conduct review of findings

Project Role(s)	City Responsibility	Tyler Responsibility
	<ul style="list-style-type: none"> Participate in internal meetings regarding recommendations for additional process improvements 	
Subject Matter Experts / Others	<ul style="list-style-type: none"> Collect information on organizational efficiency Identify areas of new process improvement Validate goal adoption 	<ul style="list-style-type: none"> Collect information on organizational efficiency Identify areas of new process improvement Validate goal adoption

3.3.5.5.2 **Post Cutover Efficiency Evaluation Requirements & Notes**

- N/A

3.3.5.6 **Post-Live Adjustments & Training**

Once the City has begun live processing, Tyler will assist by guiding the City in making configuration adjustments to solve issues and conduct additional training, as needed, to ensure proper adoption of authorized processes. In addition to the informal type of post live adjustments that are required early in the post-live period, Tyler will work with the City by conducting a more formal review process once a stabilization period has occurred.

Tyler Consultants can meet with Functional Leads to determine where there are process issues and review options, much like during the re-engineering phase. In addition, Tyler will monitor performance challenges, workflow issues, processing delays to determine if recommendations for process changes are in order.

The City and Tyler, after reviewing the Post Cutover Efficiency Evaluation Report (DED-18), will determine what actions are necessary to realign users, processes, or the system with the Evolution Plan; or the City may determine that a change to the Evolution Plan is necessary in addition to post-live adjustments. A course of action will be determined, specific steps planned, assigned, and executed to make the necessary adjustments, as needed.

3.3.5.6.1 **Post-Live Adjustments & Training Roles & Responsibilities**

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Direct formal post live adjustments 	<ul style="list-style-type: none"> N/A
Project Manager	<ul style="list-style-type: none"> Coordinate post-live adjustments, training, communication, change management 	<ul style="list-style-type: none"> Support post-live adjustments, training, communication, change management Provide Tyler resources to guide and support City effort, if in post-live coverage period
Functional Leads	<ul style="list-style-type: none"> Enact post-live adjustments Conduct Change Management activities 	<ul style="list-style-type: none"> Provide guidance on post-live process changes

Project Role(s)	City Responsibility	Tyler Responsibility
	<ul style="list-style-type: none"> Communicate Process Changes 	<ul style="list-style-type: none"> Assist with Change Management activities Train users, as needed
Subject Matter Experts / Others	<ul style="list-style-type: none"> Attend training Adopt changes 	<ul style="list-style-type: none"> N/A

3.3.5.6.2 Post-Live Adjustments & Training Requirements & Notes

- Use of Tyler resources to accomplish Post-Live Adjustments and Training must occur within the Post-Live Support period as defined in Section 3.3.5.4 for each applicable phase
- The use of Tyler resources to accomplish Post-Live Adjustments and Training tasks may not take precedence over issue resolution

3.3.5.7 Transition to Support Team

Tyler and City conduct a formal transition from active, ongoing Implementation activities during the Post Live Support period to full support being provided by the Tyler Support Team. This transition will occur at the end of each phase, for each group of products transitioning out of active implementation. Support Lead Knowledge Transfer has already taken place in preparation for Production Cutover, so this process is largely a transition point to ensure that all parties have current information, are completely familiar with the procedures, and understand the new approach to handling issues using Tyler Support, instead of Tyler Implementation.

3.3.5.7.1 Transition to Support Team Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> Ensure communications regarding Support Transition are clear 	<ul style="list-style-type: none"> Ensure communications regarding Support Transition are clear
Project Manager	<ul style="list-style-type: none"> Attend Support Transition Call Schedule City resources for Call Review Meeting documentation 	<ul style="list-style-type: none"> Schedule Support Transition Call Provide any meeting documentation in advance of call
Functional Leads	<ul style="list-style-type: none"> Attend Support Transition Call Review Meeting documentation Communicate Transition internally 	<ul style="list-style-type: none"> Conduct call Provide background Clearly outline transition plan
Subject Matter Experts / Others	<ul style="list-style-type: none"> Follow Support Desk instructions 	<ul style="list-style-type: none"> N/A

3.3.5.7.2 Transition to Support Team Requirements & Notes

- N/A

3.3.5.8 Stage 5: Production Cutover Control Point

3.3.5.8.1 Stage 5: Production Cutover Deliverables

- N/A

3.3.5.8.2 Stage 5: Production Cutover Outcomes

- Final data conversions have been accepted and loaded into Production
- Live Processing has successfully started in Tyler system
- Tyler Support has engaged in the project and has detailed project knowledge
- Issues are being resolved and additional process streamlining is occurring
- Successful month end processes have occurred
- Successful reporting processes have occurred
- City is prepared to support users
- City understands options for additional areas for efficiencies
- City can evaluate the success of the phase based on the Evolution Plan vs. outcome
- City is fully utilizing Tyler Support for all support needs
- Implementation services come to a close

3.3.5.8.3 Stage 5: Production Cutover Acceptance Criteria

- See Section 3.2.3

3.3.6 Stage 6: Phase/Project Closure

3.3.6.1 Phase/Project Audit

Tyler will begin project audit activities prior to this step, but the audit will culminate at this point with a final update to the Project Quality Control section of the Quality Control Management Plan. The Tyler Project Manager will document the completion of each phase/project component, include appropriate documentation, and submit a complete package for audit purposes. A formal review of the Project/Phase Audit package will be conducted with the City Project Manager.

3.3.6.1.1 Project/Phase Audit Roles & Responsibilities

Project Role(s)	City Responsibility	Tyler Responsibility
Steering Committee	<ul style="list-style-type: none"> • Review Project/Phase Audit Package 	<ul style="list-style-type: none"> • Review Project/Phase Audit Package
Project Manager	<ul style="list-style-type: none"> • Review Project/Phase Audit Package with Tyler PM • Update Project Quality Control section of the Quality Control Management Plan 	<ul style="list-style-type: none"> • Perform Project/Phase Audit • Compile Project/Phase Audit Package • Review Project/Phase Audit Package with City PM • Update Project Quality Control section of the Quality Control Management Plan

Project Role(s)	City Responsibility	Tyler Responsibility
Functional Leads	• N/A	• N/A
Subject Matter Experts / Others	• N/A	• N/A

3.3.6.1.2 **Project/Phase Audit Requirements & Notes**

- Project Audit will be comprised of any Phase audits and packages already completed and additional Phase audits in progress as part of the final audit requirement

3.3.6.2 **Phase/Project Reconciliation & Phase/Project Reconciliation Report (DED-15/16)**

Tyler will prepare a budget reconciliation for each phase or the entire project, whichever is applicable. The detailed Phase/Project Reconciliation Report (DED-15/16) will show the specifics of:

- Accounting of all contract line items
- Change Orders and amendments (if any)
- Disposition of unused services
- Final budget

3.3.6.2.1 **Phase/Project Reconciliation & Phase/Project Reconciliation Report (DED-15/16) Roles & Responsibilities**

Project Role(s)	City Responsibility	Tyler Responsibility
Project Sponsor / Executive Oversight	• Review Phase/Project Reconciliation Report (DED-15/16)	• Review Phase/Project Reconciliation Report (DED-15/16)
Steering Committee	• Review Phase/Project Reconciliation Report (DED-15/16)	• Review Phase/Project Reconciliation Report (DED-15/16)
Project Manager	• Review Phase/Project Reconciliation Report (DED-15/16) with Tyler PM • Accept DED-15/16	• Perform Review Phase/Project Reconciliation and review Phase/Project Reconciliation Report (DED-15/16) with City PM • Initiate workflow acceptance for DED-15/16
Functional Leads	• Review Phase/Project Reconciliation Report (DED-15/16)	• N/A
Subject Matter Experts / Others	• N/A	• N/A

3.3.6.2.2 **Phase/Project Reconciliation & Phase/Project Reconciliation Report (DED-15/16) Requirements & Notes**

- N/A

3.3.6.3 **Stage 6: Phase/Project Closure Control Point**

3.3.6.3.1 **Stage 6: Phase/Project Closure Deliverables**

- Phase/Project Reconciliation Report (DED-15/16)

3.3.6.3.2 **Stage 6: Phase/Project Closure Outcomes**

- All contract deliverables, requirements, and services have been validated
- Project Quality Control has been achieved
- Project budget is fully reconciled, accurate and reported

3.3.6.3.3 **Stage 6: Phase/Project Closure Acceptance Criteria**

- See Section 3.2.3

Glossary

Word or Term	Definition
Accountable	The person who is ultimately accountable for decisions being made on a task.
API	API is a toolset that facilitates a non-visual interface for an application. An Integration, however, involves exchanging data between disparate systems to add value to an organization. APIs are toolsets utilized to accomplish the integration.
Application	A computer program designed to perform a group of coordinated functions, tasks or activities for the benefit of the user.
Business Requirements Document	A specification document used to describe City requirements not available through Tyler software functionality, which will lead to a Modification with City acceptance.
Change Control	A systematic approach for managing change governing how Change Requests will be received, assessed and acted on.
Change Management	An approach for ensuring that changes are thoroughly and smoothly implemented and that the lasting benefits of change are achieved. The focus is on the global impact of change with an intense focus on people and how individuals and teams move from the current situation to the new one.
Change Request	A form used as part of the Change Control process whereby changes in the Scope of Work, timeline, resources, and/or budget are revised and agreed upon by participating parties.
Consulted	Anyone who must be consulted with prior to a decision being made and/or the task being completed
Consumables	Items that are used on a recurring basis, usually by Peripherals. Examples: paper stock or scanner cleaning kits.
Control Point	Occurring at the end of each Stage, the Control Point serves as a formal City review point. Project progress cannot continue until the City acknowledges the agreed upon Deliverables of the Stage have been met or agree on an action plan to make the Deliverable acceptable and move to next Stage while executing final steps of current Stage.
Data Exchange	A term used to reference Imports and Exports, and Interfaces which allow data to be exchanged between an external system and Tyler software.
Data Mapping	The process of mapping fields from the Legacy System to the appropriate location in the new system from one or more sources.
Deliverable	A tangible or intangible object/document produced as a result of the Project that is intended to be delivered to a City (either internal or external) or vendor at a specific time.
End User	The person for whom the software is designed to use on a day-to-day basis.

Forms	A document which is typically printed on a template background and only captures data for one record per page. Forms are provided to entity customers whether internal (employees) or external (citizens).
Imports and Exports	A process within the system that a user is expected to run to consume (Import) or produce (Export) a specifically defined file format/layout.
Informed	Anyone who will be updated when decisions are made, or a task is completed.
Install	References the initial Installation of software files on City servers and preparing the software for use during configuration. The version currently available for general release will always be used during the initial Install.
Interface	A real-time or automated exchange of data between two systems.
Legacy System	The system from which a City is converting.
Modification	Modification of software program package to provide individual City requirements documented within the Scope of the Agreement.
Peripherals	An auxiliary device that connects to and works with the computer in some way. Examples: mouse, keyboard, scanner, external drive, microphone, speaker, webcam, and digital camera.
Phase	A portion of the Project in which specific set of related products are typically implemented. Phases each have an independent start, Production Cutover and closure dates but use the same Implementation Plans as other Phases within the Project. Phases may overlap or be sequential and may have the same Tyler Project Manager and Tyler project team or different individuals assigned.
Power User	An experienced City person or group who is (are) an expert(s) in the City business processes, as well as knowledgeable in the requirements and acceptance criteria.
Production Cutover	The City is using the Tyler software to conduct daily operations.
Project	The Project includes all implementation activity from Plan & Initiate to Closure for all products, Applications and functionality included in a single Agreement. The Project may be broken down into multiple Phases.
Project Plan	The Project Plan serves as the master roadmap for the Project. The Project Plan will be the detailed task list of the essential activities to be performed to complete the Project. Each activity will have owner(s), participant(s) if applicable, start date, and due dates. The Project Plan is a living document and will be updated quarterly with the detailed tasks for the next future quarter; only high-level tasks with rough timeframes will be plotted out beyond this.

Project Planning Meeting	Occurs during the Plan & Initiate Stage to coordinate with the City Project Manager to discuss Scope, information needed for project scheduling and resources.
RACI	A chart describing level of participation by various roles in completing tasks or Deliverables for a Project or process. Also known as a responsibility assignment matrix (RAM) or linear responsibility chart (LRC).
Reports	Formatted to return information related to multiple records in a structured format. Information is typically presented in both detail and summary form for a user to consume.
Responsible	The person who will be completing the task.
Scope	Products and services that are included in the Agreement.
Software Upgrade	References the act of updating software files to a newer software release.
Stage	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project and requires acknowledgement before continuing to the next Stage. Some tasks in the next Stage may begin before the prior Stage is complete.
Stakeholder Presentation	Representatives of the Tyler implementation team will meet with key City representatives to present high level project expectations and outline how Tyler and the City can successfully partner to create an environment for a successful implementation.
Standard	Included in the base software (out of the box) package.
Statement of Work (SOW)	Document which will provide supporting detail to the Agreement defining project -specific activities and Deliverables Tyler will provide to the client.
Validation (or to validate)	The process of testing and approving that a specific Deliverable, process, program or product is working as expected.
Work Breakdown Structure (WBS)	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.

Appendix 1: Deliverable Expectation Document

A description of each summary deliverable is provided below. All deliverables will be provided electronically in the format used to prepare the deliverable (example: Microsoft Word, Excel) to allow for updates and revisions. **Prior to beginning work on any Deliverable, Tyler Consultants will meet with the City Project Management Team to discuss deliverable expectations and clarify any assumptions about deliverable objective, scope, format, and acceptance criteria.**

In addition to the acceptance criteria listed below, all deliverables will conform to the specifications of this SOW, will include considerations for the City's full project scope, and will meet any conditions listed in these DEDs.

Deliverable Number: DED-01
Deliverable Name: Project Charter
Objective: Provide written authorization, management support, set clear expectations, communicate a clear business case for the project
Scope: All products and services in the Agreement
Format: Microsoft Word
<p>Outline: The Project Charter format will be based on PMI Methodology and will contain the following key sections:</p> <ul style="list-style-type: none"> • Project Overview • Project Management / Governance • Key Milestones • General Guiding Principles • Signatures
<p>City Role:</p> <ul style="list-style-type: none"> • Provide input for Project Charter content • Review and authorize Project Charter • Review and accept DED-01
<p>Tyler Role:</p> <ul style="list-style-type: none"> • Lead development of Project Charter • Solicit information for content • Write Project Charter Using Provided Material
<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The Project Charter accurately reflects the content discussed during development meetings • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-02
Deliverable Name: Evolution Plan
Objective: Provide written outline of the steps and key activities required in transforming the City from current to future state.
Scope: Products and services in the Agreement, as well as post live assessment and reinforcement techniques, continuing education, and onboarding.
Format: Microsoft Word
Outline: The Evolution Plan will contain the following key sections: <ul style="list-style-type: none"> • Evolution Plan Purpose • Terms and Definitions • Major Steps in the Evolution Process • Overview of Enterprise Goals • Delta Assessment Survey • Key Performance Indicators
City Role: <ul style="list-style-type: none"> • Provide input for Evolution Plan • Review and authorize Evolution Plan • Review and accept DED-02
Tyler Role: <ul style="list-style-type: none"> • Own development of Evolution Plan • Solicit information for content, current/future state delta • Write Evolution Plan using provided material and assessment
Acceptance Criteria: <ul style="list-style-type: none"> • The Evolution Plan adequately describes a process for achieving project goals, long term organizational change, and full utilization of tools as recommended • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-03
Deliverable Name: Management Plans
Objective: To provide guidance for changes, issues, and other project challenges.
Scope: Customized management plans to reflect Client's specific project approach. Management plans will document specific project management processes that are agreed upon between City and Tyler Project Manager. The management plans will include all information and procedures for all phases of the project.
Format: MS Word / SharePoint
Outline: The management plan document will be a compilation of the following management plan subsets:

Deliverable Number: DED-03

- Management Plan Purpose
- Project Management Plan
 - Client Provided Facilities, Equipment, and Services
 - Project Managers
 - Status Reports
 - Review and Correction of Deliverables
 - Project Schedule
 - Project Stages
- Scope Management Plan
 - Document Control Information
 - Change Control History
 - Scope Definition
 - Scope Verification
 - Scope Control
 - Scope Change
- Schedule Management Plan
 - Document Control History
 - Change Control History
 - Plan Description
 - Approach
 - Schedule Roles and Responsibilities
 - Schedule Reporting and Control
 - Schedule Changes
 - Resulting Scope Changes
- Risk Management Plan
 - Document Control Information
 - Change Control History
 - Risk Definition
 - Purpose
 - Risk Management Strategy
 - Risk Register
- Financial Management Plan
 - Document Control Information
 - Change Control History
 - Overview
 - Project Budget
 - Status
 - Communication
 - Change Orders
 - Project Budget Status
 - Payment Milestones

Deliverable Number: DED-03

- Roles & Responsibilities
- Communication Management Plan
 - Document Control Information
 - Change Control History
 - Plan Description
 - Purpose
 - Summary of Communication Plan Elements
 - Communication Paths
- Issue Management Plan
 - Document Control Information
 - Change Control History
 - Plan Description
 - Common Sources of Issues
 - Issues & Scope Management Control
 - Roles and Responsibilities
 - Process
 - Analysis
 - Record Issue
 - Issue Tracking
 - Action Plan
 - Response
- Release & Code Management Plan
 - Document Control Information
 - Change Control History
 - Overview
 - Definition of Baseline Versions
 - Tools
 - Code Management
 - Defect Updates
 - Version Upgrades
 - Database Environments
 - Roles & Responsibilities
- Quality Management Plan
 - Document Control Information
 - Change Control History
 - Quality Approach
 - Quality Management Objectives
 - Project Quality Control
 - Issue Resolution
 - Quality Assurance
 - Roles & Responsibilities
 - Reporting Plan

Deliverable Number: DED-03

- Quality Control Log
- Quality Assurance Log
- Education & Training Management Plan
 - Document Control Information
 - Change Control History
 - Introduction
 - Instructional Analysis
 - Needs and Skills Analysis
 - Development Approach
 - Instructional Methods
 - Training Resources
 - Training Sessions Offered
 - Training Materials Lists
- Human Resource Management Plan
 - Document Control Information
 - Change Control History
 - Introduction
 - Roles & Responsibilities
 - Staffing Management
 - Staff Rollout
 - Resource Calendars
 - Performance Assessments
 - Personnel Replacement
 - Workspace Management
- Project Integration Management Plan
 - Document Control Information
 - Change Control History
 - Initiating
 - Planning
 - Executing
 - Controlling
 - Closing
 - Project Integration Diagram
- Requirements Management Plan
 - Document Control Information
 - Change Control History
 - Scope
 - Overview
 - Roles & Responsibilities
 - Process
 - Requirements Traceability Matrix
- Change Control Management Plan

Deliverable Number: DED-03

- Document Control Information
- Change Control History
- Change Request Form – Submittal Process
- Change Request Form – Review & Approval Process
- Change Control Tracking

Tyler Role:

- Lead development of management plans using baseline template
- Collaborate with City to modify template and design acceptable management plans
- Finalize management plans to reflect decisions
- Collaborate in changes to management plans, as needed

Acceptance Criteria:

- Implementation Management Plans contain all of the required components and accurately reflect decisions
 - The respective Tyler and City project team members have resolved all material content and/or quality issues.
 - The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-04
Deliverable Name: Project Plan
Objective: Full Project Plan with Task list, task owners, due dates, and predecessors for successful management of the project.
Scope: All products and services included in the Agreement for the duration of the Project.
Format: Developed and maintained in MS Project. Scheduling and task lists then certain elements uploaded to the Tyler-provided Project SharePoint site.
<p>Outline: The project plan will follow the Implementation Methodology WBS and contain all WBS tasks, tasks necessary for completion of WBS tasks, deliverables, milestones, review/acceptance periods, and other key project events.</p> <p>The Project Plan will contain, at a minimum:</p> <ul style="list-style-type: none"> • Project's activities and tasks • Start, End and Actual Completion Dates of project activities and tasks • Specific resources assigned to project tasks • Detailed Project schedule / Work Breakdown Structure (WBS) featuring phases, deliverables, and work packages • Milestones and Deliverables • City Review Periods for Milestones and Deliverables • Project Acceptance of Deliverables and Implementation Control Points
<p>City Role:</p> <ul style="list-style-type: none"> • Provide information to assist in the development of an achievable plan, including blackout dates, key resource conflicts, etc. • Review and authorize project plan • Contribute information necessary to maintain project plan • Review and Accept DED-04
<p>Tyler Role:</p> <ul style="list-style-type: none"> • Conduct initial planning session to begin Project Plan development • Create project plan • Maintain project plan • Post project schedule and task list to Project SharePoint site
<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The Project Plan contains all the required components of the Agreement, tasks required to complete scope of work, milestones and deliverables, and is presented in a manner that allows for a logical and orderly control of the project. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable meets the established project budget and timeline.

Deliverable Number: DED-05
Deliverable Name: SaaS Installation Report
Objective: Provide City with listing of all products, installation paths and accounts installed for Tyler-hosted agreements.
Scope: All Tyler products and associated hardware and software
Format: Microsoft Word
Outline: The Installation Report will contain the following key sections: <ul style="list-style-type: none"> • Application and software user accounts details • Tyler Login Information • Recommended on-going IT tasks
City Role: <ul style="list-style-type: none"> • Participate in a call with Tyler Technology team • Review details of hardware and software configuration, ongoing tasks • The respective Tyler and City project team members have resolved all material content and/or quality issues. • Review and accept DED-05
Tyler Role: <ul style="list-style-type: none"> • Prepare Installation Report • Schedule and conduct call to review report and answer questions
Acceptance Criteria: <ul style="list-style-type: none"> • The Installation Report accurately outlines all items identified in the Deliverable Outline • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-06
Deliverable Name: Organizational Change Assessment Study
Objective: Identify the organization's capacity for change and outline key areas where change may be more difficult.
Scope: Study includes all departments impacted by ERP Project.
Format: MS Word
<p>Outline: The Organizational Change Assessment will contain the following key sections:</p> <ul style="list-style-type: none"> • Overview of Change Assessment Process • Results from assessment surveys and interviews • Analysis of results • Study Conclusion
<p>City Role:</p> <ul style="list-style-type: none"> • Make resources available for assessment input • Participate in formal review of Organizational Change Assessment Study • Review and accept DED-06
<p>Tyler Role:</p> <ul style="list-style-type: none"> • Develop tools needed to conduct Organizational Change Assessment Study • Solicit information for content, current/future state delta
<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The Organizational Change Assessment encompasses comprehensive material gathered from the organization, from which detailed change management information can be extracted and utilized for further planning. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-06**Deliverable Name:** System Design Test Scripts

Objective: Provide test scripts outlining steps for testing processes based on decisions or best practice recommendations. Visualization of daily work processes in Tyler software following new processes and validation of design assumptions.

These scripts are driving the testing of process decisions prior to the decisions being finalized. Tyler wants the Functional Leads to see what their decisions look like in Munis processing PRIOR to making the decision to move forward with the new process.

Scope: All processes covered under Tyler Agreement.

Format: MS Word or MS Excel

Outline: System Design Test Scripts will follow an outline similar to the following:

- Access Invoice Entry and Add Batch (this batch will be for Check and EFT payments only)
 - Confirm Fund and Cash account are for the Pooled cash account
 - Leave Check Run blank as run will be determined during the Select Check Process
 - Due Date should reflect today's date
- Add Direct Pay invoices. Three direct pay invoices will be included:
 - One, or more, will have a payment method of check
 - One, or more, will have a payment method of EFT
- One, or more, vendor will be a one-time pay vendor
 - One-time pay vendors will use all 6 digits and will begin with 999001. City may use multiple one time pay vendors determined by department or by type.
 - Review the legacy direct pay invoice for Account information
 - Search for the new Munis Account number:
 - Financials>General Ledger Menu>Miscellaneous Setup>Account X-Reference
 - Use the Legacy Account in the Account field and Accept

City Role:

- Review the test scripts to ensure processes and critical testing points are accurately and adequately covered.
- Report any discrepancies.
- Review and accept DED-07

Tyler Role:

- Develop test scripts based on City feedback during Current and Future State sessions.
- Validate that all processes have been included in the test scripts
- Validate that all critical testing points have been included

Acceptance Criteria:

- The System Design Test Scripts outline test steps for all key processes relevant to the use of Tyler software and allow the City sufficient detail to see processes completed according to proposed design.

Deliverable Number: DED-06

- The respective Tyler and City project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-07

Deliverable Name: System Design Document

Objective: To fully document the information flow from current state through future state to decisions; track the associated system settings based on the process decisions; capture screen shots of set up tables; maintain change control.

Scope: All modules covered under the Tyler Agreement

Format: MS Excel

Outline: System Design Document will contain:

- Current State
- Future State
- Settings
- Screen Shots
- Change Control

City Role:

- Provide responses to questions and make process decisions
- Validate that the document accurately reflects the Client's answers and decisions
- Communicate changes to process decisions
- Review and accept DED-07

Tyler Role:

- Build the System Design Document incrementally through the Current & Future State process, add decisions following the System Design Test, complete the Settings Tab and validate correctness, capture screenshots
- Review System Design Document with Client

Acceptance Criteria:

- The System Design Document will accurately reflect the system design at the time of delivery.
- The respective Tyler and City project team members have resolved all material content and/or quality issues.
- The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-08
Deliverable Name: Business Process Improvement Report
<p>Objective: To document the business process improvements and major adjustments resulting from business process redesign.</p> <p>This document specifically ties process decisions to how the City will recognize improvements from those decisions. This document is meant to provide the Steering Committee and Project Sponsor with early information to support the results of the project and encourage continued support in achieving the goals.</p>
Scope: All modules covered under the Tyler Agreement
Format: MS Word
<p>Outline: Business Process Improvement Report will contain:</p> <ul style="list-style-type: none"> • Overview • Detail of Business Process Improvements & Adjustments • Considerations <ul style="list-style-type: none"> • Policies & Procedures • Strategic Operating Plan • Audits • Interfaces • Conversions • Reporting • Security <ul style="list-style-type: none"> • Menu Security • Functional Role Permissions • Data Access Role Permissions • Workflow Considerations • Internal Controls and Reconciliations • Decentralized Processing • Notes
<p>City Role:</p> <ul style="list-style-type: none"> • Validate that the document accurately reflects the Client's decisions • Review and accept DED-08
<p>Tyler Role:</p> <ul style="list-style-type: none"> • Write the Business Process Improvement Report using the results from the System Design Test, the System Design Document, and the Change Impact Report, and other analysis sessions as the basis for the information. • Review the Business Process Improvement Report with Client
<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The Business Process Improvement Report accurately captures the design and the areas of significant improvement at the time of delivery.

<p>Deliverable Number: DED-08</p> <ul style="list-style-type: none"> • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.
<p>Deliverable Number: DED-09</p> <p>Deliverable Name: Implementation Plan</p> <p>Objective: Detailed plan for implementation of Tyler products based on decisions made during Assess & Define Stage.</p> <p>Scope: All modules and associated services covered under the Tyler Agreement</p> <p>Format: MS Word</p> <p>Outline: Implementation Plan will contain:</p> <ul style="list-style-type: none"> • Conversion Plan • Integration Plan • System Security Plan • Testing Plan • Interface Plan • Forms Plan • System Build Plan <p>City Role:</p> <ul style="list-style-type: none"> • Attend sessions to review plans • Review and accept DED-09 <p>Tyler Role:</p> <ul style="list-style-type: none"> • Write the plans to accurately reflect the approach to implement all modules and services, meeting requirements as determined by the accepted Design Document. • Lead the review sessions with Client <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The Implementation Plan thoroughly covers the required details to implement the design and the areas of significant improvement at the time of delivery. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-10
Deliverable Name: Process Manuals
Objective: Provide customized documents outlining process steps according to specific City design decisions.
Scope: All major processes in Tyler modules covered under the Agreement.
Format: MS Word
Outline: Process Manuals will follow the following structure: <ul style="list-style-type: none"> • Objective • Overview • Prerequisites • Procedure • Results • Other Modules Impacted • What's Next?
City Role: <ul style="list-style-type: none"> • Test documents by completing processes in system • Notify Tyler of any corrections needed • Review and accept DED-10
Tyler Role: <ul style="list-style-type: none"> • Write Process Documents to accurately reflect the specific requirements for the City according to the accepted Design Document. • Make needed corrections to manuals
Acceptance Criteria: <ul style="list-style-type: none"> • The Process Manuals accurately reflect the Client's processes according to the accepted Design Document. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-11
Deliverable Name: End User Guides
Objective: Provide customized documents outlining simplified process steps for End User functions.
Scope: All major End User processes in Tyler modules covered under the Agreement.
Format: MS Word
Outline: End User Guides will follow the following structure: <ul style="list-style-type: none"> • Process Name • Process Steps • Process Screen Shots (where beneficial)
City Role: <ul style="list-style-type: none"> • Test documents by completing processes in system • Notify Tyler of any corrections needed • Review and accept DED-11
Tyler Role: <ul style="list-style-type: none"> • Write End User Guides to accurately reflect the specific requirements for the City according to the accepted Design Document. • Make needed corrections to guides
Acceptance Criteria: <ul style="list-style-type: none"> • The End User Guides accurately reflect the Client's processes according to the accepted Design Document in a simple and easy to follow approach. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-12
Deliverable Name: User Acceptance Test Scripts (UAT Scripts)
Objective: Provide test scripts for testing to ensure the system configuration and data will function as required once in a live environment.
Scope: All major processes and adopted Functional Requirements in Tyler modules covered under the Agreement.
Format: MS Excel
<p>Outline: UAT Scripts will follow the following structure:</p> <ul style="list-style-type: none"> • Test Case Name • Test Case ID # • Step # • Step Description • Data Entry (if any) • Expected Results • Outcome <ul style="list-style-type: none"> • Pass • Fail • Incomplete • Comments • Retest Date
<p>City Role:</p> <ul style="list-style-type: none"> • Review UAT scripts for thoroughness • Notify Tyler of any corrections needed • Review and accept DED-12
<p>Tyler Role:</p> <ul style="list-style-type: none"> • Write UAT scripts to accurately reflect process and test the configuration and data entry process. • Make needed corrections to guides
<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The UAT Scripts accurately reflect the Client's processes according to the accepted Design Document and provide sufficient detail to drive thorough acceptance testing. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-13
Deliverable Name: Requirements Traceability Matrix (RTM)
Objective: Document founded on the Functional Requirements established by the Client's RFP and Tyler's Proposal, tracing how requirements are met or disposed of throughout the design and test phases.
Scope: All Functional Requirements as responded to in Tyler's Proposal
Format: MS Excel
<p>Outline: Requirement Traceability Matrix will contain TABS for:</p> <ul style="list-style-type: none"> • Functional Requirements by Process Area (columns in TAB listed below:) <ul style="list-style-type: none"> • Functional Area • Req ID • Description • Relevant Business Module • Process Level 1 • Process Level 2 • System Design Test Script ID • Outcome • Training Document ID • UAT Test Script ID • Final Process Acceptance • Disposals
<p>City Role:</p> <ul style="list-style-type: none"> • Participate in regular review of RTM and validation of updates • Participate in formal review of final RTM • Review and accept DED-13
<p>Tyler Role:</p> <ul style="list-style-type: none"> • Create and Maintain Requirement Traceability Matrix • Review RTM with Client • Lead formal review of final RTM
<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The Requirement Traceability Matrix contains all functional requirements, their associated disposition, how tested, documented, through final acceptance. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-14
Deliverable Name: Production Cutover Plan
Objective: Detailed plan and task list outlining all activities leading up to production cutover. Provide cutover timelines to cease processing in legacy system, timeline for final data conversions, contingency processing plans, and instructions for decentralized departments.
Scope: All functional and technical areas involved in the project.
Format: MS Excel
Outline: Production Cutover Plan will contain: <ul style="list-style-type: none"> • Summary of Plan • Cutover Checklist <ul style="list-style-type: none"> • Item ID • Activity • Owner • Date Verified • City Approval • Notes Comments
City Role: <ul style="list-style-type: none"> • Participate in development of Cutover Plan • Review and accept DED-14
Tyler Role: <ul style="list-style-type: none"> • Create and Maintain Cutover Plan • Review Cutover Plan with Client
Acceptance Criteria: <ul style="list-style-type: none"> • The Cutover Plan outlines all activities necessary to successfully reach the cutover authorization milestone. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Deliverable Number: DED-15/16
Deliverable Name: Phase/Project Reconciliation Report
Objective: Provide written documentation and accounting of all services delivered, change orders, and reconciled project budget balance.
Scope: All services in the Agreement, including those added by Change Order
Format: Microsoft Word or Microsoft Excel
<p>Outline: The Phase/Project Reconciliation Report will contain the following key sections:</p> <ul style="list-style-type: none"> • Services used by type (Implementation, Project Management, Conversions, etc.) • Services unused by categories scheduled or unscheduled • Milestones/Deliverables Checklist • Change Orders and Contract Amendments • Budget Balances
<p>City Role:</p> <ul style="list-style-type: none"> • Review and accept DED-15/16
<p>Tyler Role:</p> <ul style="list-style-type: none"> • Development of Phase/Project Reconciliation Report • Review Report with City Project Manager • Deliver Report and make corrections, if needed
<p>Acceptance Criteria:</p> <ul style="list-style-type: none"> • The Phase/Project Reconciliation Report accurately reflects the budget and project services consumption. • The respective Tyler and City project team members have resolved all material content and/or quality issues. • The deliverable is free of formatting and spelling errors.

Appendix 2: List of Process Manuals and Major Processes

Document sections marked with an asterisk (*) are those that will be created for End Users, pending the City's Future State decisions.

MUNIS GENERAL LEDGER

- Adding an Account
- Adding a Rollup Code
- Adding an Org Code
- Adding a Segment Code
- Deleting and Account
- Exporting to Excel
- Finding an Account
- Updating a Journal Entry
- Proofing a Journal Entry
- Verifying Posted Journals
- Generating a Recurring Journal
- General Journal Approval
- Maintaining Journal Details
- Adding a Journal Entry
- Creating a Journal Proof Report
- Creating Journal Import Templates
- Modifying a Template
- Completing an Import
- Scheduling an Import
- Viewing Account Details
- Creating a YTD budget report
- Create a trial balance report
- Import ASCII files
- Using the Financial Command Center

MUNIS BUDGET

- Generating a new budget projection
- Central Budget Entry
- Budget Entry Procedures
- Detail Entry Procedures
- Quick Entry Procedures
- Send Notification of Budget Changes
- Roll/Factor/Merge Projection
- Next Year Budget Entry
- Next Year Budget Report
- Add a budget transfer or amendment
- Budget Workflow Approval
- Creating Budget Scenarios
- Creating packages
- Budget Command Center

MUNIS ACCOUNTS PAYABLE

- Adding a new vendor
- Invoice Entry
- Adding a Check Request

- Copying a Check Request
- Deleting a Check Request
- Processing Workflow
- Reactivating Rejected Requests
- Updating a Check Request
- Viewing a Check Request
- Viewing Workflow for a Request
- Enter an invoice against a purchase order
- Enter an invoice against purchase order lines
- Create a recurring invoice
- Printing AP Invoice Bar Code Labels
- AP Workflow Approval
- Post accounts payable invoices
- Cash Disbursements
- Printing Checks
- Creating an EFT electronic file
- Completing the Cash Disbursements Journal program
- Creating the positive pay file
- Modifying invoices
- Voiding AP checks
- Creating a list of vendor invoices
- Creating a Vendor Fiscal Year Summary report
- Using the Invoice History by GL Account program
- Creating the Invoice Aging Report
- Creating the Invoice Open Report
- Processing general and 1099 Accounts Payable retainage amounts
- Permanently retain AP retainage amounts
- Release AP retainage amounts to a vendor or to the IRS
- Process contract retainage amounts
- Purchase Card Setup
- Importing purchase card transactions
- Purchase card statement processing
- Invoice Central
- Vendor Central

MUNIS CAPITAL ASSETS

- Creating the Accounts Payable Asset List
- Importing and creating capital asset records from accounts payable invoices or purchase orders
- Enter a capital asset
- Post a capital asset to the General Ledger
- Depreciating assets
- Changing the capitalization status
- Retiring capital assets
- Completing the capital asset disposal process
- Modifying a capital asset
- Importing a file to update fixed assets
- Transferring a capital asset
- Processing capital assets for year end
- Asset Inquiry
- Asset Lists
- Asset Worksheet

- Asset History by GL Account
- Asset Workflow Approvals
- Capital Assets Central

MUNIS CASH MANAGEMENT

- Creating a new recurring cash flow template
- Updating Cash Flow Records from AP
- Completing the AP Cash Requirements Report
- Selecting Items to Be Paid
- Paying Invoices through EFT or Check
- Manually processing check reconciliation
- Voiding Checks
- Creating an AP Cash Disbursements Report
- Interest Allocation Report
- Adjustments/Deposits Reconciliation
- Bank Reconciliation Manager
- Match
- Reconcile
- Inquiry

MUNIS CONTRACTS

- Entering basic contracts
- Updating a contract converted from a bid
- Creating Contracts Using the Encumbered Accounts Enforcement Method
- Creating a Contract Using the Not to Exceed Enforcement Method
- Creating a Contract Using the Non-encumbered Accounts Enforcement Method
- Creating a Contract Using the Amounts by Segments Enforcement Method
- Contract Approvals
- Contract Change Orders
- Contract Progress Payments
- Contracts Central

MUNIS EMPLOYEE EXPENSE REIMBURSEMENT

- Entering an Expense Claim*
- Allocating an Expense Claim
- Approving an Expense Claim
- Converting Expense Claims
- Convert expense claims to Munis Accounts Payable or Munis Payroll
- Employee Expense Workflow Approvals

MUNIS PROJECT & GRANT ACCOUNTING

- Creating a grant
- Grant reimbursement
- Using Grant Manager
 - Finding a Grant Record
 - Managing Grant Records
 - Creating a Grant Record
 - Updating Existing Grant Records
 - Exporting Grant Records
- Creating a Project Master Record
- Importing Projects

- Closing a Project
- Creating Funding Source Strings
- Creating an Expense String
- Project Budget Package Generation
- Project Budget Package Entry
- Project Budget Package Export
- Project Budget Package Posting
- Project Overhead Allocation Processing
- Project Revenue Allocation Processing
- Project Ledger Inquiry and Reporting
- Project Builder
- Workflow Approvals

MUNIS PURCHASING

- Adding Vendors
- Requisition Entry
- Entering Vendor Quotes
- Requisition Approval
- Requisition Conversion
- PO Approval
- Purchase Order Posting and Printing/Distribution
- Purchase Order Inquiry and Reports
- Purchase Order Change Orders
- Change Order Approval
- Posting Change Orders
- Purchase Order Receiving
- Purchase Order Quick Receipt
- Returning Items after Entering a Receiving Record
- Item Order Forms
- Purchase Order Central

MUNIS ACCOUNTS RECEIVABLE

- Applying a Payment to a General Bill
- Miscellaneous Cash Receipt Entry
- Finding and Reversing a Payment
- Posting Payment Batches
- Applying an NSF Fee
- Printing NSF Notices
- Refund Processing
- Posting Lockbox Payment
- Accounts Receivable Payment Inquiry and Reports
- Customer Central

MUNIS GENERAL BILLING

- Entering and Maintaining Customers
- Invoice Entry and Proof
- Invoice Approvals
- Posting Invoices
- Importing Invoices
- Entering Recurring Invoices
- Applying Credits
- Applying Deposits

- Printing Invoices
- Assessing Late Fees
- Printing Statements
- Adjusting Invoices
- Inquiry and Reports
- Payment Plan Processing
- Setting Up and Processing Loans
- Employee Insurance Bills
- Interdepartmental Billing
- Customer Central

CAFR STATEMENT BUILDER

- Administration
- Developing CAFR Statements for a Year
- Setting up CAFR Statement Builder
- Maintaining Agencies and Entities
- Preparing Data in Munis
- Importing Accounts for an Entity
- Setting up CAFR Statement Builder Data
- Maintaining Funds
- Understanding Fund Groups
- Maintaining Accounts
- Identifying Equity Accounts to Report
- Setting Up Account Groups
- Setting Up to Report at the Function-Object Level
- Classifying Fund Balance and Net Position
- Restating Fund Equity and Net Position
- Entering Adjustments
- Reports and Templates
- Purging Data for a Year
- Import File Specification
-

TYLER EXECUTIME

- Creating and Saving Filters
- Using Filters
- Employee Clock In/Clock Out*
- Timecard Inquiry*
- Timesheet Entry*
- Time-Off Requests*
- Hours Request*
- Time Approval
- Manage Time Off
- Manage Hours Request
- Employee Time Maintenance
- Time Balancing
- Reporting

MUNIS SALARY AND BENEFITS PROJECTIONS

- Projection Start and Status

- Duplicating Existing Projections
- Changing Projections
- Projection Processing
- Modifying Benefit/Deduction Rates
- Projection Pay Type
- Projection Job Class
- Projection Salary Tables
- Projection Position Control
- Projection Allocation Maintenance
- Projection Employee Master
- Projection Employee Job/Salary
- Projections Employee Deduction/Benefits
- Projection Contract Changes
- Projection Step Increases
- Projection Longevity and Experience Report
- Projection Salary Calculate
- Projection Benefit Calculate
- Post Projection Data to Budget
- Update Live Position Control
- Post Data to Payroll
- Projection/Actions Post to Live Data
- Next Year Planning

MUNIS HUMAN RESOURCES AND TALENT MANAGEMENT

- Employee Certifications
- Employee Skills and Experience
- Employee Evaluations
- Training Courses
- Training Course Import
- Employee Training
- Employee Training Import
- Employee Training Points
- Training Forecast Report
- Training Hours Completed Report
- Assigning Job Class or Position Requirements
- Professional Development Career Tracks
- Employee Professional Development Status
- Employee Professional Development Succession Plan
- Professional Development Reports
- Employee Accident and Injury Processing
- Case Management
- Grievance/Disciplinary Action Processing
- Employee Tasks
- Employee Notifications
- Evaluations Setup
- 360° Evaluations
- ESS Performance Evaluations

- Employee Evaluation Records
- HR Command Center

MUNIS PERSONNEL ACTIONS

- Personnel Actions Setup
- Personnel Actions Rapid Entry
- Personnel Actions Entry – New Hire
- Pending Employee Master
- Employee Pay
- Employee Deductions/Benefits
- Employee Accruals
- Employee I-9 Tracking
- Employee Certifications
- Workflow Release
- Action Posting
- Personnel Action Entry – Employee Evaluations*
- Personnel Action Entry – Job/Position Change*
- Personnel Action Entry – Rehire/Reinstatement*
- Personnel Action Entry – Termination/Separation*
- Actions History Inquiry*
- Checklists
- On/Off Boarding Codes

MUNIS BENEFIT ADMINISTRATION

- Deduction and Benefit Master
- Employee Deductions and Benefits
- Personnel Actions and Benefits Administration
- Benefits Enrollment
- Benefits Enrollment Setup Requirements
- Employee Self Service (ESS) Benefits Enrollment
- Deduction and Benefit Calc Codes

MUNIS PAYROLL

- Payroll Start and Status
- Generating Payroll
- Moving Time Entry Data into the Payroll
- Payroll Earnings and Deductions
- Earnings and Deductions Proof
- Proof Reports
- Employee Update
- Printing Payroll Advices
- Printing Payroll Checks
- Check Register and Positive Pay File
- Deduction Report
- GL Distribution Journal
- Detail State and Local Taxes Report
- Changing Payrolls
- Defining a Payroll Run for Time Entry Users

- Voiding a Payroll
- Miscellaneous Payrolls
- Payroll Time Entry
- Starting a Batch
- Daily Grid
- Multiple Employee Entry
- Time Entry Preferences
- Importing Time Entry
- Time Entry Import
- Payroll Vendor Processing
- Proof Reports
- Updating Vendors
- Direct Deposit Register/Direct Deposit File
- Posting to the General Ledger
- Payroll Processing Setup
- Payroll Processing Errors

MUNIS UTILITY BILLING

- Creating a New Account
- Adding Services to Accounts
- Copying an Account
- Adding a Miscellaneous Fee
- Adding a Deposit
- Paying a Deposit*
- Entering Fees*
- Adding a Copy-to Address
- Setting up an EFT Account
- Creating Vacant Accounts
- Deleting Pending Accounts
- Revert to Owner
- Creating a Work Order
- Scheduling/Assigning a Work Order
- Completing a Work Order
- Meter Inventory
- Meter Actions
- Export Meter Reading File
- Import Meter Reading File
- Bill Processing
- Delinquent Notices
- Adding a Special Condition
- Payments on Accounts in Cutoff Status*
- Importing Payments*
- Sending Accounts to Collections
- Utilities Account Found
- Finding Customer IDs
- Template Editor
- Customer Central

Appendix 3: Hardware Requirements for 2019.1

Microsoft Windows PC Requirements

	Minimum*	Recommended
Operating System	64-bit Windows 7	64-bit Windows 10
Processor	Intel Core i3 1.8 Ghz	Intel Core i3 2.5+ Ghz <i>(or better)</i>
Memory	4 GB RAM	8+ GB
Disk Space	50 MB	200 MB
Screen Resolution	1280 x 800	1920 x 1080

NOTE: 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 PCs that meet (or exceed) the “recommended” hardware configuration.

Supported Microsoft Windows Operating Systems

- Windows 10 (Recommended)
- Windows 8.1
- Windows 7

Required PC Software / Components

- Microsoft .NET Framework v3.5 SP1 (not needed with web client)
- Microsoft .NET Framework v4.6 (used with Tyler Cashiering 2017.4 and Tyler Hub)
- Java Runtime Edition 8 (only used with some Tyler Content Manager scenarios - not needed with web client)

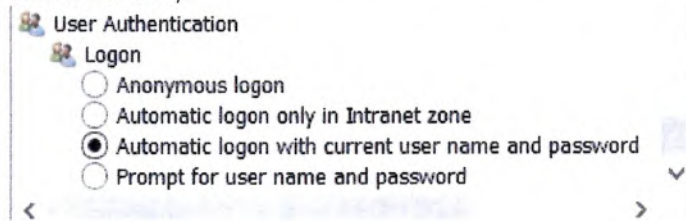
Supported Web Browsers

- Chrome (latest available version, auto updates enabled – HTML5 only) recommended
- Microsoft Internet Explorer 11 (*users may experience a degradation in Munis performance due to Internet Explorer limitations)
- Microsoft Edge (latest available version, auto updates enabled - HTML5 only)
- Firefox (latest available version, auto updates enabled - HTML5 only)

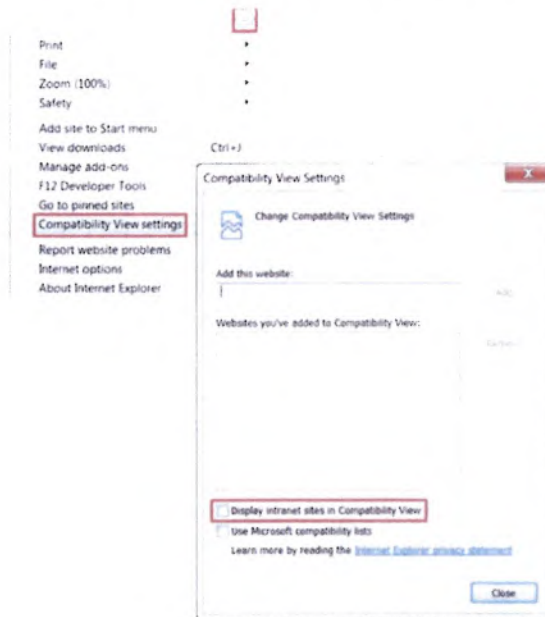
***NOTE:** Google Chrome is strongly recommended due Tyler Development’s testing in our Performance Lab. We found that Google Chrome was almost twice as fast as Microsoft Internet Explorer 11 in rendering certain pages and in overall processing speed. Additionally, Google Chrome is better optimized to work with the various core HTML5 technologies and has been benchmarked by third parties as more compliant to HTML5 standards. If you are interested in reviewing the third party HTML5 compatibility benchmarks, please visit <https://html5test.com>.

Required PC Browser Settings – Internet Explorer 11

- 1) Application server URL's must be in the Internet Explorer 'local intranet' zone or 'trusted sites' zone. If using 'trusted sites' zone, please make sure to ensure Automatic login is set. This is a requirement for using either Internet Explorer or Chrome (since Chrome looks to these settings for automatic authentication).



- 2) The Munis Version 2019.1 V12 application requires that Internet Explorer is **not** set for compatibility view. Under the 'cog' in the upper right-hand corner, choose 'compatibility view settings'



NOTE: if you have applications that do require Internet Explorer to be run in compatibility view, please add them separately.

Supported Microsoft® Office Versions

- Microsoft Office 2016
- Microsoft Office 2013
- Microsoft Office 2010
- Microsoft Office 365

NOTE: Microsoft Office365 is a subscription based version of the Office suite with several subscription plans offering various options. A subscription including the Office desktop version is required to take advantage of the following advanced Office integration with Munis:

- The Munis Next Year Budget Entry (NYBE) for Excel® is a Microsoft Excel add-on allowing department managers and those responsible for maintaining budgets to enter budget levels and projected actuals for the preparation of next year's budget. 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.
- Microsoft Excel desktop client is required to create connections with Munis Data Cubes and is recommended to view these reports. SharePoint Excel Services, which requires Microsoft SharePoint Enterprise, can be used as an alternative to view these reports.
- Microsoft Word desktop client is required to create templates for Munis Mail-Merge functionality.

Microsoft Excel and Word® desktop clients are also recommended for Export to Excel and Export to Word functionality, however users can save these exports and open in any program compatible with these formats (e.g. Excel Online, Google Sheets).

Munis can use most email services to send email notifications. Microsoft Exchange is required for the following advanced functionality:

- Automated scheduling in areas such as Scheduler Central for Permitting, Work Orders and Utility Service Orders as well as Work Order Facilities room reservations
- Appointment creation on records directly from the Munis client

Email services included with Office365, also known as Exchange Online, is also supported. Exchange Online must be integrated with the same on premise Active Directory environment used with Munis.

SharePoint Online is not supported with the Munis solution at this time.

More information on Office365 subscription plans can be found here: <http://products.office.com/en-us/business/compare-office-365-for-business-plans>

APPLE MAC PC REQUIREMENTS

Apple Mac machines are supported with the Tyler Dashboard application using HTML5. There are some limits to Munis functionality, so please refer to the client options document on our knowledgebase that details what features will not work with this configuration:

<http://muniskb.tylertech.com/DocumentViewer.aspx?doc=+nMudAZBjFmYb7CCsyrrpXg==&>

Apple Mac PC Hardware Requirements

	Minimum*	Recommended
Operating System	OS X 10.8	OS High Sierra 10.13
Processor	Intel Core i3 1.8 Ghz	Intel Core i5 2.5+ Ghz <i>(or better)</i>
Memory	2 GB RAM	8+ GB
Disk Space	50 MB	100 MB
Screen Resolution	1280 x 800	1920 x 1080

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

Supported Apple Operating Systems

- High Sierra 10.13 (Recommended)
- X 10.8

Supported Mac PC Web Browsers

- Safari 11.0 (with auto-updates enabled)

Microsoft Office for Mac

- Microsoft Office 2016
- Microsoft Office 2011
- Microsoft Office 365
- Exchange 2016
- Exchange 2013

Apple Mac OS High Sierra Limitations

Munis is fully supported on Mac OS High Sierra 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. Parallels Desktop for Mac, VMware Fusion).

- Microsoft Office for Mac does not support connections to SQL OLAP cubes. Due to this Microsoft limitation, Mac users cannot access Munis Cubes.
- Munis Next Year Budget Entry (NYBE) for Excel is a Microsoft Excel add-on is one of several ways users can input and maintain information related to next year budget entry. This add-on is only available for Microsoft Office (2010 and higher) on Windows platforms.
- Tyler Reporting Services / SQL Server Reporting Services reports cannot be created or modified.
- Advanced Tyler Content Manager functionality such as batch document scanning is not supported.

Munis Mobile System Requirements

The following modules have been developed either specifically for mobile devices or have a mobile component. Please be aware that there are a variety of devices on the market and not all of them are tested on a regular basis. If you are interested in learning more about our mobile product offerings, please visit our Tyler KnowledgeBase or contact your account representative for a demonstration.

APPLICATION	ANY MOBILE DEVICE	WINDOWS	IOS	ANDROID
Click2Report for Tyler Incident Management			App	App
EnerGov Inspections		App	App	App
EnerGov Enforcement Management			App	
ExecuTime Timekeeping	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Munis Application Suite	Web App	Web App	Web App	Web App
Munis Field Inspector		App	App	
Munis Self-Service	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Munis Employee Self-Service			App	App
Munis Workflow	Email	App	App	App
Munis Work Orders		App	App	App

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

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

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

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

Authentication: Munis Mobile apps authenticate with Tyler Identity. You must expose Tyler Identity Authtoken url to the mobile apps.

Munis Self Service System Requirements

The following Operating Systems are supported for the Munis Self Service Web Server. If there are any questions regarding your current OS version, please call Tyler System Management Support at 800-772-2260 x 3851, as they will be able to offer contracted customers a pro-active check of your system.

Tyler Technologies recommends Microsoft Windows Server 2016.

Supported Operating Systems

- o 64 bit – Microsoft Windows Server 2016 Standard & Datacenter
- o 64 bit – Microsoft Windows Server 2012 R2 Standard & Datacenter



NOTE: **Munis Self Service has no specific database version requirements.**

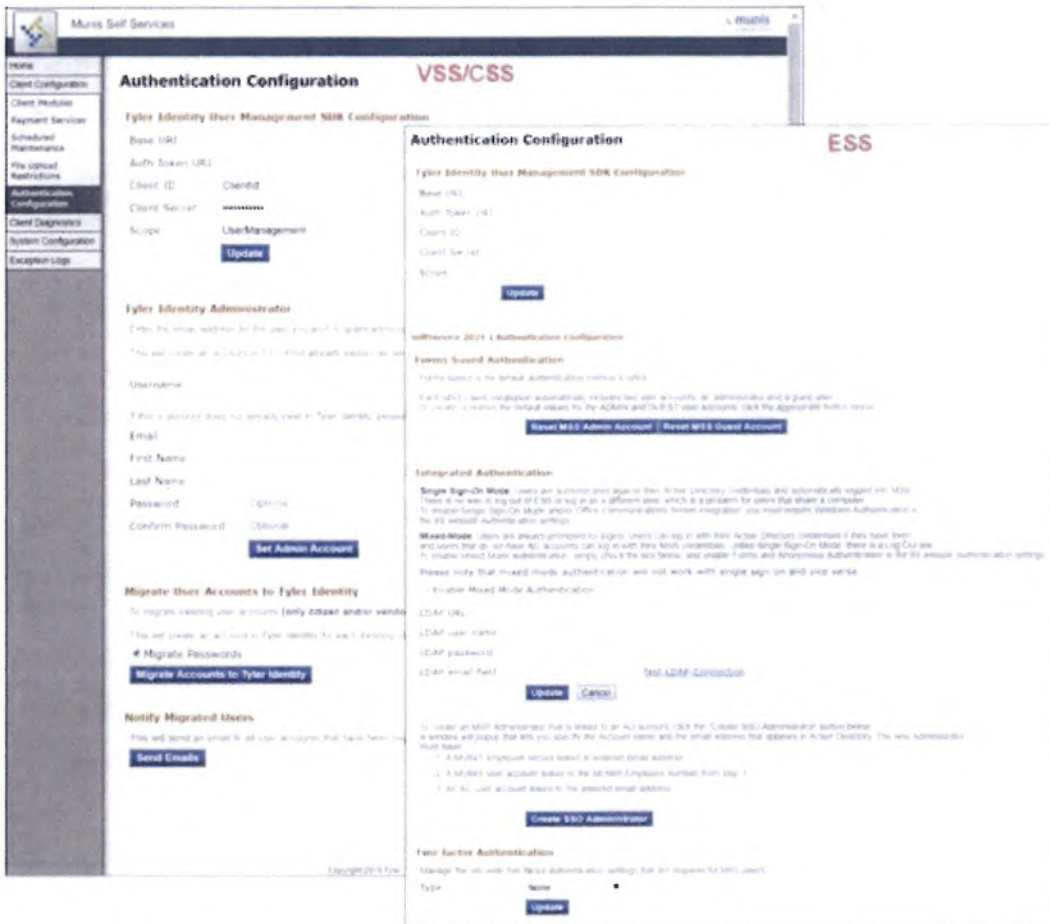
Munis Self Service requires Microsoft Internet Information Server (IIS) for the web server.

Supported Web Browsers

- Chrome (most common versions supported by Google)
- Microsoft Internet Explorer (most common versions supported by Microsoft)
- Microsoft Edge (most common versions supported by Microsoft)
- Safari (most common versions supported by Apple)
- FireFox (most common supported versions)

Munis Self Service is split into two different websites that each have their own configuration. Vendor Self Service/Citizen Self Service (VSS/CSS) now uses Tyler Identity for authentication, which also provides the ability to log in to the service with a social media account. Employee Self Service (ESS) continues to use the same authentication functionality it offered previously.

- ESS has been separated from VSS/CSS, which means a new url will be created. Sites will need to decide which product will use the existing url in order to minimize disruption to existing users.
- Tyler ID is used to authenticate only for sites that require login. If VSS/CSS does not require login, Tyler ID will not apply.
- Be sure to address any data condition exposed within the Data Integrity Assistant. Email addresses must exist or be added where they are missing, or those accounts can be inactivated, and users can register for new accounts after the upgrade.
- A VSS/CSS Administrator account must be created within Tyler ID (see below).
- User Accounts should be migrated to Tyler ID via "Migrate Accounts to Tyler Identity" (see below)
- The "Send Emails" button will allow users to be alerted of login changes (see below)



Tyler Cashiering System Requirements

The following Operating Systems and Databases are supported for the Tyler Cashiering product. If there are any questions regarding your current OS version, please call Tyler System Management Support at 800-772-2260 x 3851, as they will be able to offer contracted customers a pro-active check of your system.

PC Requirements

NOTE: Tyler Cashiering is a PC application with a centralized SQL database. A Tyler Cashiering’s PC requirements must meet (or exceed) the ‘Recommended’ hardware PC specifications (see page 5).

Supported Operating Systems

- o 64 bit – Microsoft Windows Server 2016 Standard & Datacenter
- o 64 bit – Microsoft Windows Server 2012 R2 Standard & Datacenter

Supported Databases

- o 64 bit – Microsoft SQL Server 2017 Standard & Enterprise
- o 64 bit – Microsoft SQL Server 2016 Standard & Enterprise
- o 64 bit – Microsoft SQL Server 2014 Standard & Enterprise



- 64 bit – Microsoft SQL Server 2012 Standard & Enterprise

Tyler Content Manager System Requirements

PC Requirements

NOTE: A dedicated scanning machine must meet the 'recommended' PC server specifications (or better). For additional information, please see the Munis PC requirements (page 5).

Tyler Cubes System Requirements

Supported Clients

- Microsoft Office 2016, 2013, or 2010 (Excel) using Windows 7/8.1/10 as the operating system

NOTE: Tyler Cubes requires SQL Analysis Services and SQL Integration Services for cube creation. Access SQL OLAP cubes designed by Tyler using Excel.



Exhibit F

Functional Requirements

Functional Requirements, if applicable, to be inserted prior to Agreement execution.



Attachment 13: Functional Requirements

Column E: Available Responses

- Y Requirement Met and Proposed (Standard features in the generally available product)
- Y-ND Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
- N Requirement Not Met with Proposal
- I Need More Information/Discussion

If Y-ND Selected, Column E:
 Provide details in Column J

Column F: Available Responses

- S Requirement and Feature Supported by Software Developer
- TPS Requirement and Feature Supported by Third Party
- NS Requirement and Feature Not Supported

NOTE: All exceptions and assumptions should be listed in Comments Field

Req #	Function	Process	Requirement	Implementation Response	Support Response	Module / System	Phase for Go Live	Comment	Additional Information for Y-ND
1	SYSTEM	General Requirements	System allows attached documents to be stored directly in system	Y	S	Munis	Tyler has proposed a three phased approach for all six entities. Phase 1 includes our Evolution Approach for Financials and HCM, Phase 2 includes our standard approach for Financials, HCM and Utility Billing, and Phase 3 includes our standard approach for Financials and HCM. Please reference our proposed timeline for details on our phased approach by entity. Please note this comment applies to all items marked with (*) hereafter.		
2	SYSTEM	General Requirements	System toolsets are available for workflow development (specify name of toolset in comment field)	Y	S	Munis	*		
3	SYSTEM	General Requirements	System toolsets are available for security administration (specify name of toolset in comment field)	Y	S	Munis	*		
4	SYSTEM	General Requirements	System toolsets are available for report development (specify name of toolset in comment field)	Y	S	Munis	*	Via SQL Server Reporting Services	
5	SYSTEM	General Requirements	System toolsets are available for audit log (turn on / turn off) (specify name of toolset in comment field)	Y	S	Munis	*	Tyler applications include comprehensive auditing integrated directly within the application. Process auditing allows an administrator to see who ran what, when, where, and for how long. Change audits allow the viewing of who changed what, where, when, and both the old and new values. Select applications also include query audits that can be enabled optionally to log who looked at what and when. Process and query audits can be enabled/disabled by system administrator. Change audit cannot be disabled.	
6	SYSTEM	General Requirements	System toolsets are available for query development (specify name of toolset in comment field)	Y	S	Munis	*	SQL	
7	SYSTEM	General Requirements	System toolsets are available to maintain search functionality (specify name of toolset in comment field)	Y	S	Munis	*	Inherent to proposed applications	
8	SYSTEM	General Requirements	System toolsets are available for form development (specify name of toolset in comment field)	Y	S	Munis	*	ReadyForms available assuming use of existing templates with few static fields available for customizing, but tool to develop customized forms is not available. Full custom development may require additional billable TylerForms services. More information would be required to determine cost/scope of project.	
9	SYSTEM	General Requirements	System toolsets are available for adding/changing fields (specify name of toolset in comment field)	Y	S	Munis	*	Applicable fields can be re-named along with user defined fields.	
10	SYSTEM	General Requirements	System toolsets are available for change control (identify changes when updates are applied) (specify name of toolset in comment field)	Y	S	Munis	*	Via Audit Logs	
11	SYSTEM	General Requirements	System toolsets are available for scheduling of batch jobs (specify name of toolset in comment field)	Y	S	Munis	*	Munis Scheduler	
12	SYSTEM	General Requirements	System toolsets are available for data import/export (specify name of toolset in comment field)	Y	S	Munis	*	Various import/export options within each module	
13	SYSTEM	General Requirements	System toolsets are available for direct data access, APIs for incoming/outgoing data (specify limitations in comment field)	Y	S	Munis	*		
14	SYSTEM	General Requirements	System toolsets are available for system documentation (specify name of toolset in comment field)	Y	S	Munis	*	Online Help, KnowledgeBase, TylerU	
15	SYSTEM	General Requirements	System toolsets are available for software release / patch tools (specify name of toolset in comment field)	Y	S	Munis	*	Munis Internet Updater	
16	SYSTEM	General Requirements	System provides electronic signature capabilities (e.g., signing of POs)	Y	S	Munis	*	Assuming workflow approval record suffices as "electronic" signature	
17	SYSTEM	General Requirements	Content can be delivered to a mobile device (e.g., tablet or smartphone)	Y	S	Munis	*	HTML applications, mobile apps, email	
18	SYSTEM	General Requirements	Data for transactions can be entered from a mobile device	Y	S	Munis	*		

19	SYSTEM	General Requirements	System supports mobile devices that run on Android	Y	S	Munis	*	
20	SYSTEM	General Requirements	System supports mobile devices that run on IOS	Y	S	Munis	*	
21	SYSTEM	General Requirements	System supports mobile devices that run on Windows	Y	S	Munis	*	
22	SYSTEM	General Requirements	Workflow approvals can be made from a mobile device	Y	S	Munis	*	
23	SYSTEM	General Requirements	System can accommodate effective dating capabilities	Y	S	Munis	*	
24	SYSTEM	General Requirements	System can accommodate effective sequencing of transactions	Y	S	Munis	*	Journal numbers, Req/PO numbers, etc. can be set up
25	SYSTEM	General Requirements	System can report on all history of changes (include all effective dating scenarios / instances) (e.g., asset records)	Y	S	Munis	*	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
26	SYSTEM	General Requirements	System supports multiple separate companies/organizations that may have different chart of accounts, fund structures, customer and vendor databases	Y	S	Munis	*	With the assumption that all entities have separate databases.
27	SYSTEM	General Requirements	System supports multiple separate companies/organizations that may have different retention schedules, month-end close dates or other configurable processes	Y	S	Munis	*	With the assumption that all entities have separate databases.
28	SYSTEM	Records Retention	System retains records by record type	Y	S	Tyler Content Manager	*	Tyler Content Manager only
29	SYSTEM	Records Retention	System tracks record retention schedule by category/type (required to maintain for life, x period, etc.)	Y	S	Tyler Content Manager	*	TCM content only
30	SYSTEM	Records Retention	System allows for multiple retention schedules based on company or organization	Y	S	Tyler Content Manager	*	TCM content only With the assumption that all entities have separate databases.
31	SYSTEM	Records Retention	System deletes the record and any referenced metadata at the end of retention period	Y	S	Tyler Content Manager	*	Tyler Content Manager only
32	SYSTEM	Records Retention	System does not delete record and any referenced metadata without user approval	Y	S	Tyler Content Manager	*	Tyler Content Manager only
33	SYSTEM	Data Entry	Allows complete validation and editing of data at the point of entry (on-line or batch)	Y	S	Munis	*	
34	SYSTEM	Data Entry	Allows data to be uploaded or downloaded from/to Microsoft Office products	Y	S	Munis	*	
35	SYSTEM	Data Entry	All imported information is validated using same business rules as if information was manually keyed	Y	S	Munis	*	
36	SYSTEM	Data Entry	System tracks source of information (point of entry into system)	Y	S	Munis	*	
37	SYSTEM	Data Entry	System uses content-sensitive data entry and display (e.g., Masking fields or screens for security purposes) (SS#, Credit Card #, VIN#)	Y	S	Munis	*	Field level security for select fields only
38	SYSTEM	Data Entry	System allows for any field to have security or be masked	N	NS		*	Field level security for select fields only
39	SYSTEM	Data Entry	System allows fields to be configured to be required	Y	S	Munis	*	User defined fields via application
40	SYSTEM	Data Entry	System makes fields required based on content in other fields	Y	S	Munis	*	
41	SYSTEM	Attachments and Notes	System allows attachment of documents (e.g., PDF, Excel, Word, JPEG) to transactions	Y	S	Tyler Content Manager	*	
42	SYSTEM	Attachments and Notes	System provides an indicator to inform user that there is an attachment	Y	S	Munis	*	
43	SYSTEM	Security	System uses role based security where security roles are tied to positions	Y	S	Munis	*	
44	SYSTEM	Security	System uses role based security where security roles are tied to users	Y	S	Munis	*	
45	SYSTEM	Security	Preset user roles can be turned on/off based on administrator preference (e.g., default users provided with implementation)	Y	S	Munis	*	Roles can be set to Active or Inactive status
46	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on user	Y	S	Munis	*	
47	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on role	Y	S	Munis	*	
48	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on position	Y	S	Munis	*	
49	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on job function	Y	S	Munis	*	
50	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on group of users, roles, or positions	Y	S	Munis	*	
51	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on remote access authorization	N	NS		*	
52	SYSTEM	Security	System notifies security administrator to review system access when user transfers between departments	Y	S	Munis	*	Workflow notification or approval request can be sent to any user/roles for any personnel action.
53	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on module	Y	S	Munis	*	
54	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on screen and menu	Y	S	Munis	*	
55	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on report	Y	S	Munis	*	
56	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on process/transaction	Y	S	Munis	*	
57	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on record	Y	S	Munis	*	
58	SYSTEM	Security	Security profiles can be assigned to provide access/permission based on field	Y	S	Munis	*	Where applicable - not all modules
59	SYSTEM	Security	System identifies potential internal control issues (e.g., same user with access to initiate and approve transactions, same user with access to their own personnel information)	Y	S	Munis	*	
60	SYSTEM	Security	Security integrates with Active Directory	Y	S	Munis	*	

61	SYSTEM	Security	Security supports single sign-on (SAML 2.0)	Y	S	Munis	*	Microsoft Active Directory is used and required for authentication with select on-premises hosted Tyler ERP applications. Tyler SaaS hosted clients can optionally use Active Directory authentication with select Tyler applications. Tyler SaaS hosted applications not supported with client Active Directory use Tyler provided user credentials. Microsoft ADFS or Azure AD required for on-premises clients with complex Active Directory environments such those as multiple domains, or Tyler SaaS hosted clients who wish to use their AD with supported Tyler apps. Microsoft ADFS for OpenID with Windows Server 2016 forest functional level recommended when using ADFS; ADFS WS-Federation with Windows Server 2012 forest functional level also supported. Setup and maintenance of client Active Directory, Azure AD, and/or ADFS environment is the responsibility of the client.
62	SYSTEM	Security	Security supports sign-on to mirror network sign-on	Y	S	Munis	*	See previous comment.
63	SYSTEM	Security	Security supports multi-factor authentication	Y	S	Munis	*	MFA supported natively with Munis Self Service. MFA is also supported with Azure AD and ADFS, though configuration and support is the responsibility of the client.
64	SYSTEM	Security	Security integrates with Exchange for email and calendaring	Y	S	Munis	*	
65	SYSTEM	Security	Sensitive/private data can be masked (hidden from user) during data entry	Y	S	Munis	*	
66	SYSTEM	Security	All data has capability of being encrypted when stored	Y	S	Munis	*	Requires SQL Server TDE
67	SYSTEM	Security	All data is encrypted when accessed via at rest	Y	S	Munis	*	Requires SQL Server TDE
68	SYSTEM	Security	All data is encrypted when accessed via in transit	Y	S	Munis	*	Requires SQL Server TDE
69	SYSTEM	Security	All data is encrypted on portable device (i.e., Smart Phone or tablet)	Y	S	Munis	*	Credentials and in-transit data
70	SYSTEM	Security	System disconnects or locks out user session during designated periods of inactivity	Y	S	Munis	*	
71	SYSTEM	Security	System to lock out or disconnect a user after a specified number of invalid login attempt	Y	S	Munis	*	
72	SYSTEM	Security	System support strong passwords (combination of letters, numbers, and symbols)	Y	S	Munis	*	
73	SYSTEM	Security	Prevents users from using same password twice	Y	S	Munis	*	Via Active Directory group policy
74	SYSTEM	Security	System to require users to change their password after a specified length of time	Y	S	Munis	*	
75	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to log on	Y	S	Munis	*	
76	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to log on times - for example, certain positions can be prevented from access after midnight	Y	S	Munis	*	Security roles can be configured with effective date and expiration dates. These are specific to the day, but not the time of day.
77	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to add data	Y	S	Munis	*	
78	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to delete data	Y	S	Munis	*	
79	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to change data	Y	S	Munis	*	
80	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to view data	Y	S	Munis	*	
81	SYSTEM	Security	System administrator can set a role based security profile to define a user's authorization to change fields / add fields	Y	S	Munis	*	
82	SYSTEM	Workflow	Workflow (electronic approval) is available for all functional modules (list any limitations in the comments column)	Y	S	Munis	*	
83	SYSTEM	Workflow	Workflow (electronic approval) is available for all administrative modules (list any limitations in the comments column)	Y	S	Munis	*	
84	SYSTEM	Workflow	Workflow (electronic approval) is available for all functional transactions (list any limitations in the comments column)	Y	S	Munis	*	
85	SYSTEM	Workflow	Workflow (electronic approval) varies within functional area by functional task (e.g., address change compared to promotion) (list any limitations in the comments column)	Y	S	Munis	*	
86	SYSTEM	Workflow	Workflow (electronic approval) is available for all proposed third party software functions (list any limitations in the comments column)	N	NS		*	Munis Workflow does not integrate with third party applications
87	SYSTEM	Workflow	Workflow (electronic approval) is available for user (list any limitations in the comments column)	Y	S	Munis	*	
88	SYSTEM	Workflow	Workflow (electronic approval) is available for role (list any limitations in the comments column)	Y	S	Munis	*	
89	SYSTEM	Workflow	Workflow (electronic approval) is available for position (list any limitations in the comments column)	Y	S	Munis	*	
90	SYSTEM	Workflow	Workflow (electronic approval) is available for alternate or backup position (list any limitations in the comments column)	Y	S	Munis	*	
91	SYSTEM	Workflow	Workflow (electronic approval) is available for supervisor / organizational hierarchy (list any limitations in the comments column)	Y	S	Munis	*	

92	SYSTEM	Workflow	System to allow workflow to be set up differently (various paths) by department or functional area	Y	S	Munis	*	
93	SYSTEM	Workflow	Workflow approval can be sequential (person B can't approve before person A)	Y	S	Munis	*	
94	SYSTEM	Workflow	Workflow approval can be concurrent (person A and person B can approve at the same time - approval from both required)	Y	S	Munis	*	
95	SYSTEM	Workflow	Workflow approval can be group approval (approval required from person A or person B or anyone with similar role)	Y	S	Munis	*	
96	SYSTEM	Workflow	Workflow approval can be rerouted on an ad hoc basis by workflow administrator	Y	S	Munis	*	
97	SYSTEM	Workflow	System notifies approver of workflow items through email	Y	S	Munis	*	
98	SYSTEM	Workflow	System notifies approver of workflow items through email with direct link to system where approval action is required	Y	S	Munis	*	
99	SYSTEM	Workflow	System notifies approver of workflow items through dashboard/work list	Y	S	Munis	*	
100	SYSTEM	Workflow	Approver can perform the following actions during workflow process: approve	Y	S	Munis	*	
101	SYSTEM	Workflow	Approver can perform the following actions during workflow process: deny	Y	S	Munis	*	
102	SYSTEM	Workflow	Approver can perform the following actions during workflow process: on hold	Y	S	Munis	*	
103	SYSTEM	Workflow	Approver can perform the following actions during workflow process: send back	Y	S	Munis	*	Can "reject" to "send back"
104	SYSTEM	Workflow	Approver can perform the following actions during workflow process: forward to additional approver/reviewer	Y	S	Munis	*	
105	SYSTEM	Workflow	Approver can perform the following actions during workflow process: enter notes to be seen by requestor	Y	S	Munis	*	
106	SYSTEM	Workflow	Approver can perform the following actions during workflow process: enter notes to be seen by subsequent approvers/reviewers	Y	S	Munis	*	
107	SYSTEM	Workflow	Original requestor can view status of workflow approval path	Y	S	Munis	*	
108	SYSTEM	Workflow	Any user within workflow string can view status	Y	S	Munis	*	
109	SYSTEM	Workflow	System records date and time of approvals (workflow status - denial, reject, approved)	Y	S	Munis	*	
110	SYSTEM	Workflow	Workflow assignments can be re-routed to different authorized approvers based upon availability (after specified time period (72 hours)) without having to re-initiate the workflow from the beginning	Y	S	Munis	*	
111	SYSTEM	Workflow	Workflow approvals can be re-routed to secondary approver without having to re-initiate the workflow from the beginning, if primary approver is out (e.g., on vacation, sick)	Y	S	Munis	*	
112	SYSTEM	Workflow	Workflow approvals can be re-routed to secondary approver without having to re-initiate the workflow from the beginning, if primary approver does not respond in pre-defined period of time	Y	S	Munis	*	
113	SYSTEM	Workflow	System allows for temporary / short-term delegations (e.g., assign alternate workflow for a few hours or a day)	Y	S	Munis	*	
114	SYSTEM	Help	System contains help features to guide users through transactions	Y	S	Munis	*	
115	SYSTEM	Help	System allows users (with security access) to change text of help to make help text specific to business processes	Y	S	Munis	*	KnowledgeBase documents/training materials can be linked into menu but program help text cannot be modified.
116	SYSTEM	Help	System allows users (with security access) to attach documents (internal policies) to help guide	Y	S	Munis	*	Clients can submit documentation to Munis KnowledgeBase
117	SYSTEM	Reporting	System allows ad-hoc query on any field in system	Y	S	Munis	*	Some fields would require SQL Server Reporting Services
118	SYSTEM	Reporting	Queries can be saved	Y	S	Munis	*	Via SQL Server Reporting Services
119	SYSTEM	Reporting	Saved queries and reports are only accessible by users with appropriate security (e.g., access to the data fields used by the query or report)	Y	S	Munis	*	Via SQL Server Reporting Services
120	SYSTEM	Reporting	System provides dashboard tools to present data	Y	S	Munis	*	
121	SYSTEM	Reporting	System provides analytical tools and trend analysis to present data	Y	S	Munis	*	
122	SYSTEM	Reporting	System has ability to create custom, complex reports base on security and roles	Y	S	Munis	*	
123	SYSTEM	Reporting	Reports can be scheduled and distributed (via email or dashboard)	Y	S	Munis	*	
124	SYSTEM	Reporting	System has drill-down capabilities to access source data in the system	Y	S	Munis	*	
125	SYSTEM	Reporting	System allows reports to be exported to various formats (Excel, PDF, CSV, etc.)	Y	S	Munis	*	
126	SYSTEM	Reporting	System updates with new year federal and state (CA and other applicable) forms	Y	S	Munis	*	Tyler will commit to providing all state and federal mandated reports or data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
127	SYSTEM	Audit	System creates audit log that tracks changes to existing records, new records, and deletions of unposted records	Y	S	Munis	*	
128	SYSTEM	Audit	System creates audit log that tracks changes to system structure and configurations	Y	S	Munis	*	
129	SYSTEM	Audit	Audit log tracks user making change, time, date of change, and IP address	Y	S	Munis	*	
130	SYSTEM	Audit	Audit log tracks new value and old value for changes	Y	S	Munis	*	
131	GL	Organizations	System accommodates separate organizations, e.g., county and cities	Y	S	General Ledger	*	
132	GL	Organizations	System accommodates component units as separate business units	Y	S	General Ledger	*	
133	GL	Organizations	System accommodates a multiple chart of accounts to accommodate all organizations and business units	Y	S	General Ledger	*	Assuming proper account restrictions and entity code setup With the assumption that all entities have separate databases.

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134	GL	Organizations	System maintains transaction history so that data is reported based upon past organizational structures	Y	S	General Ledger	*	All history will remain with account throughout any organizational restructuring, but previous account's structure only available through auditing data.
135	GL	Organizations	System supports roll-up financial reporting based upon organization hierarchy	Y	S	General Ledger	*	
136	GL	Organizations	Each entity shares common system components (workflow, business process, etc.)	Y	S	General Ledger	*	
137	GL	General Ledger Set Up	System provides chart of account structure with multiple independent segments	Y	S	General Ledger	*	
138	GL	General Ledger Set Up	System supports the ability to flag object codes as 1099 eligible	Y	S	General Ledger	*	
139	GL	General Ledger Set Up	Independent segments combined on transaction to form valid account	Y	S	General Ledger	*	
140	GL	General Ledger Set Up	Chart of accounts supports alpha numeric accounts	Y	S	General Ledger	*	
141	GL	General Ledger Set Up	System supports segments representing programs that can extend across multiple departments/business units/agency	Y	S	General Ledger	*	
142	GL	General Ledger Set Up	System supports project/job ledger for tracking projects and grants	Y	S	Project & Grant Accounting, General Ledger	*	
143	GL	General Ledger Set Up	Segments of the Chart of Accounts can be grouped on a user-defined basis into multiple reporting hierarchies	Y	S	General Ledger	*	
144	GL	General Ledger Set Up	Object code segments can be reported using roll up of similar object codes (example: All salary accounts)	Y	S	General Ledger	*	
145	GL	General Ledger Set Up	System allows effective dating for changes to the general ledger (i.e. fund becomes available for use or closes at future date)	Y	S	General Ledger	*	
146	GL	General Ledger Set Up	Ability to operate as both accrual and cash-based	Y	S	General Ledger	*	
147	GL	General Ledger Set Up	System can designate an account as active and available for posting	Y	S	General Ledger	*	
148	GL	General Ledger Set Up	System can designate an account as active and available for budgeting/not available for posting	Y	S	General Ledger	*	
149	GL	General Ledger Set Up	System only allows transactions to post to active accounts within any open period	Y	S	General Ledger	*	
150	GL	Budget Control	Budget control can be set to soft error (Warn user but allow)	Y	S	General Ledger, Budgeting	*	
151	GL	Budget Control	Budget control can be set to hard error (Do not allow)	Y	S	General Ledger, Budgeting	*	
152	GL	Budget Control	System allows for budgeting at one level and controlling at a different level (Example: budget by account/object but conduct budget control at program level)	Y	S	General Ledger, Budgeting	*	
153	GL	Budget Control	System allows budget control at summary roll up of account/object	Y	S	General Ledger, Budgeting	*	
154	GL	Budget Control	System allows budget control at summarized roll up categories	Y	S	General Ledger, Budgeting	*	
155	GL	Budget Control	Budget control level can be set differently by department/business unit/agency	Y	S	General Ledger, Budgeting	*	
156	GL	Journal Entry	System allows journal entries to be entered by departments/business units/agency and routed through workflow for approval	Y	S	General Ledger	*	
157	GL	Journal Entry	System supports multiple line items for journal entries (please indicate any limitations in the notes column)	Y	S	General Ledger	*	
158	GL	Journal Entry	Journal entries are validated against the chart of account structure for valid accounts	Y	S	General Ledger	*	
159	GL	Journal Entry	Journal entries are validated against available funds (budget check or cash availability check)	Y	S	General Ledger	*	
160	GL	Journal Entry	Journal entries are validated against balancing entries (make sure all entries balance)	Y	S	General Ledger	*	
161	GL	Journal Entry	System allows user with appropriate security to post journal entries to override errors (i.e. available funds, out of balance JE)	Y	S	General Ledger	*	
162	GL	Journal Entry	Users can import journal entries from spreadsheet (e.g., Microsoft Excel)	Y	S	General Ledger	*	
163	GL	Journal Entry	Imported transactions from spreadsheets are validated using the same business rules as transactions made in the system	Y	S	General Ledger	*	
164	GL	Journal Entry	System allows creation and modification of a journal entry from previously entered journal entry format (copy journal) by line item	Y	S	General Ledger	*	Copy journal functionality but not by line - lines can be deleted/added in copied journal
165	GL	Journal Entry	System allows creation and modification of a journal entry from previously entered journal entry format (copy journal) by entire journal entry	Y	S	General Ledger	*	
166	GL	Journal Entry	System allows users to reverse journal entry with proper security and approvals	Y	S	General Ledger	*	
167	GL	Journal Entry	System allows to schedule accrual auto-reversals.	Y	S	General Ledger	*	Journals can be marked for auto-reversal and auto-reversal process can be manually initiated at any time. No scheduled reversal.
168	GL	Journal Entry	Journal entries support "required" data fields and prevents transaction from posting until all "required" fields are completed	Y	S	General Ledger	*	
169	GL	Journal Entry	Users can attach files for documentation to journal entry	Y	S	General Ledger	*	Via Tyler Content Manager
170	GL	Journal Entry	Users can save journal entries that have not yet been posted or cleared for all validation errors online	Y	S	General Ledger	*	
171	GL	Journal Entry	System allows posting of transactions for multiple fiscal periods or years at the same time	Y	S	General Ledger	*	Not under single journal, but multiple journals in a single batch can be posted to various periods. Multiple periods and a maximum of two years can be open simultaneously.
172	GL	Journal Entry	When working in multiple fiscal years the detail transactions are maintained for each year.	Y	S	General Ledger	*	
173	GL	Journal Entry	System restricts accounts that user can post journal entries to by security	Y	S	General Ledger	*	
174	GL	Journal Entry	System restricts user from both preparing and approving journal entry	Y	S	General Ledger	*	
175	GL	Journal Entry	Journal transactions can be entered and scheduled using effective dates (e.g., posting does not occur until effective date)	Y	S	General Ledger	*	
176	GL	Recurring Journal Entry	System provides templates and notifications for recurring journal entries	Y	S	General Ledger	*	
177	GL	Recurring Journal Entry	System provides templates and notifications for recurring journal entries with the same dollar value	Y	S	General Ledger	*	

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178	GL	Recurring Journal Entry	System provides templates and notifications for recurring journal entries with varying dollar amounts	Y	S	General Ledger	*	
179	GL	Recurring Journal Entry	Recurring journal entries occur at regular frequency (can set start and stop dates)	Y	S	General Ledger	*	
180	GL	Recurring Journal Entry	System allows journal entries to be scheduled (example: lease/debt schedules)	Y	S	General Ledger	*	
181	GL	Interdepartmental Billing	System supports interdepartmental billings	Y	S	General Ledger, General Billing	*	
182	GL	Interdepartmental Billing	Interdepartmental billings sent through workflow for approval	Y	S	General Ledger, General Billing	*	
183	GL	Annual Close Process	System allows more than 12 accounting periods (please specify)	Y	S	General Ledger	*	Periods 0-13 (14 total)
184	GL	Annual Close Process	System rolls encumbrances to next year carrying forward budget based on user selections	Y	S	General Ledger	*	
185	GL	Annual Close Process	System rolls encumbrances to next year carrying forward encumbrance	Y	S	General Ledger	*	
186	GL	Annual Close Process	Ability to roll purchase orders forward to new year with unspent balances	Y	S	General Ledger, Purchasing	*	
187	GL	Annual Close Process	System prevents transactions from occurring in previously closed fiscal year	Y	S	General Ledger	*	
188	GL	Annual Close Process	System allows the creation of balance forward entries from previous year-end balances to the new fiscal year	Y	S	General Ledger	*	
189	GL	Monthly Close	System prevents transactions from occurring in previously closed month	Y	S	General Ledger	*	With proper permission restrictions to post in specified periods
190	GL	Financial Reporting	System provides all CAFR statements	Y	S	CAFR Statement Builder	*	
191	GL	Financial Reporting	System provides monthly interim report (budget/actual information/encumbrance)	Y	S	General Ledger, Budgeting	*	
192	GL	Treasury	System supports use of pooled cash	Y	S	Cash Management, General Ledger	*	
193	GL	Treasury	Generate a system alert when insufficient funds are available for planned check runs	Y	S	General Ledger, Budgeting, Accounts Payable	*	
194	GL	Treasury	System provides cash flow forecasts projecting outstanding payable, outstanding receivables, recurring payments, and current position	N	NS			
195	GL	Treasury	System gets daily bank activity and balances and reconcile to recorded receipts and disbursements	Y	S	Cash Management	*	
196	GL	Treasury	System provides automated features for bank reconciliation	Y	S	Cash Management	*	
197	GL	Treasury	System generates daily report for issued checks outstanding past 180 days	Y	S	Cash Management, Accounts Payable	*	May require SQL Server Reporting Services
198	GL	Treasury	System generates as-of date report for issued checks outstanding	Y	S	Cash Management, Accounts Payable	*	May require SQL Server Reporting Services
199	GL	Treasury	System bank reconciliation process accommodates credit card transactions that post to different day in bank and system	Y	S	Cash Management	*	
200	GL	Treasury	System accommodates reconciliation process that posts in batch or summary of transactions	Y	S	Cash Management	*	
201	GL	Treasury	System accommodates a correction process for all outstanding transactions	Y	S	Cash Management, General Ledger	*	Corrections can be processed through use of journals or within initial module where applicable
202	GL	Treasury	Process canceled checks from bank file and create list of outstanding checks	Y	S	Cash Management, Accounts Payable	*	
203	GL	Treasury	Create positive pay files for bank for both Payroll and AP checks, vendor verification included (issued and canceled)	Y	S	Cash Management, Payroll w/ ESS, Accounts Payable	*	
204	GL	Treasury	System will allow for the distribution of interest with pooled cash	Y	S	Cash Management	*	Interest Allocation process
205	GL	Treasury	System allows the ability to map where interest is posted	Y	S	Cash Management	*	Interest Allocation process
206	BUD	Budget Requests	Budgets preparation system accommodates entering budget detail for departmental budgets (by accounts within a department)	Y	S	Budgeting, General Ledger	*	
207	BUD	Budget Requests	Budgets preparation system accommodates entering budget detail for project budget (over multiple years - up to life of project)	Y	S	Budgeting, Project & Grant Accounting, General Ledger	*	
208	BUD	Budget Requests	Budget preparation system supports entering ongoing operational impact of capital projects	Y	S	Budgeting, Project & Grant Accounting, General Ledger	*	
209	BUD	Budget Requests	System pre-populates budget entry fields (numbers and text) from past budget version	Y	S	Budgeting, General Ledger	*	
210	BUD	Budget Requests	System used to prepare budgets for revenues, expenses, and transfer	Y	S	Budgeting, General Ledger	*	
211	BUD	Budget Requests	Departments enter budget requests through system including requested budget amount	Y	S	Budgeting, General Ledger	*	
212	BUD	Budget Requests	Departments enter budget requests through system including changes/additions/deletions of positions	Y	S	Budgeting, General Ledger	*	
213	BUD	Budget Requests	System supports budgeting for one year period and forecasting multiple years	Y	S	Budgeting, General Ledger	*	
214	BUD	Budget Requests	System supports budgeting for two-year period and forecasting multiple years	Y	S	Budgeting, General Ledger	*	
215	BUD	Budget Requests	Department budget requests can accommodate 5-year projections	Y	S	Budgeting, General Ledger	*	
216	BUD	Budget Requests	Department 5-year projections can be manually entered	Y	S	Budgeting, General Ledger	*	
217	BUD	Budget Requests	Department 5-year projections can be calculated with inflation factors that could vary by fund, department, account, etc.	Y	S	Budgeting, General Ledger	*	
218	BUD	Budget Requests	Departments enter justification narrative information along with budget requests (e.g., department goals, challenges, highlights of major changes, etc.)	Y	S	Budgeting, General Ledger	*	Unlimited notes/justification fields and attachments
219	BUD	Budget Requests	Departments enter budget requests through system including attaching documents	Y	S	Budgeting, General Ledger	*	Attachments via Tyler Content Manager
220	BUD	Budget Requests	Budget requests can be grouped into decision packages (multiple line items that go together)	Y	S	Budgeting, General Ledger	*	
221	BUD	Budget Requests	Budget requests can be identified as supplemental requests	Y	S	Budgeting, General Ledger	*	
222	BUD	Budget Requests	Budget requests (decision packages) can be prioritized	Y	S	Budgeting, General Ledger	*	"Priority" check box available at budget detail level
223	BUD	Budget Requests	Users can flag one-line budget events and the system automatically removes them from the next years' budget	Y	S	Budgeting, General Ledger	*	
224	BUD	Budget Requests	System prevents budgeting in excess of pre-determined spending limit set by Chart of Account segment (e.g., Parks and Recreation department budget can't exceed \$10 million)	Y	S	Budgeting, General Ledger	*	
225	BUD	Budget Requests	System warns or prevents budgeting in excess of projected available fund balance	Y	S	Budgeting, General Ledger	*	

226	BUD	Budget Requests	Pre-determined budget limit can be calculated as a percentage of previous year adopted budget	Y	S	Budgeting, General Ledger	*	
227	BUD	Budget Requests	Pre-determined budget limit can be calculated as a percentage of previous year revised budget	Y	S	Budgeting, General Ledger	*	
228	BUD	Budget Requests	Pre-determined budget limit can be calculated as a percentage of multiple prior year actual expenses	Y	S	Budgeting, General Ledger	*	
229	BUD	Budget Requests	Pre-determined budget limit can be calculated as a percentage of projected actual expenses	Y	S	Budgeting, General Ledger	*	
230	BUD	Budget Requests	Users can create multiple versions of a budget request for "what if" scenario simulation	Y	S	Budgeting, General Ledger	*	
231	BUD	Internal Services	System distributes budget for internal services to other departments based on defined cost drivers (e.g., IT budget spread by # of computers in each department)	N	NS			
232	BUD	Internal Services	System distributes budget for internal services based on department's relative share of the operating budget (Callistoga)	N	NS			
233	BUD	Budget Requests	System allows users to prepare budgets by various chart of account segments (can be across multiple departments)	Y	S	Budgeting, General Ledger	*	
234	BUD	Budget Requests	System allows business unit budgets to be prioritized	Y	S	Budgeting, General Ledger	*	"Priority" check box available at budget detail level
235	BUD	Budget Requests	System allows business unit budgets to link to strategic goals	Y	S	Performance Based Budgeting, Budgeting, General Ledger	*	With Performance Based
236	BUD	Budget Requests	System tracks performance measures on each business unit	Y	S	Performance Based Budgeting, Budgeting, General Ledger	*	
237	BUD	Budget Requests	System tracks narrative and goals for each business unit	Y	S	Budgeting, General Ledger	*	
238	BUD	Budget Development	Department budgets are automatically rolled into organization-wide master budget	Y	S	Budgeting, General Ledger	*	User-initiated
239	BUD	Budget Development	System supports balancing of inter-fund and intra-fund transactions	Y	S	Budgeting, General Ledger	*	
240	BUD	Budget Development	System maintains history of multiple budget versions (e.g., previous year budget and actual, proposed budget, etc.)	Y	S	Budgeting, General Ledger	*	
241	BUD	Budget Development	System allows budget users to modify all department budget worksheets	Y	S	Budgeting, General Ledger	*	
242	BUD	Budget Development	System allows budget users to roll budget to new version	Y	S	Budgeting, General Ledger	*	
243	BUD	Budget Development	System maintains history of multiple budget versions including recommended budget	Y	S	Budgeting, General Ledger	*	
244	BUD	Budget Development	System maintains history of multiple budget versions including adopted budget	Y	S	Budgeting, General Ledger	*	
245	BUD	Budget Development	System maintains history of multiple budget versions including revised budget	Y	S	Budgeting, General Ledger	*	
246	BUD	Budget Development	System maintains history of communication related to specific budget requests within different versions	Y	S	Budgeting, General Ledger	*	As long as budget projection is copied year to year and the exact same projection is not used.
247	BUD	Capital Budgeting	Capital budgets prepared by project	Y	S	Budgeting, Project & Grant Accounting, General Ledger	*	
248	BUD	Capital Budgeting	System supports development of a multi-year capital improvement plan	Y	S	Budgeting, Project & Grant Accounting, General Ledger	*	
249	BUD	Capital Budgeting	Project budgets created roll up to create department capital budget and overall capital improvement plan	Y	S	Budgeting, Project & Grant Accounting, General Ledger	*	
250	BUD	Capital Budgeting	System allows individual capital project budgets created in project module to feed budget module	Y	S	Budgeting, Project & Grant Accounting, General Ledger	*	
251	BUD	Personnel Budgeting	System projects and budgets tax and benefit costs based on current employee salary and current benefit elections	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
252	BUD	Personnel Budgeting	System projects and budgets tax and benefit costs based on position salary range and default benefit elections (example: midpoint of range)	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
253	BUD	Personnel Budgeting	System allows user to propose new position in proposed budget	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
254	BUD	Personnel Budgeting	System provides ability to propose changing position status as part of budget development (funded - unfunded positions)	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
255	BUD	Personnel Budgeting	System provides ability to request reclassification of existing positions as part of budget process	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
256	BUD	Personnel Budgeting	System allows users to propose changes to salary amounts as part of budgeting process	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
257	BUD	Personnel Budgeting	System supports budgeting salary expense with assumed vacancy rate by department	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
258	BUD	Personnel Budgeting	With changes to salary amounts, system automatically adjusts any benefits/tax amounts	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
259	BUD	Personnel Budgeting	System allows for the cost of a position to be allocated to multiple segments of the Chart of Accounts (e.g., organizational codes, programs, projects, grants, etc.)	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
260	BUD	Personnel Budgeting	System automatically migrates approved positions from budget module to human resources/payroll module	Y	S	Budgeting, Payroll w/ ESS, Human Resources & Talent Management	*	
261	BUD	Budget Adjustment	System allows departments to propose budget transfers within department authority with workflow approval	Y	S	Budgeting, General Ledger	*	
262	BUD	Budget Adjustment	System allows departments to propose budget transfers outside of department authority with workflow approval	Y	S	Budgeting, General Ledger	*	
263	BUD	Budget Adjustment	System provides workflow based on transfer to/from (e.g., within department/division/fund or between department/division/fund)	Y	S	Budgeting, General Ledger	*	

264	BUD	Budget Adjustment	System provides workflow based on transfer based on within or between budget categories (e.g. salary, supplies, materials, etc.)	Y	S	Budgeting, General Ledger	*	Can have workflow derive from segments in an account
265	BUD	Budget Adjustment	System validates and enforces rule that all budget transfers must balance	Y	S	Budgeting, General Ledger	*	
266	BUD	Budget Adjustment	System validates and enforces rule of budget workflows for approval	Y	S	Budgeting, General Ledger	*	
267	BUD	Budget Amendment	System allows departments to propose budget amendments	Y	S	Budgeting, General Ledger	*	
268	BUD	Budget Amendment	System provides funds availability check when entering budget amendments	Y	S	Budgeting, General Ledger	*	
269	BUD	Budget Amendment	System provides funds availability check when entering project budget amendments	Y	S	Budgeting, Project & Grant Accounting, General Ledger	*	
270	PG	Grant Applications	Departments enter grant application into the system with the ability to attach supporting documentation	Y	S	Project & Grant Accounting,	*	Attachments via Tyler Content Manager
271	PG	Grant Applications	Grant application identifies any local funding match	Y	S	Project & Grant Accounting,	*	
272	PG	Grant Applications	Grant applications routed through workflow for approval	Y	S	Project & Grant Accounting,	*	
273	PG	Grant Applications	Grant applications link to capital project or capital project request (budget)	Y	S	Project & Grant Accounting,	*	
274	PG	Grant Applications	System supports tracking of CFDA number	Y	S	Project & Grant Accounting,	*	
275	PG	Project Set Up	Supports multiple-year projects and grants	Y	S	Project & Grant Accounting,	*	
276	PG	Project Set Up	Supports parent/child relations for projects and sub-projects (list any limitations in the comments column)	Y	S	Project & Grant Accounting,	*	
277	PG	Project Set Up	System has the ability to define an owner, manager or administrator	Y	S	Project & Grant Accounting,	*	
278	PG	Project Set Up	Ability enter description, comments/narrative for projects	Y	S	Project & Grant Accounting,	*	May require user defined fields
279	PG	Project Set Up	System tracks funding sources (multiple funding sources for each project)	Y	S	Project & Grant Accounting,	*	
280	PG	Project Set Up	System provide workflow notification/approval for project set up	Y	S	Project & Grant Accounting,	*	
281	PG	Project Set Up	Project tracks start date and end date, allowing for amendments to both	Y	S	Project & Grant Accounting,	*	
282	PG	Project Set Up	System uses project start date and end date for determining eligible expenditures and doesn't allow transactions outside project eligibility period	Y	S	Project & Grant Accounting,	*	
283	PG	Project Set Up	Projects can be established across multiple funds and departments	Y	S	Project & Grant Accounting,	*	
284	PG	Project Set Up	System will identify and track user-defined multiple sub-levels of a project (e.g. design, pre construction, construction, post construction, completed)	Y	S	Project & Grant Accounting,	*	
285	PG	Project Set Up	User-defined sub-levels of project can be different for each project	Y	S	Project & Grant Accounting,	*	
286	PG	Project Set Up	System enforces rules that project expenditures balance to project revenues	Y	S	General Ledger, Project & Grant Accounting	*	Projects in the GL
287	PG	Project Budget	System allows creation of project budget for select projects (not required for all projects)	Y	S	Project & Grant Accounting, Budgeting	*	
288	PG	Project Budget	Project budgets are established for entire project	Y	S	Project & Grant Accounting, Budgeting	*	
289	PG	Project Budget	Project budgets have capability to extend 10+ years	Y	S	Project & Grant Accounting, Budgeting	*	
290	PG	Project Budget	Project budgets are established by fiscal year within multi-year project	Y	S	Project & Grant Accounting, Budgeting	*	
291	PG	Project Budget	Project budgets populate CIP budget totals in budget module	Y	S	Project & Grant Accounting, Budgeting	*	
292	PG	Project Budget	System enforces rules that project expenditures balance to project revenues and available fund balance	Y	S	General Ledger, Project & Grant Accounting	*	Projects in the GL
293	PG	Project Budget	Budget control for a project can be set for calendar year	Y	S	Project & Grant Accounting, Budgeting	*	
294	PG	Project Budget	Budget control for a project can be set for fiscal year	Y	S	Project & Grant Accounting, Budgeting	*	
295	PG	Project Budget	Budget control for a project can be set for other organization's fiscal year (federal government)	Y	S	Project & Grant Accounting, Budgeting	*	
296	PG	Project Budget	Budget control for a project can be set for entire life of project (multi-year)	Y	S	Project & Grant Accounting, Budgeting	*	
297	PG	Project Budget	System can control budget at project level	Y	S	Project & Grant Accounting, Budgeting	*	
298	PG	Project Budget	System can control budget at sub-project level (example: phase, task, etc.)	Y	S	Project & Grant Accounting, Budgeting	*	
299	PG	Project Budget	System can set level of budget control differently for each project	Y	S	Project & Grant Accounting, Budgeting	*	
300	PG	Project/Grant Tracking	System tracks project milestones	Y	S	Project & Grant Accounting	*	
301	PG	Project/Grant Tracking	System allows project managers to update milestone completion status	Y	S	Project & Grant Accounting	*	
302	PG	Project/Grant Tracking	System allows project managers to update project status with narrative response	Y	S	Project & Grant Accounting	*	
303	PG	Project/Grant Tracking	System provides cash flow projections for projects using anticipated revenue, project expenditures, and milestones payment dates	Y	S	Project & Grant Accounting	*	
304	PG	Project/Grant Tracking	System allows for tracking direct costs (encumbrance) to project through purchasing	Y	S	Project & Grant Accounting, Purchasing	*	
305	PG	Project/Grant Tracking	System allows for tracking of grant eligible expenses	Y	S	Project & Grant Accounting	*	
306	PG	Project/Grant Tracking	System allows for tracking direct costs (expense) to project through accounts payable	Y	S	Project & Grant Accounting, Accounts Payable	*	
307	PG	Project/Grant Tracking	System allows for tracking direct costs and indirect costs (encumbrance and expense) to project through journal entries	Y	S	Project & Grant Accounting	*	
308	PG	Project/Grant Tracking	System allows for tracking of overhead rates associated with project	Y	S	Project & Grant Accounting	*	
309	PG	Project/Grant Tracking	System allows for tracking salary and benefit costs (expense) to project through payroll (actual and weighted)	Y	S	Project & Grant Accounting, Payroll w/ ESS, Human Resources & Talent Management	*	
310	PG	Project/Grant Tracking	System will split the cost of projects across various funding sources by percentage (e.g. 70% grant, 30% bond), with ability to exclude line items	Y	S	Project & Grant Accounting	*	
311	PG	Project/Grant Tracking	System will split the cost of projects across various funding sources by priority (Grant first, local funds next)	Y	S	Project & Grant Accounting	*	
312	PG	Project/Grant Tracking	System will split the cost of projects across various funding sources by priority up to limit (example: Charge grant first up to \$10,000 then charge local funds)	Y	S	Project & Grant Accounting	*	
313	PG	Project Revenue	System allows revenue source to be split across multiple projects	Y	S	Project & Grant Accounting	*	
314	PG	Project Revenue	System can assign multiple revenues sources to be used for single project	Y	S	Project & Grant Accounting	*	

315	PG	Project Revenue	System allows multiple revenue sources to be split across multiple projects (each project has multiple sources)	Y	S	Project & Grant Accounting	*		
316	PG	Project Billing	System generates revenue/receivable transactions from grants expenditure data	Y	S	Project & Grant Accounting, General Billing, Accounts Receivable	*		
317	PG	Project Billing	System produces an invoice based on the direct and indirect costs	Y	S	Project & Grant Accounting, General Billing, Accounts Receivable	*		
318	PG	Project Billing	System can generate invoice to bill for any project costs (bill to contractor, citizen, other government, or grant)	Y	S	Project & Grant Accounting, General Billing, Accounts Receivable	*		
319	PG	Project Billing	System can generate invoice for appropriate billable expenses at end of project	Y	S	Project & Grant Accounting, General Billing, Accounts Receivable	*		
320	PG	Project Billing	System can generate invoice for appropriate billable expenses at completion of milestone / phase	Y	S	Project & Grant Accounting, General Billing, Accounts Receivable	*		
321	PG	Project Billing	System can generate invoice for appropriate billable expenses at any point (bill current charges)	Y	S	Project & Grant Accounting, General Billing, Accounts Receivable	*		
322	PG	Project Close	System allows closing sub-project (example: phase) separately from close of entire project	Y	S	Project & Grant Accounting	*		
323	PG	Project Close	Allow soft close to project that doesn't allow new expenditures but does allow final cost adjustments	N	NS				
324	PG	Project Capitalization	Expenditures for capital project can be identified as capitalized expenses	Y	S	Project & Grant Accounting, Capital Assets	*		
325	PG	Project Capitalization	Transfers construction-in-progress accounts to capital asset accounts at project close or completion, with approval	Y	S	Project & Grant Accounting, Capital Assets	*	Not automated	
326	PG	Project Capitalization	Transfers construction-in-progress accounts to multiple capital asset accounts at project close or completion, with approval	Y	S	Project & Grant Accounting, Capital Assets	*	Not automated	
327	PG	Project Capitalization	Ability to capitalize asset prior to completion of project (construction in progress) (County)	Y	S	Project & Grant Accounting, Capital Assets	*		
328	PG	Project Capitalization	Ability to cancel incomplete projects that are not capitalized (expense, not capitalize)	Y	S	Project & Grant Accounting, Capital Assets	*		
329	PG	Project Capitalization	System allows creation of asset before project close (e.g., work in progress)	Y	S	Project & Grant Accounting, Capital Assets	*		
330	PG	Project Capitalization	System allows users to determine what costs should be capitalized	Y	S	Project & Grant Accounting, Capital Assets	*		
331	AR	Customer File	Single customer master is used for all receivables in the system	Y	S	Accounts Receivable, General Billing	*		
332	AR	Customer File	Allow customer to create profile via online portal	Y	S	Citizen Self Service, Accounts Receivable, General Billing	*	Via Citizen Self Service	
333	AR	Customer File	Maintains multiple location addresses for each customer	Y	S	Accounts Receivable, General Billing	*		
334	AR	Create Receivable	System creates receivable for all general billing	Y	S	Accounts Receivable, General Billing	*		
335	AR	Create Receivable	System allows users to create cash receipt without existing receivable	Y	S	Accounts Receivable, General Billing	*		
336	AR	Create Receivable	System allows for import of receivables (aggregate) from bills generated from external system (parks and rec and library, permit fees, etc.)	Y	S	Accounts Receivable, General Billing	*	Assumes use of compatible import format	
337	AR	Create Receivable	Attach supporting documentation at creation of receivable	Y	S	Accounts Receivable, General Billing	*	Via Tyler Content Manager	
338	AR	Miscellaneous Billing	Department created invoices are routed through workflow to central collections	Y	S	Accounts Receivable, General Billing	*	With proper workflow setup	
339	AR	Miscellaneous Billing	Department creates and distributes invoices	Y	S	Accounts Receivable, General Billing	*		
340	AR	Miscellaneous Billing	System accommodates one-time invoices	Y	S	Accounts Receivable, General Billing	*		
341	AR	Miscellaneous Billing	System allows users to create invoices for each type by entering dollar amount	Y	S	Accounts Receivable, General Billing	*		
342	AR	Miscellaneous Billing	System allows users to create invoices for each type by entering non-financial parameter and having system calculate appropriate fees according to pre-defined business rules	Y	S	Accounts Receivable, General Billing	*		
343	AR	Miscellaneous Billing	System allows users to create invoices for each type by identifying expenses from project accounting to reimburse	Y	S	Project & Grant Accounting, General Billing, Accounts Receivable	*		
344	AR	Miscellaneous Billing	System generates customer account statements	Y	S	Accounts Receivable, General Billing	*		
345	AR	Miscellaneous Billing	Ability for customers to view account balance information via online portal	Y	S	Accounts Receivable, General Billing	*	Via Citizen Self Service	
346	AR	Recurring Billing	System accommodates recurring invoices (regular invoices to occur at set dates or duration) (example: rent)	Y	S	Accounts Receivable, General Billing	*		
347	AR	Recurring Billing	System allows recurring invoices to be set up to handle invoices scheduled at set dates for same amount (example: rent)	Y	S	Accounts Receivable, General Billing	*		
348	AR	Recurring Billing	System allows recurring invoices to be set up to handle invoices scheduled at set dates for different amounts (example: utilities on rental properties)	Y	S	Accounts Receivable, General Billing	*		
349	AR	Recurring Billing	System saves templates for generating invoices (different template for each AR type)	Y	S	Accounts Receivable, General Billing	*		
350	AR	Receivable Tracking	System provides receivable tracking and aging reporting capabilities	Y	S	Accounts Receivable, General Billing	*		
351	AR	Receivable Tracking	System notifies users of status for invoice/receivables based on change (i.e. paid, 30-day threshold)	Y	S	Accounts Receivable, General Billing	*	Aging report can be scheduled to run on a regular basis	

352	AR	Receivable Tracking	System stores schedule of penalties and interest to apply to open receivables	Y	S	Accounts Receivable, General Billing	*	
353	AR	Receivable Tracking	Penalties can be flat fee amounts	Y	S	Accounts Receivable, General Billing	*	
354	AR	Receivable Tracking	Penalties can be percentage of original amount	Y	S	Accounts Receivable, General Billing	*	
355	AR	Receivable Tracking	Interest charges can be applied monthly	Y	S	Accounts Receivable, General Billing	*	
356	AR	Payment Receipt	System records payments against specific invoice	Y	S	Accounts Receivable, General Billing	*	
357	AR	Payment Receipt	System records payments against open receivables	Y	S	Accounts Receivable, General Billing	*	
358	AR	Payment Receipt	System records payments for point of sale transactions	Y	S	Tyler Cashiering, Accounts Receivable, General Billing	*	POS via Tyler Cashiering
359	AR	Payment Receipt	System allows decentralized cash receipting (i.e. ability to collect payment via electronic devices/software)	Y	S	Accounts Receivable, General Billing	*	
360	AR	Payment Receipt	System generates deposit slip, which includes deposits for main ERP system and third party systems	Y	S	Accounts Receivable, General Billing	*	Assumes existing lockbox or API compatible
361	AR	Payment Receipt	System routes deposit slip for workflow approval	Y	S	Accounts Receivable, General Billing	*	
362	AR	Payment Receipt	System applies one payment to multiple receivables / point of sale transactions	Y	S	Tyler Cashiering, Accounts Receivable, General Billing	*	POS via Tyler Cashiering
363	AR	Payment Receipt	System allows using multiple payment types to pay for one invoice (example: cash and credit card)	Y	S	General Ledger, Accounts Receivable, General Billing	*	
364	AR	Payment Receipt	Automatically generate general ledger distribution entries needed to record receipts	Y	S	General Ledger, Accounts Receivable, General Billing	*	
365	AR	Dunning	Penalties and interest can be calculated and applied daily	Y	S	Accounts Receivable, General Billing	*	General Billing does not support on-the-fly penalty. Assuming Late Fees in place of Penalty, which can be assessed on a recurring schedule.
366	AR	Dunning	Penalties and interest can be calculated and applied monthly	Y	S	Accounts Receivable, General Billing	*	
367	AR	Dunning	Penalties and interest can be calculated and applied quarterly	Y	S	Accounts Receivable, General Billing	*	
368	AR	Dunning	Penalties and interest can be calculated and applied annually	Y	S	Accounts Receivable, General Billing	*	
369	AR	Dunning	Penalties can be applied as flat dollar amounts	Y	S	Accounts Receivable, General Billing	*	
370	AR	Dunning	Penalties can be applied as percentage of original bills	Y	S	Accounts Receivable, General Billing	*	
371	AR	Dunning	Penalties can be applied by revenue type (e.g., portion of invoice)	Y	S	Accounts Receivable, General Billing	*	General Billing Late Fees are currently assessed based on the total unpaid bill balance.
372	AR	Dunning	System permits write-off of bad debts with workflow approval	Y	S	Accounts Receivable, General Billing	*	
373	AR	Dunning	System allows waivers of penalties with workflow approval	Y	S	Accounts Receivable, General Billing	*	
374	AR	Dunning	System permits users to establish unique installment repayment schedules for an account	Y	S	Accounts Receivable, General Billing	*	
375	AR	Dunning	Provide for the automatic calculation of interest based on user defined interest rate and receivable category	Y	S	Accounts Receivable, General Billing	*	For General Billing, interest rates are established at the individual line level charge code
376	AR	Dunning	Automatically generate dunning letter(s) or monthly statements based on passage of time (example: 30, 60, 90 days) by AR type	Y	S	Accounts Receivable, General Billing	*	
377	AR	Dunning	System generates statement to address on original invoice	Y	S	Accounts Receivable, General Billing	*	
378	AR	Dunning	System to generate letter, with appropriate collection amount, to collection agency after 30, 60, or 90 days	Y	S	Accounts Receivable, General Billing	*	
379	AR	Dunning	System can specify dunning letters by account, customer, project, or account type	Y	S	Accounts Receivable, General Billing	*	
380	AR	Dunning	Automatically generate a "follow up" invoice for past due customers based on user defined date range or other user defined criteria (account, customer or project)	Y	S	Accounts Receivable, General Billing	*	
381	AR	Dunning	System allows users to adjust penalties and fees applied to invoices with proper approvals (example: reduce penalties for special situation)	Y	S	Accounts Receivable, General Billing	*	
382	AR	Dunning	System provides all billing, aging, and tracking capabilities	Y	S	Accounts Receivable, General Billing	*	
383	AR	Collections	System generates files to external agencies for reporting debt	Y	S	Accounts Receivable, General Billing	*	Assumes use of existing exports
384	AR	Collections	System can accommodate collection fees by percentage	Y	S	Accounts Receivable, General Billing	*	
385	AR	Collections	System can accommodate collection fees by dollar amount	Y	S	Accounts Receivable, General Billing	*	
386	AR	Collections	System allows user to assess a penalty for NSF checks	Y	S	Accounts Receivable, General Billing	*	
387	PO	Purchase Requisition	Each department initiates purchasing process through requisition entry into the system	Y	S	Purchasing	*	
388	PO	Purchase Requisition	System accommodates discrete purchase orders (purchase order for specific quantity of good or service)	Y	S	Purchasing	*	
389	PO	Purchase Requisition	System accommodates blanket purchase order (purchase order with vendor for specified dollar amount)	Y	S	Purchasing	*	
390	PO	Purchase Requisition	Requestor can attach files to requisition at header level, files can be individually printed or printed with document	Y	S	Purchasing	*	Attachments via Tyler Content Manager

391 PO	Purchase Requisition	Requestor can attach files to requisition that are over specific dollar thresholds	Y	S	Purchasing	*	Can be attached regardless of amount via Tyler Content Manager
392 PO	Purchase Requisition	Requestor can attach files to requisition at line item level	N	NS	Purchasing	*	Tyler Content Manager
393 PO	Purchase Requisition	Purchase requisition allows user to add NIGP commodity code to line item	Y	S	Purchasing	*	Overall requisition, not line level
394 PO	Purchase Requisition	System allows user to record information on competing quotes	Y	S	Project & Grant Accounting, Purchasing	*	
395 PO	Purchase Requisition	Purchase requisition allows user to identify project account code on the item	Y	S	Contract Management, Purchasing	*	
396 PO	Purchase Requisition	Purchase requisition allows user to identify contract number for requisition	Y	S	Purchasing	*	
397 PO	Purchase Requisition	System limits accounts that requestor is available to change to by role/department with approval from applicable user departments	Y	S	Purchasing	*	
398 PO	Purchase Requisition	Allow purchase requisition templates to be created for routine purchases	Y	S	Purchasing	*	
399 PO	Purchase Requisition	Allow creation and modification of purchase requisition from existing purchase requisition - (clone entire requisition)	Y	S	Purchasing	*	Requisitions can be copied and lines can be added/removed as needed
400 PO	Purchase Requisition	System allows copying and duplicating lines on a purchase requisition	Y	S	Purchasing	*	
401 PO	Purchase Requisition	When purchase requisition is submitted, system provides budget check (against account multiple levels, budget, contract)	Y	S	Budgeting, Purchasing	*	
402 PO	Purchase Requisition	Budget control can be set to soft error (Warn user but allow)	Y	S	Budgeting, Purchasing	*	
403 PO	Purchase Requisition	Budget control can be set to hard error (Warn user)	Y	S	Budgeting, Purchasing	*	
404 PO	Purchase Requisition	System tracks pre-encumbrances with effective dating (purchase requisitions)	Y	S	Purchasing	*	
405 PO	Purchase Requisition	System issues purchase requisitions that have not been submitted for workflow	Y	S	Purchasing	*	
406 PO	Purchase Requisition	System system/contract users send purchase requisitions	Y	S	Purchasing	*	
407 PO	Purchase Requisition	Budget control warnings can be sent through workflow or email to other users (superior)	Y	S	Purchasing	*	With proper workflow setup
408 PO	Purchase Requisition	System routes purchase requisition for approval/notification by total dollar amount	Y	S	Purchasing	*	With proper workflow setup
409 PO	Purchase Requisition	System routes purchase requisition for approval/notification by chart of account information (example: department)	Y	S	Purchasing	*	With proper workflow setup
410 PO	Purchase Requisition	System allows users to cancel requisition before it is approved at header or line item level	Y	S	Purchasing	*	
411 PO	Purchase Requisition	Cancelled requisitions or cancelled requisition line items release pre-encumbrance	Y	S	Purchasing	*	
412 PO	Purchase Requisition	Purchase requisitions can be converted to purchase order	Y	S	Purchasing	*	
413 PO	Purchase Requisition	Purchase requisitions can be converted to contracts	Y	S	Contract Management, Purchasing	*	
414 PO	Purchase Requisition	Purchase requisitions can be held pending outcome of competitive procurement (Bid, RFP)	Y	S	Bid Management, Purchasing	*	
415 PO	Purchase Requisition	Notification sent to end user/requestor after conversion from requisition	Y	S	Purchasing	*	
416 PO	Purchase Order	System allows creation of purchase order directly (no purchase requisition)	Y	S	Purchasing	*	
417 PO	Purchase Order	System provides audit trail of transactions to show how long it takes to process transactions	Y	S	Purchasing	*	
418 PO	Purchase Order	System allows for flexible approval authority (i.e. Legal review certain POs)	Y	S	Purchasing	*	Via workflow
419 PO	Purchase Order	System allows encumbrances to be split across multiple fiscal years (user can identify transactions)	Y	S	Purchasing	*	
420 PO	Purchase Order	System tracks purchase order expiration dates	Y	S	Budgeting, Purchasing	*	
421 PO	Purchase Order	System tracks budget check for purchase orders created without requisition	Y	S	Budgeting, Purchasing	*	
422 PO	Purchase Order	Creation of purchase order creates encumbrance	Y	S	Purchasing	*	
423 PO	Purchase Order	Approval process for purchase order can be routed by dollar amount	Y	S	Purchasing	*	With proper workflow setup
424 PO	Purchase Order	System allows for encumbrance of shipping and freight and allows user to add shipping and freight to purchase order	Y	S	Purchasing	*	
425 PO	Purchase Order	Header fields for purchase order at header level, files can be individually printed or printed with documents	Y	S	Purchasing	*	Attachments via Tyler Content Manager
426 PO	Purchase Order	Requestor can attach files to purchase order at line item level	N	NS	Purchasing	*	Header only
427 PO	Purchase Order	Ability to modify or delete attachments prior to final approval	Y	S	Purchasing	*	Via Tyler Content Manager
428 PO	Purchase Order	Purchase order sent to vendor through email	Y	S	Purchasing	*	
429 PO	Purchase Order	Purchase order sent to vendor through vendor portal (vendor self-service)	Y	S	Procurement, Purchasing	*	
430 PO	Purchase Order	Purchase order sent to vendor through hard copy (print and mail)	Y	S	Purchasing	*	
431 PO	Purchase Order	Purchase order identifies originator of PO and contact information	Y	S	Purchasing	*	
432 PO	Purchase Order	Purchase order identifies alternate contact for PO (other than originator)	Y	S	Purchasing	*	Requested by field
433 PO	Purchase Order	System allows modifications to purchase order template(s) with security/permission	Y	S	Purchasing	*	
434 PO	Purchase Order	System allows purchase orders to be re-sent and identifies re-printed purchase orders as duplicates	Y	S	Purchasing	*	
435 PO	Modify PO/Change Order	Any open purchase order can be modified by change order	Y	S	Purchasing	*	
436 PO	Modify PO/Change Order	Departments can initiate request for a change to purchase order for increase quantity or amount	Y	S	Purchasing	*	
437 PO	Modify PO/Change Order	Departments can initiate request for a change to purchase order for decrease quantity or amount	Y	S	Purchasing	*	
438 PO	Modify PO/Change Order	Departments can initiate request for a change to purchase order for canceling line items	Y	S	Purchasing	*	
439 PO	Modify PO/Change Order	Departments can initiate request for a change to purchase order to close entire PO with central Purchasing approval	Y	S	Purchasing	*	
440 PO	Modify PO/Change Order	Departments can initiate request for a change to purchase order for adding line items	Y	S	Purchasing	*	
441 PO	Modify PO/Change Order	Departments can initiate request for a change to purchase order for changes of chart of account string	Y	S	Purchasing	*	
442 PO	Modify PO/Change Order	Requests to change purchase order routed through workflow	Y	S	Purchasing	*	
443 PO	Modify PO/Change Order	System routes change order for approval/notification by Bid dollar amount	Y	S	Purchasing	*	
444 PO	Modify PO/Change Order	System routes change order for approval/notification by percentage of original amount	N	NS	Purchasing	*	Amount only
445 PO	Modify PO/Change Order	Request to change purchase order for increase pre-encumbrance funds	Y	S	Purchasing	*	
446 PO	Modify PO/Change Order	Request to change purchase order (for decrease) release encumbrance when change request is approved	Y	S	Purchasing	*	

447	PO	Modify PO/Change Order	Approval of change to purchase order encumbers funds or releases encumbrance of funds	Y	S	Purchasing	*	
448	PO	Modify PO/Change Order	Printing of modified purchase order clearly labels that purchase order has been changed	Y	S	Purchasing	*	
449	PO	Modify PO/Change Order	System identifies revised purchase orders and indicates all changes that have been made	Y	S	Purchasing	*	
450	PO	Modify PO/Change Order	When printing modified purchase order, all information and comments on original purchase order are reproduced on modified purchase order	Y	S	Purchasing	*	
451	PO	Modify PO/Change Order	Ability to track the number of times a PO has been modified	Y	S	Purchasing	*	
452	PO	Purchasing Cards	System provides automatic transfer of information from bank with purchasing card transaction details	Y	S	Accounts Payable	*	
453	PO	Purchasing Cards	System allows customizable fields to add description of purchase	Y	S	Accounts Payable	*	
454	PO	Purchasing Cards	System allows users to identify correct account for each p-card transaction	Y	S	Accounts Payable	*	
455	PO	Purchasing Cards	System allows users to identify correct project (including sub-project) for each p-card transaction	Y	S	Project & Grant Accounting, Accounts Payable	*	
456	PO	Purchasing Cards	System allows users to identify correct contract for each p-card transaction	Y	S	Contract Management, Accounts Payable	*	
457	PO	Purchasing Cards	System allows users to identify correct purchase order for each p-card transaction	Y	S	Accounts Payable	*	
458	PO	Purchasing Cards	System allows users to identify correct vendor for each p-card transaction	Y	S	Accounts Payable	*	
459	PO	Purchasing Cards	System allows payment of purchase order with p-card	Y	S	Accounts Payable, Purchasing	*	
460	PO	Purchasing Cards	System allows multiple accounts for each p-card transaction	Y	S	Accounts Payable	*	
461	PO	Purchasing Cards	System automatically identifies vendor based on file from bank	Y	S	Accounts Payable	*	
462	PO	Purchasing Cards	System provides workflow approval of p-card transactions	Y	S	Accounts Payable	*	
463	PO	Purchasing Cards	Ability to display who made a purchase with a purchase card	Y	S	Accounts Payable	*	
464	PO	End of Year Process	System allows users to select any open purchase orders at year end to be rolled to next fiscal year	Y	S	Purchasing, General Ledger	*	
465	PO	End of Year Process	System allows users to select open purchase order to roll into next fiscal year can roll associated encumbered budget to next fiscal year	Y	S	Purchasing, General Ledger	*	
466	PO	End of Year Process	System allows users to select open purchase order to be paid out of old fiscal year in new year prior to old fiscal year close	Y	S	Purchasing, General Ledger	*	
467	PO	End of Year Process	System allows users to close purchase orders at end of year release encumbrance on budget and contract	Y	S	Purchasing, Contract Management, General Ledger	*	
468	PO	End of Year Process	System allows users to effective date closing of purchase orders	Y	S	Purchasing	*	
469	PO	Contract Set Up	Workflow approval process for establishing contract is determined by chart of accounts (example: department)	Y	S	Contract Management	*	With proper workflow setup
470	PO	Contract Set Up	Workflow approval process for establishing contract is determined by type of contract, thresholds, applicable departments, etc.	Y	S	Contract Management	*	With proper workflow setup
471	PO	Contract Set Up	Workflow approval process for establishing contract is determined by dollar amount	Y	S	Contract Management	*	With proper workflow setup
472	PO	Contract Set Up	Contract module can track payment schedules	Y	S	Contract Management	*	
473	PO	Contract Set Up	System allows encumbrances to be split across multiple fiscal years (user can identify encumbrance in each fiscal year)	Y	S	Contract Management	*	
474	PO	Contract Set Up	System allows users to edit/add line items for multi-year contracts	Y	S	Contract Management	*	
475	PO	Contract Set Up	Contracts can be converted to a purchase order	Y	S	Contract Management	*	Req can convert to contract, or PO issued against contract. PO's are created from contracts.
476	PO	Contract Set Up	System tracks non-purchasing contracts (example: professional services agreements)	Y	S	Contract Management	*	
477	PO	Contract Set Up	System maintains contract set up checklist that is routed through workflow	N	NS			
478	PO	Contract Administration	System can apply purchase orders/requisitions against contracts	Y	S	Contract Management, Purchasing	*	
479	PO	Contract Administration	Purchase orders encumber funds against a contract	Y	S	Contract Management, Purchasing	*	
480	PO	Contract Administration	System tracks service performance against a contract (e.g., milestones and/or deliverables)	Y	S	Contract Management	*	
481	PO	Contract Administration	System tracks and auto flags contract expiration dates with sufficient lead time to extend or re-solicit contract	Y	S	Contract Management	*	
482	PO	Contract Administration	Contract tracks and manages payment schedule required by contract and creates payment request automatically	Y	S	Contract Management	*	
483	PO	Contract Administration	System tracks and auto flag insurance expiration dates	Y	S	Contract Management	*	Via date alerts
484	PO	Contract Administration	System tracks insurance requirements related to contract	Y	S	Contract Management	*	
485	PO	Contract Administration	System notifies users of upcoming renewal or expiration time periods	Y	S	Contract Management	*	
486	PO	Contract Administration	System tracks contract bonding information	Y	S	Contract Management	*	
487	PO	Bid & Quote	System can send bid notices electronically	Y	S	Bid Management	*	
488	PO	Bid & Quote	System sends bid invitations to be sent to pre-approved vendors	Y	S	Bid Management	*	
489	PO	Bid & Quote	System allows registered vendors to request a solicitation not linked to their commodity code	Y	S	Bid Management	*	
490	PO	Bid & Quote	System allows a buyer to create a list of vendors to be invited for a specific bid/quote regardless of commodity code	Y	S	Bid Management	*	
491	PO	Bid & Quote	Stores contract terms for creation of solicitations in the system	Y	S	Bid Management	*	With mail merge
492	PO	Bid & Quote	Vendors can submit questions, clarifications, requests for information regarding a specific bid to the buyer in the bid/quote/proposal portal	Y	S	eProcurement, Bid Management	*	
493	PO	Bid & Quote	Buyer can reply to vendor question via bid/quote/proposal portal, either directly to vendor, or post to quote/bid/proposal for all vendors	Y	S	eProcurement, Bid Management	*	
494	PO	Bid & Quote	System allows for creation of distribution lists by type (commodity code, location of vendor, service, product type, pre-qualified vendors)	Y	S	eProcurement, Bid Management	*	Auto-find or manually added vendors
495	PO	Bid & Quote	System allows bid document (that is sent to vendors) to be created in the system that includes:					
496	PO	Bid & Quote	Standard contract terms and conditions (multiple)	Y	S	Bid Management	*	With mail merge
497	PO	Bid & Quote	Bid instructions	Y	S	Bid Management	*	With mail merge

498	PO	Bid & Quote	Bid specifications	Y	S	Bid Management	*	
499	PO	Bid & Quote	Pricing submission specifications	Y	S	Bid Management	*	With mail merge
500	PO	Bid & Quote	Bid guidelines	Y	S	Bid Management	*	With mail merge
501	PO	Bid & Quote	Other documents that are uploaded into system	Y	S	Bid Management	*	
502	PO	Bid & Quote	System can record and maintain time, date of submitted bids (County would record manually, City would utilize timestamp of vendor electronic upload/submission)	Y	S	Bid Management	*	
503	PO	Vendor Performance	Tracks vendor performance including number of complaints (free form)	Y	S	Accounts Payable	*	
504	PO	Vendor Performance	Allow vendors to be flagged as "debarred" or "not to do business with", etc.	Y	S	Accounts Payable	*	
505	PO	Vendor Self-Service	Vendors are required to submit certain data when registering (example: W-9, contact info, payment information, California non-resident form, etc.)	Y	S	eProcurement	*	
506	PO	Vendor Self-Service	Vendor self-service transactions require government approval prior to posting	Y	S	eProcurement	*	For updates to vendor profile and invoicing
507	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to register with government	Y	S	eProcurement	*	
508	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to change address	Y	S	eProcurement	*	
509	PO	Vendor Self-Service	Vendor self service capabilities allow vendors to update W-9	Y	S	eProcurement	*	
510	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to update email address	Y	S	eProcurement	*	
511	PO	Vendor Self-Service	Vendor self service capabilities allow vendors to access 1099	Y	S	eProcurement	*	
512	PO	Vendor Self-Service	Vendor self service capabilities upload insurance documentation	Y	S	eProcurement	*	
513	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to identify appropriate email address or addresses for purchase orders, bids, other notifications, etc.	Y	S	eProcurement	*	
514	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to add alternate address and all information for alternate site	Y	S	eProcurement	*	
515	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to confirm vendor certification category	Y	S	eProcurement	*	
516	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to indicate type of work offered (type, commodity code)	Y	S	eProcurement	*	
517	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to update contact information (phone, web, email)	Y	S	eProcurement	*	
518	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to identify payment preference and information (ach, p-card)	Y	S	eProcurement	*	
519	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to submit bids electronically as allowed by government policy	Y	S	eProcurement, Bid Management	*	
520	PO	Vendor Self-Service	Vendor self service capabilities allows vendors to view open and/or upcoming solicitations	Y	S	eProcurement, Bid Management	*	
521	INV	Inventory Management	System accommodates multiple warehouses	Y	S	Inventory	*	
522	INV	Inventory Management	System allows images to be attached to inventory items in the system	Y	S	Inventory	*	Via Tyler Content Manager
523	INV	Inventory Management	System allows inventory items to be assigned to an employee	Y	S	Inventory, HR & Talent Management	*	
524	INV	Inventory Management	System utilizes barcoding ability to log, track, and identify items	Y	TPS	Inventory, Quatred Inventory Scanning	*	
525	INV	Inventory Management	System provides an automatic reorder process for all, or selected, stock items including electronic request and approval	Y	S	Inventory	*	
526	INV	Inventory Management	System allows receiving by barcode	Y	TPS	Inventory, Quatred Inventory Scanning	*	
527	INV	Inventory Management	System allows user to define, by item, the variables used in determining reorder points and reorder quantities	Y	S	Inventory	*	
528	INV	Inventory Management	System allows different order quantity for inventory items linked to description on contract that items are purchased from (i.e., order by truckload on contract, internal purchaser orders by case)	Y	S	Inventory, Contract Management, Purchasing	*	
529	INV	Inventory Management	System allows manual overrides of reorder points and reorder quantities	Y	S	Inventory	*	
530	INV	Inventory Management	System can accommodate items with zero dollar value and/ or zero quantity	Y	S	Inventory	*	
531	INV	Inventory Management	System allocates purchases and stock to chart of account distribution	Y	S	Inventory	*	
532	INV	Inventory Management	System allocates purchases and stock to warehouses	Y	S	Inventory	*	
533	INV	Inventory Management	System allocates purchases and stock to section of warehouse	Y	S	Inventory	*	
534	INV	Inventory Management	System automatically updates inventory on-order information at the time that a receiving report is processed	Y	S	Inventory	*	
535	INV	Inventory Management	System allows defective goods that have been received and placed in inventory to be removed from inventory	Y	S	Inventory	*	
536	INV	Inventory Management	System tracks donated items or other items not from purchasing system	Y	S	Inventory	*	
537	INV	Inventory Management	System requires restricted use items to have user specified approvals before inventory can be released (i.e., controlled drugs used by Health Department)	N	NS		*	Users can be limited to certain warehouses
538	INV	Inventory Management	System allows different levels of security	Y	S	Inventory	*	
539	INV	Inventory Management	System allows "credit" for items returned	Y	S	Inventory	*	
540	INV	Inventory Management	System reserves stock items for specific projects or work orders	N	NS		*	This response is a yes if Tyler's Enterprise Asset Management solution (Tyler EAM) was being proposed "in scope," but we have proposed this suite of products as optional because they were not outlined as needed or a requirement for this project. We would be happy to provide additional information on Tyler EAM if the features and functionality provided from these modules is something of interest for the county or any of the participating cities. Projects are managed through the Munis Project & Grant Accounting module, however, because Tyler's ERP is fully integrated, work orders would need to be tracked through Tyler EAM.
541	INV	Inventory Management	System reserves parts and prevents others from using (critical stock)	N	NS		*	

542	INV	Inventory Management	System processes partial pick/ issue tickets of reserved items while keeping the remaining balance of items on reserve	Y	S	Inventory	*	
543	INV	Inventory Management	System can bundle items into "carts" or "kits" (A cart or kit consists of items which are always ordered together, i.e., all supplies needed for an oil change)	N	NS			This response is a yes if Tyler's Enterprise Asset Management solution (Tyler EAM) was being proposed "in scope," but we have proposed this suite of products as optional because they were not outlined as needed or a requirement for this project. We would be happy to provide additional information on Tyler EAM if the features and functionality provided from these modules is something of interest for the county or any of the participating cities.
544	INV	Inventory Management	System tracks item usage (i.e., seasonal items, trends)	Y	S	Inventory	*	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
545	INV	Inventory Management	System tracks history of item requisition by user	Y	S	Inventory	*	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
546	INV	Inventory Management	System has the ability to transfer inventory between departments with accounting transactions recorded automatically by the system	N	NS			Transfer doesn't currently generate journal but will move stock
547	INV	Inventory Management	System supports override of reserved inventory with authorized approval, in cases of emergency	N	NS			Reserving of inventory is not available. Committed can be represented, but it is issued on a first come, first serve basis.
548	INV	Inventory Management	Approval workflow in requisition processing	Y	S	Inventory, Purchasing	*	
549	INV	Inventory Management	System must allow users to specify uniform mark-up or overhead costs for inventory item	Y	S	Inventory	*	
550	INV	Inventory Management	System calculates and allocates cost of inventory by warehouse and department by:					
551	INV	Inventory Management	System calculates and allocates cost of inventory by warehouse and department by first in, first out (FIFO)	Y	S	Inventory	*	
552	INV	Inventory Management	System calculates and allocates cost of inventory by warehouse and department by last in, first out (LIFO)	N	NS			
553	INV	Inventory Management	System calculates and allocates cost of inventory by warehouse and department by average price (calculated value)	Y	S	Inventory	*	
554	INV	Inventory Management	Items returned to inventory after assigned to work order (and not used) are checked in at same price that was charged out	N	NS			This response is a yes if Tyler's Enterprise Asset Management solution (Tyler EAM) was being proposed "in scope," but we have proposed this suite of products as optional because they were not outlined as needed or a requirement for this project. We would be happy to provide additional information on Tyler EAM if the features and functionality provided from these modules is something of interest for the county or any of the participating cities.
555	INV	Inventory Management	System will support quantity/ balance freeze for cycle counting	Y	S	Inventory	*	
556	INV	Inventory Management	System will support accrual for items received but not yet invoiced	Y	S	Inventory	*	
557	INV	Inventory Management	System will recommend cycle count schedule based on flexible, user defined parameters (i.e., usage, total dollars, quantity and unit cost)	Y-ND		Inventory	*	User defined criteria is not available. Current functionality allows by item range, location, and sublocation only. Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer. This will allow for ABC classifications to be assigned to items and each can have a designated count frequency for random counting.
558	INV	Inventory Management	System will support two-step cycle counting capability	Y	S	Inventory	*	Munis allows for generation of county sheet (defining items to count), then users enter actual count. System will detect adjustment needed and allow for approval before posting adjustments.
559	INV	Inventory Management	System will allow the assignment of reason codes for any discrepancies (these user-defined reason codes will be tied to a specific General Ledger account such as shrinkage, expired product, damaged, etc.)	Y	S	Inventory	*	

560	INV	Inventory Management	System will support cycle counts by random section or by an inventory class	Y-ND		Inventory		Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
561	INV	Inventory Management	System will allow the entry of unit cost during the counting period along with the entry of unit of measure	Y	S	Inventory	*	
562	INV	Inventory Management	System allows reporting on all aspects of information contained in barcode	I				Need more information on 'all aspects'. Support item number, description, UOM, cost. If using 3rd party handheld- they allow for creation of custom barcodes.
563	INV	Inventory Management	System allows to track inventory by expiration date	Y	S	Inventory	*	
564	INV	Inventory Management	System will support the physical inventory process to include cycle counts, physical inventory, count sheets, and automatic discrepancy reporting	Y	S	Inventory	*	
565	INV	Inventory Management	System will provide cycle count reconciliation reports	Y	S	Inventory	*	
566	INV	Receipt of Inventory	Integration with purchasing to automatically create or add inventory items	Y	S	Inventory, Purchasing	*	
567	INV	Receipt of Inventory	Inventory can be entered manually or imported from other applications	Y	S	Inventory	*	
568	INV	Receipt of Inventory	System can accommodate items with zero dollar value and/or zero quantity	Y	S	Inventory	*	
569	INV	Receipt of Inventory	System allows defective goods that have been received and placed in inventory to be taken out	Y	S	Inventory	*	
570	INV	Track Inventory	System tracks location of inventory item by warehouse (including multiple warehouses)	Y	S	Inventory	*	
571	INV	Track Inventory	System tracks location by section of warehouse	Y	S	Inventory	*	
572	INV	Track Inventory	System provides online form to transfer inventory between warehouse	Y	S	Inventory	*	
573	INV	Track Inventory	System indicates stock on hand for each location	Y	S	Inventory	*	
574	INV	Track Inventory	System indicates stock on hand for multiple locations	Y	S	Inventory	*	
575	INV	Use of Inventory	System provides online requisition form for items in inventory	Y	S	Inventory, Purchasing	*	
576	INV	Use of Inventory	System processes partial pick/issue tickets of reserved items while keeping the remaining balance of items on reserve	Y	S	Inventory	*	
577	INV	Use of Inventory	System generates trip/delivery tickets	Y	S	Inventory	*	With use of delivery routing
578	INV	Use of Inventory	System can bundle items into "carts" or "kits" (A cart or kit consists of items which are always ordered together - For example: all supplies needed for an oil change)	N	NS			This response is a yes if Tyler's Enterprise Asset Management solution (Tyler EAM) was being proposed "in scope," but we have proposed this suite of products as optional because they were not outlined as needed or a requirement for this project. We would be happy to provide additional information on Tyler EAM if the features and functionality provided from these modules is something of interest for the county or any of the participating cities.
579	INV	Use of Inventory	System tracks item usage	Y	S	Inventory	*	
580	INV	Use of Inventory	User can define, by item, the variables used in determining reorder points and reorder quantities	Y	S	Inventory	*	
581	INV	Cost Allocation	System must allow users to specify uniform mark-up or overhead costs for inventory item	Y	S	Inventory	*	
582	INV	Cost Allocation	System allows markup to be set at the item level	Y	S	Inventory	*	
583	INV	Cost Allocation	System allows application of a flat markup to all items	Y	S	Inventory	*	
584	INV	Cost Allocation	System calculates and allocates cost of inventory by average price	Y	S	Inventory	*	
585	CA	Asset Tracking	System is used to track capitalized items	Y	S	Capital Assets	*	
586	CA	Asset Tracking	System is used to track non-capitalized items	Y	S	Capital Assets	*	
587	CA	Asset Tracking	System used to track organization-owned land	Y	S	Capital Assets	*	
588	CA	Asset Tracking	System tracks software licenses	Y	S	Capital Assets	*	
589	CA	Asset Tracking	System accommodates a continuing property record for capitalized assets □	Y	S	Capital Assets	*	
590	CA	Asset Tracking	System accommodates a continuing property record for mass assets.	Y	S	Capital Assets	*	Added/retiring by quantity is supported to manage assets that represent a group of items.
591	CA	Asset Tracking	Ability to identify assets as grant funded	Y	S	Project & Grant Accounting, Capital Assets	*	
592	CA	Asset Tracking	Ability to identify assets with multiple funding sources (example: matching of grant and government funds)	Y	S	Project & Grant Accounting, Capital Assets	*	
593	CA	Asset Tracking	Ability to categorize mass assets (i.e., thousands of assets but in an individualize group-example of 50ft. pole.)	Y	S	Capital Assets	*	
594	CA	Asset Set Up	Identifies assets based on capitalization threshold (and different threshold for each asset type)	Y	S	Capital Assets	*	Via user defined fields
595	CA	Asset Set Up	System tracks asset funding type	Y	S	Capital Assets	*	Via user defined fields
596	CA	Asset Set Up	Asset can have multiple account distributions (including multiple funds)	Y	S	Capital Assets	*	
597	CA	Asset Set Up	System accommodates parent child relationships for assets	Y	S	Capital Assets	*	
598	CA	Asset Set Up	System must link component units (parent/child relationship) whereby each component maintains its own financial and historical information and depreciable life	Y	S	Capital Assets	*	
599	CA	Asset Set Up	If asset is replacement of other asset, it references old asset	Y	S	Capital Assets	*	
600	CA	Asset Set Up	Asset tracks expiration date of asset	Y	S	Capital Assets	*	
601	CA	Asset Set Up	Asset tracks warranty information on asset	Y	S	Capital Assets	*	Warranty expiration date can be tracked and warranty information can be stored as attachments via Tyler Content Manager

602 CA	Asset Set Up	Asset tracks location of asset (department)	Y	S	Capital Assets	*	
603 CA	Asset Set Up	Asset tracks asset acquisition type (buit, donated, purchased, etc.)	Y	S	Capital Assets	*	
604 CA	Asset Set Up	Assets identify custodian for asset (employee linked to asset) (example: cell phone identifies user)	Y	S	Capital Assets	*	
605 CA	Asset Set Up	System allows for tracking of asset disposal restrictions	Y	S	Capital Assets	*	Permissions to enter and to post asset transactions
606 CA	Asset Acquisition	Allows effective date posting for asset acquisition	Y	S	Capital Assets	*	
607 CA	Asset Acquisition	System allows for user-defined notes/comments in asset record	Y	S	Capital Assets	*	
608 CA	Asset Acquisition	System allows for attachment of documents to asset record	Y	S	Capital Assets	*	
609 CA	Asset Acquisition	System identifies potential capital assets from purchasing module by chart of accounts (example: purchased from capital account)	Y	S	Capital Assets, Purchasing, Capital Assets, General Ledger	*	Via Tyler Content Manager
610 CA	Asset Acquisition	System identifies potential capital assets from purchasing module by dollar amount	Y	S	Purchasing, Capital Assets	*	
611 CA	Asset Acquisition	System identifies potential capital assets from purchasing module manually (user flags purchase as fixed asset)	Y	S	Purchasing, Capital Assets	*	
612 CA	Asset Acquisition	System identifies potential capital assets from purchasing module by commodity code	Y	S	Purchasing, Capital Assets	*	
613 CA	Asset Acquisition	System identifies potential capital assets from accounts payable module by chart of accounts (example: payment from capital account)	Y	S	Accounts Payable, Capital Assets, General Ledger	*	
614 CA	Asset Acquisition	System identifies potential capital assets from accounts payable module by dollar amount	Y	S	Accounts Payable, Capital Assets, General Ledger	*	
615 CA	Asset Acquisition	System allows creation of asset manually that does not flow through purchasing or accounts payable (for example: asset below threshold or donated asset)	Y	S	Capital Assets	*	
616 CA	Asset Acquisition	System is able to copy an asset record to create a similar asset record	Y	S	Capital Assets	*	
617 CA	Asset Acquisition	System is able to upload multiple assets from Excel file (or other flat file)	Y	S	Capital Assets	*	
618 CA	Asset Acquisition	System is able to identify/record all capitalized costs associated with the construction or purchase/acquisition of an asset (from project accounting)	Y	S	Project & Grant Accounting, Capital Assets	*	
619 CA	Asset Acquisition	Ability to calculate and capitalize interest	N	NS	Capital Assets	*	
620 CA	Asset Acquisition	System allows users to identify/classify costs as capitalized costs / non capitalized costs	Y	S	Capital Assets	*	
621 CA	Asset Modification	System can track improvements to the asset and keep a detailed record of specific improvements	Y	S	Inventory, Capital Assets	*	
622 CA	Physical Inventory	System produces asset list by department for physical inventory	Y	S	Inventory, Capital Assets	*	
623 CA	Physical Inventory	System produces asset list by location for physical inventory	Y	S	Inventory, Capital Assets	*	
624 CA	Physical Inventory	System produces asset list by category for physical inventory	Y	S	Inventory, Capital Assets	*	
625 CA	Disposal	Upon disposal, system calculates partial period depreciation and generates appropriate profiles calculation	Y	S	Capital Assets	*	
626 CA	Disposal	System stores information on disposed assets	Y	S	Capital Assets	*	
627 CA	Disposal	System provides workflow approval/notification for disposed assets	Y	S	Capital Assets	*	
628 CA	Disposal	System automatically calculates depreciation in accordance with the depreciation method and conventions designated for an asset	Y	S	Capital Assets	*	
629 CA	Depreciation	System can enable/disable depreciation calculations without being required to post the results (future year projections)	Y	S	Capital Assets	*	
630 CA	Depreciation	System provides the straight line depreciation method	Y	S	Capital Assets	*	
631 CA	Depreciation	System prevents the depreciating of an asset's value below zero	Y	S	Capital Assets	*	
632 CA	Depreciation	Depreciation calculated at end of year	Y	S	Capital Assets	*	
633 CA	Depreciation	Depreciation calculated at end of month	Y	S	Capital Assets	*	
634 CA	Depreciation	Depreciation calculated at half-year	Y	S	Capital Assets	*	
635 CA	Depreciation	System calculates pro-rated depreciation for assets sold mid-year or mid-month	Y	S	Capital Assets	*	
636 CA	Depreciation	System can designate some assets as non-depreciable (i.e., land, assets not in use)	Y	S	Capital Assets	*	
637 AP	Vendor File	System uses one vendor file for purchasing and accounts payable by organization or business unit (City vs. County)	Y	S	Accounts Payable	*	
638 AP	Vendor File	System prevents duplicate vendors by preventing duplicate vendor tax ID	Y	S	Accounts Payable	*	
639 AP	Vendor File	System warns of duplicate vendors by identifying duplicate vendor name	N	NS	Accounts Payable	*	
640 AP	Vendor File	System warns of duplicate vendors by identifying duplicate vendor address	N	NS	Accounts Payable	*	
641 AP	Vendor File	System allows users (with security access) to merge two vendors	Y	S	Accounts Payable	*	
642 AP	Vendor File	Supports parent/child relationships for vendor records (same tax ID)	Y	S	Accounts Payable	*	
643 AP	Vendor File	Maintains multiple address types	Y	S	Accounts Payable	*	
644 AP	Vendor File	Maintains multiple location addresses for each vendor	Y	S	Accounts Payable	*	
645 AP	Vendor File	System can accommodate foreign addresses	Y	S	Accounts Payable	*	
646 AP	Vendor File	System identifies default payment remittance addresses	Y	S	Accounts Payable	*	
647 AP	Vendor File	System identifies 1099 vendors	Y	S	Accounts Payable	*	
648 AP	Vendor File	System identifies cumulative purchase history by vendor to identify common vendors	Y	S	Accounts Payable	*	
649 AP	Vendor File	System identifies one time vendors - vendors set up in normal vendor file but identified as one-time vendor for easier data entry and system search functions	Y	S	Accounts Payable	*	
650 AP	Vendor File	System allows changing status of one time vendor to "real" vendor	Y	S	Accounts Payable	*	
651 AP	Vendor File	System allows placing all payments to vendor on hold	Y	S	Accounts Payable	*	
652 AP	Vendor File	Vendor file stores vendor payment preference (ACH or check)	Y	S	Accounts Payable	*	
653 AP	Vendor File	System allows payment by wire to be aggregated from normal AP process	Y	S	Accounts Payable	*	
654 AP	Vendor File	Vendor file needs to hold EFT information such as bank account and routing	Y	S	Accounts Payable	*	
655 AP	Vendor File	System allows the ability to input multiple EFT accounts for a single vendor information, account type and file type	Y	S	Accounts Payable	*	Via multiple remits
656 AP	Vendor File	Vendor has the ability to add attachments (i.e., W-9, ACH authorization form, etc.)	Y	S	Accounts Payable	*	Via Tyler Content Manager
657 AP	Vendor File	Vendor has ability to note preference for one check or multiple check for invoice	Y	S	Accounts Payable	*	
658 AP	Invoice Processing	System file information for invoice from purchase order	Y	S	Accounts Payable	*	
659 AP	Invoice Processing	System allows entering of direct claims without purchase order	Y	S	Accounts Payable	*	
660 AP	Invoice Processing	System provides workflow approval path for invoices from purchase orders	Y	S	Accounts Payable	*	

661	AP	Invoice Processing	System provides workflow approval path for invoices without purchase orders	Y	S	Accounts Payable	*	
662	AP	Invoice Processing	Invoices routed through workflow for approval based on amount	Y	S	Accounts Payable	*	With proper workflow setup
663	AP	Invoice Processing	Invoice routed through workflow based on point of entry (entered by department vs. AP)	Y	S	Accounts Payable	*	With proper workflow setup
664	AP	Invoice Processing	Invoices routed through workflow for approval based on PO vs no PO	Y	S	Accounts Payable	*	With proper workflow setup
665	AP	Invoice Processing	Invoices routed through workflow for approval based on chart of account information	Y	S	Accounts Payable	*	With proper workflow setup
666	AP	Invoice Processing	Supports partial payments (partial payment of invoice - for example not all items on invoice received)	Y	S	Accounts Payable	*	
667	AP	Invoice Processing	System supports applying credit memo to invoice for incorrect invoices	Y	S	Accounts Payable	*	
668	AP	Recurring Payments	System supports creation of template for recurring AP invoices with pre-defined account distribution	Y	S	Accounts Payable	*	
669	AP	Invoice Processing	Allow payment of multiple purchase orders from one invoice	Y	S	Accounts Payable	*	
670	AP	Invoice Processing	Allow multiple invoices to be received and processed for one purchase order	Y	S	Accounts Payable	*	
671	AP	Invoice Processing	System will automatically check for and prevent duplicate invoice numbers for the same vendor (don't pay same invoices twice)	Y	S	Accounts Payable	*	
672	AP	Invoice Processing	System allows files to be attached in the system to the invoice (scanned image of invoice)	Y	S	Accounts Payable	*	Via Tyler Content Manager
673	AP	Invoice Processing	System allows for terms and discount and will calculate/process automatically	Y	S	Accounts Payable	*	
674	AP	Invoice Processing	Allow partial payments against a single line even if quantity is one (contracts or lump sum)	Y	S	Accounts Payable	*	
675	AP	Refunds	System processes refunds to one time customers	Y	S	Accounts Payable	*	
676	AP	Refunds	System allows upload of refund payments from other system (examples: Megabyte (Property Tax System), permitting system, billing systems)	Y	S	Accounts Payable	*	Via standard invoice import
677	AP	Refunds	System allows upload of file to process mass refund payments	Y	S	Accounts Payable	*	Via standard invoice import
678	AP	Matching	Supports 2 way matching (purchase order, invoice)	Y	S	Accounts Payable	*	
679	AP	Matching	Supports 3 way matching (purchase order, invoice, packing slip/receiving doc)	Y	S	Accounts Payable	*	
680	AP	Matching	System provide workflow approval for invoice for services and other purchase goods/services without receipt	Y	S	Accounts Payable	*	
681	AP	Matching	Matching occurs at line item detail level	Y	S	Accounts Payable	*	
682	AP	Matching	System allows tolerance on PO price and invoice price for matching based on Percentage (example: invoice can't be greater than 110% of purchase order)	Y	S	Accounts Payable	*	
683	AP	Matching	System allows tolerance on PO price and invoice price for matching based on Percentage and limit (example: invoice can't be greater than 110% of purchase order or \$500 (whichever is greater)	Y	S	Accounts Payable	*	
684	AP	Matching	System provides notification when match does not occur	Y	S	Accounts Payable	*	
685	AP	Payment Process	After approval, schedule invoices for payment based on invoice date (example: 45 days after invoice date)	Y	S	Accounts Payable	*	
686	AP	Payment Process	After approval, schedule invoices for payment based on date entered by AP clerk	Y	S	Accounts Payable	*	
687	AP	Payment Process	After approval, schedule invoices for payment based on grouping of invoices (example: employee reimbursement)	Y	S	Accounts Payable, Employee Expense Reimbursement	*	
688	AP	Payment Process	System prints checks on blank check stock	Y	S	Accounts Payable	*	
689	AP	Payment Process	System produces check with business name	Y	S	Accounts Payable	*	
690	AP	Payment Process	System prints checks with MICR encoding	Y	S	Accounts Payable	*	
691	AP	Payment Process	System prints checks with electronic signatures	Y	S	Accounts Payable	*	
692	AP	Payment Process	System will pay vendors electronically (ACH, wire transfer, etc.) using standard NACHA formats (ctx)	Y	S	Accounts Payable	*	
693	AP	Payment Process	System allows printing of checks without any impact on other users in system	Y	S	Accounts Payable	*	
694	AP	Payment Process	System prints checks based on regular schedule	Y	S	Accounts Payable	*	
695	AP	Payment Process	System prints on-demand checks (single check printing)	Y	S	Accounts Payable	*	
696	AP	Payment Process	System includes memo line in checks (state character limits in comment section)	Y	S	Accounts Payable	*	250 characters via check stub comments
697	AP	Payment Process	System creates/sorts checks based upon chart of account information (example: fund or department)	Y	S	Accounts Payable	*	
698	AP	Payment Process	System creates/sorts checks based upon vendor name	Y	S	Accounts Payable	*	
699	AP	Payment Process	System creates/sorts checks based upon payment type (employee reimbursement, one time vendors, refund, etc.)	Y	S	Accounts Payable	*	
700	AP	Payment Process	System sends electronic remittance advice for ACH payments to vendor through email	Y	S	Accounts Payable	*	
701	AP	Payment Process	System allows users to reprint electronic remittance advice for ACH payment to vendor (note as duplicate)	Y	S	Accounts Payable	*	
702	AP	Payment Process	System combines multiple invoice payments onto one check (issue one check for multiple invoices in a single check run)	Y	S	Accounts Payable	*	
703	AP	Payment Process	System allows for separate checks to vendor (when paying multiple invoices and the vendor requests only one invoice per check)	Y	S	Accounts Payable	*	
704	AP	Payment Process	System itemizes invoices (including the vendor invoice number) on the remittance advice	Y	S	Accounts Payable	*	
705	AP	Payment Process	System allows users to place a payment on hold	Y	S	Accounts Payable	*	
706	AP	Payment Process	Users may enter a message for one specific vendor which appears on that specific check stub	Y	S	Accounts Payable	*	
707	AP	Payment Process	System supports positive pay	Y	S	Accounts Payable	*	
708	AP	Retention	System automatically calculates retention amount and removes from invoice	Y	S	Accounts Payable	*	
709	AP	Retention	System automatically applies retention amounts to invoice payments from vendor file	Y	S	Accounts Payable	*	
710	AP	Retention	System automatically applies retention amounts to invoice payments from contract	Y	S	Contract Management, Accounts Payable	*	
711	AP	Retention	System automatically applies retention amounts to invoice payments from purchase order	Y	S	Purchasing, Accounts Payable	*	
712	AP	Retention	System can release retention (by selected payments, amount)	Y	S	Accounts Payable	*	
713	AP	Void and Cancel	System allows user to cancel warrant and system makes all correct accounting entries to reverse payment, including contract balances	Y	S	Accounts Payable	*	

714	AP	Void and Cancel	System allows user to void check and re-issue replacement check	Y	S	Accounts Payable	*	
715	AP	Void and Cancel	System allows users to cancel current and prior fiscal year checks and have the system automatically credit back designated accounts (in correct fiscal year)	Y	S	Accounts Payable	*	
716	AP	Void and Cancel	System has capability to track and report on stale dated items	Y	S	Accounts Payable	*	
717	AP	Void and Cancel	Ability to verify TIN's, names, and addresses prior to 1099 reporting to correct minor spelling errors etc.	Y	S	Accounts Payable	*	
718	AP	Tax Reporting	Monitors cumulative payments to 1099 vendors	Y	S	Accounts Payable	*	
719	AP	Tax Reporting	On-demand 1099 form generation	Y	S	Accounts Payable	*	
720	AP	Tax Reporting	System generates 1099 for multiple entities	Y	S	Accounts Payable	*	
721	AP	Tax Reporting	Collects necessary information for generation of federal 1099s at year-end (both manually and per IRS approved file)	Y	S	Accounts Payable	*	
722	AP	Tax Reporting	System generates 1099-Misc	Y	S	Accounts Payable	*	
723	AP	Tax Reporting	System generates 1099-S	Y	S	Accounts Payable	*	
724	AP	Tax Reporting	System generates 1099-B and corrected IRS file	N	NS			
725	AP	Tax Reporting	System to print collected 1099 payments into appropriate reporting boxes, i.e., rent, non-employee compensation, etc.	Y	S	Accounts Payable	*	
726	AP	Tax Reporting	System generates 1099 with a name associated with federal ID	Y	S	Accounts Payable	*	
727	AP	Tax Reporting	System can produce electronic file to send 1099 and 1098 related forms to IRS	Y	S	Accounts Payable	*	
728	HR	Employee Master	System generates EEO report	Y	S	HR & Talent Management, Payroll w/ ESS	*	
729	HR	Employee Master	System tracks employee sex or identification	Y	S	HR & Talent Management, Payroll w/ ESS	*	
730	HR	Employee Master	System tracks hire date (on-board), service date (benefited), annual date (when evaluation should be done), seniority service date (all service, including part-time and not benefited), and total service date (career services/benefited for longevity)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
731	HR	Employee Master	System provides organizational chart data by individual, position, department, division	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Microsoft Visio assuming it is available
732	HR	Employee Master	System to track all positions an employee worked (history of all jobs)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
733	HR	Employee Master	System tracks class an employee is currently assigned (can be multiple), e.g., pay an employee different rates based on class	Y	S	HR & Talent Management, Payroll w/ ESS	*	
734	HR	Employee Master	System to track seniority dates in job classes	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on setup - either via longevity table or a user-defined field
735	HR	Employee Master	System tracks employee skills (e.g., Disaster Service Worker)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
736	HR	Personnel Actions	System supports decentralized entry of personnel actions, each with pre-defined business rules/workflow	Y	S	HR & Talent Management, Payroll w/ ESS	*	
737	HR	Personnel Actions	System effective dates employee transactions (example: add employee, remove employee, promote, etc.)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
738	HR	Personnel Actions	System accommodates comments or notes to be entered into personnel action	Y	S	HR & Talent Management, Payroll w/ ESS	*	
739	HR	Personnel Actions	System maintains history of all personnel actions	Y	S	HR & Talent Management, Payroll w/ ESS	*	
740	HR	Personnel Actions	System to allow users to track the status of the personnel action including current workflow status	Y	S	HR & Talent Management, Payroll w/ ESS	*	
741	HR	Personnel Actions	Each personnel action type can have different workflow approval type	Y	S	HR & Talent Management, Payroll w/ ESS	*	
742	HR	Personnel Actions	System allows identifying sequencing for multiple personnel actions that occur on same day, including multiple changes to salary that allows for compounding (example: provide % COLA first, and then \$.50 per hour merit increase)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
743	HR	Personnel Actions	Retro pay changes can accommodate multiple sequences	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on order of entry
744	HR	Personnel Actions	System to track and display salary ranges and step increases for personnel action changes	Y	S	HR & Talent Management, Payroll w/ ESS	*	
745	HR	Personnel Actions	System generates notifications to alert approver that a personnel action is required/pending	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	
746	HR	Personnel Actions	Upon approval of the personnel action and effective date reached, changes are automatically made to the employee record	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	
747	HR	New Hire	Information from applicant tracking system populates HR employee file	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	
748	HR	New Hire	System tracks completion of important tasks in hiring process (on boarding checklist)	Y	S	Recruiting, HR & Talent	*	
749	HR	New Hire	System tracks different checklist based on job classification	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	
750	HR	New Hire	System tracks different checklist based on department	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	
751	HR	New Hire	System tracks results of pre-employee screening and checklist step completion	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	Background check can be included as checklist step. Background check integration with JD Palatine and American Checked.
752	HR	New Hire	System tracks equipment assigned to employee, e.g., laptop, cell phone, etc.	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	Via user defined fields
753	HR	New Hire	System tracks network access for each employee	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	With user defined field
754	HR	New Hire	System provides self service for initial enrollment in benefits	Y	S	HR & Talent Management, Payroll w/ ESS	*	

755	HR	New Hire	System provides self service for on-line completion of W-4	Y	S	HR & Talent Management, Payroll w/ ESS	*	
756	HR	New Hire	System generates conditional and official offer letter with data from system	Y	S	Recruiting, HR & Talent Management, Payroll w/ ESS	*	Via Mail Merge/SSRS
757	HR	New Hire	System identifies and tracks incentive payments (e.g., signing bonus, moving payments, etc.)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
758	HR	New Hire	Generate employee file for Employee Development Department and Deferred Comp	Y	S	HR & Talent Management, Payroll w/ ESS	*	New Hire Action creates Employee Master record
759	HR	Separation	Upon separation, workflow notifies all appropriate departments (example: HR, Payroll, IT) of employee separation	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via checklist feature
760	HR	Separation	System provide separation checklist that notifies various departments of pending tasks (example: IT turn off network access)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
761	HR	Separation	System provides offboarding checklist (e.g., HR exit interview, generate notices)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
762	HR	Separation	System updates benefit carriers/TPAs with termination of benefit information (deferred compensation, CalPERS, dental, vision, FSA, etc.)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Benefits file export
763	HR	Separation	System automates COBRA processing	Y	S	HR & Talent Management, Payroll w/ ESS	*	User-initiated
764	HR	Performance Evaluation	Performance evaluations completed in the system for initial evaluation	Y	S	HR & Talent Management, Payroll w/ ESS	*	
765	HR	Performance Evaluation	Performance evaluations completed in the system for annual evaluation	Y	S	HR & Talent Management, Payroll w/ ESS	*	
766	HR	Performance Evaluation	Performance evaluations completed in the system for probationary periods	Y	S	HR & Talent Management, Payroll w/ ESS	*	
767	HR	Performance Evaluation	System to allow for unlimited type of evaluation factors (attendance, reliability)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
768	HR	Performance Evaluation	System tracks individual employee training and certification for performance evaluations	Y	S	HR & Talent Management, Payroll w/ ESS	*	Employee Training and Certifications can be tracked
769	HR	Performance Evaluation	System to allow for each job classification to have different evaluation factors and weights	Y	S	HR & Talent Management, Payroll w/ ESS	*	
770	HR	Performance Evaluation	System to allow for customized goals for each employee	Y	S	HR & Talent Management, Payroll w/ ESS	*	
771	HR	Performance Evaluation	System to allow for linking of employee goals against organization-wide goals	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on setup, manual add or default goals
772	HR	Performance Evaluation	System tracks employee goals against organization-wide goals (alignment of employee goals with organization's goals)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on setup, manual add or default goals
773	HR	Performance Evaluation	System allows for the reporting of employee goals and progress	Y	S	HR & Talent Management, Payroll w/ ESS	*	
774	HR	Performance Evaluation	System allows employees to complete self-evaluation	Y	S	HR & Talent Management, Payroll w/ ESS	*	
775	HR	Performance Evaluation	System tracks performance evaluation questions and evaluations (scores) for each question	Y	S	HR & Talent Management, Payroll w/ ESS	*	
776	HR	Performance Evaluation	System allows attachment of documents to performance evaluations	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Tyler Content Manager
777	HR	Performance Evaluation	System allows information to be entered into performance evaluation forms online	Y	S	HR & Talent Management, Payroll w/ ESS	*	
778	HR	Performance Evaluation	System performance evaluation form has weighted categories that are used to calculate overall score	Y	S	HR & Talent Management, Payroll w/ ESS	*	
779	HR	Performance Evaluation	System maintains schedule of performance evaluation by anniversary date (of hire into current position)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
780	HR	Performance Evaluation	System maintains schedule of performance evaluation by set number of months after promotion (probation period)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Can be done manually
781	HR	Performance Evaluation	System notifies employee, supervisor and other department staff when a probationary period is going to end	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via date alerts
782	HR	Performance Evaluation	System tracks conditional evaluations (continuous employment based on evaluation)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on setup - can be different eval type
783	HR	Performance Evaluation	System to build in due dates when evaluations are to be completed	Y	S	HR & Talent Management, Payroll w/ ESS	*	Scheduled Date and Completed Dates available within Evaluation record
784	HR	Performance Evaluation	System notifies supervisor that the evaluation is late	Y	S	HR & Talent Management, Payroll w/ ESS	*	Manager Self-Service displays started but not completed evals
785	HR	Performance Evaluation	Evaluation scores trigger personnel action for salary change in the system	Y	S	HR & Talent Management, Payroll w/ ESS	*	Evaluations percentile can be evaluated via the mass salary change program for salary increases
786	HR	Performance Evaluation	Salary change triggered without the completion of an evaluation if employee is eligible	Y	S	HR & Talent Management, Payroll w/ ESS	*	
787	HR	Performance Evaluation	Any pay adjustment resulting from an evaluation needs to follow personnel action workflow rules for approval	Y	S	HR & Talent Management, Payroll w/ ESS	*	
788	HR	Performance Evaluation	System notifies employee, supervisor and other department staff (example: department head, payroll clerk) of upcoming evaluation	Y-ND				Further analysis is needed to quote.
789	HR	Performance Evaluation	System performance evaluations are electronically routed to the appropriate users for approval via workflow and electronic signature	Y	S	HR & Talent Management, Payroll w/ ESS	*	Workflow approval record serves as electronic signature
790	HR	Performance Evaluation	System allows employee to comment and enter information on their evaluation (i.e., comments, approve, sign)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
791	HR	Performance Evaluation	System allows supervisor to edit evaluation during any stage, until it is finalized	Y	S	HR & Talent Management, Payroll w/ ESS	*	
792	HR	Performance Evaluation	System allows for an employee to appeal an evaluation	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Evaluation Acknowledgement Codes
793	HR	Performance Evaluation	Employees sign-off on their final evaluation electronically in the system	Y	S	HR & Talent Management, Payroll w/ ESS	*	
794	HR	Performance Improvement Plans	System tracks performance improvement plans for employees	Y	S	HR & Talent Management, Payroll w/ ESS	*	If done via evaluation process
795	HR	Disciplinary Actions	System tracks disciplinary actions on employees	Y	S	HR & Talent Management, Payroll w/ ESS	*	

796	HR	Disciplinary Actions	System tracks multiple types of disciplinary actions	Y	S	HR & Talent Management, Payroll w/ ESS	*	
797	HR	Disciplinary Actions	System tracks work improvement plans for employees	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on setup - can be different eval type
798	HR	Disciplinary Actions	System records follow up actions with notification to remind users of upcoming follow up action	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via case management
799	HR	Disciplinary Actions	System links disciplinary action to personnel action	Y	S	HR & Talent Management, Payroll w/ ESS	*	
800	HR	Disciplinary Actions	System can remove disciplinary action from file after set period of time if allowed	Y	S	HR & Talent Management, Payroll w/ ESS	*	Would require manual actions
801	HR	Disciplinary Actions	System tracks status of disciplinary actions, steps in the process and time served, if any	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via case management
802	HR	Disciplinary Actions	System allows attachment of documents to disciplinary action	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via case management
803	HR	Disciplinary Actions	System allows for "paper suspension" and use of leave in lieu of part or whole suspension (applies to County, not cities)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
804	HR	Grievances / Appeals	System facilitates a multi-step grievance tracking process	Y	S	HR & Talent Management, Payroll w/ ESS	*	
805	HR	Grievances / Appeals	System allows users to enter notes and track all grievances	Y	S	HR & Talent Management, Payroll w/ ESS	*	
806	HR	Grievances / Appeals	System allows attachment of documents to grievance	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Tyler Content Manager
807	HR	Skills / Licenses / Certifications	System tracks employee skills and competency information	Y	S	HR & Talent Management, Payroll w/ ESS	*	
808	HR	Skills / Licenses / Certifications	Proficiency level (in either numerical or alphabetical format)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
809	HR	Skills / Licenses / Certifications	System track an employee's memberships to professional organizations	Y	S	HR & Talent Management, Payroll w/ ESS	*	
810	HR	Skills / Licenses / Certifications	System tracks employee awards/honors	Y	S	HR & Talent Management, Payroll w/ ESS	*	
811	HR	Skills / Licenses / Certifications	System tracks employee continuing education requirements for certifications	Y	S	HR & Talent Management, Payroll w/ ESS	*	
812	HR	Skills / Licenses / Certifications	System provides notification for employees with expiring certifications	Y	S	HR & Talent Management, Payroll w/ ESS	*	
813	HR	Skills / Licenses / Certifications	System provides notification for employees not meeting continuing education requirements	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on setup
814	HR	Skills / Licenses / Certifications	System tracks employee testing information (test type, date, score, pass/fail)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
815	HR	Skills / Licenses / Certifications	System to track and alert when retesting needs to occur (track and alert re-test dates)	Y	S	HR & Talent Management, Payroll w/ ESS	*	If setup as a certification
816	HR	Skills / Licenses / Certifications	System allows attachment of documents, such as transcript, certification, etc. for each license/ certification/ degree	Y	S	HR & Talent Management, Payroll w/ ESS	*	Attachments via Tyler Content Manager
817	HR	Skills / Licenses / Certifications	System tracks license/certification requirements tied to classification as part of minimum qualification or additional pay	Y	S	HR & Talent Management, Payroll w/ ESS	*	Based on setup
818	HR	Training	System records training for employees	Y	S	HR & Talent Management, Payroll w/ ESS	*	
819	HR	Training	System records training for non-employees, e.g., volunteers	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via guest training
820	HR	Training	System tracks the following for testing type of test	Y	S	HR & Talent Management, Payroll w/ ESS	*	Recording of employee training results
821	HR	Training	System tracks the following for testing result (pass/fail or score)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
822	HR	Training	System tracks the following for testing frequency of test required	N	NS			
823	HR	Training	System can identify tests as required by department	N	NS			
824	HR	Training	System can identify tests as required by job classification	Y	S	HR & Talent Management, Payroll w/ ESS	*	
825	HR	Training	System can identify tests as required by certification	N	NS			
826	HR	Training	System alerts users of upcoming testing and training dates	N	NS			
827	HR	Training	System to provide a receipt of notification that employees were notified (and read) of training information (date of course, course, etc.)	N	NS			
828	HR	Training	Training requirements can be set for department	Y	S	HR & Talent Management, Payroll w/ ESS	*	
829	HR	Training	Training requirements can be set for job classification	Y	S	HR & Talent Management, Payroll w/ ESS	*	
830	HR	Training	Training requirements can be set for position	Y	S	HR & Talent Management, Payroll w/ ESS	*	
831	HR	Training	Training requirements can be set for certification/license	Y	S	HR & Talent Management, Payroll w/ ESS	*	
832	HR	Training	Manager can designate required training for specific employee or group of employees (or all)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
833	HR	Training	System to track the number of trainings courses have been offered	Y	S	HR & Talent Management, Payroll w/ ESS	*	
834	HR	Training	System to track the number of trainings by discipline (track training course in Health/CPR training)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
835	HR	Safety	System tracks ergonomic evaluation requests and status	N	NS			
836	HR	Safety	System tracks drug testing (for commercial vehicle drivers)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Substance Testing
837	HR	Safety	System tracks medical certification (for commercial vehicle drivers)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
838	HR	Safety	System allows status change (active/inactive) based on result of random drug test	Y	S	HR & Talent Management, Payroll w/ ESS	*	Employee Active Status can be changed by authorized user, not automated
839	HR	Safety	System tracks incidents, status, including actions taken by the supervisor	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via case management

840	HR	EEO Reporting	System tracks ADA requests	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via user defined fields
841	HR	EEO Reporting	System tracks ADA outcome/decision or accommodation	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via user defined fields
842	POS	Position Set Up	System maintains information on job classification and position	Y	S	HR & Talent Management, Payroll w/ ESS	*	
843	POS	Position Set Up	Positions are assigned to job classifications	Y	S	HR & Talent Management, Payroll w/ ESS	*	
844	POS	Position Set Up	Job classifications can be grouped in a series	I				Additional information required on this requirement in order to respond accurately.
845	POS	Position Set Up	System allows creation of positions within each job classification	Y	S	HR & Talent Management, Payroll w/ ESS	*	
846	POS	Position Set Up	System allows flexible staffing for allocating positions within a job classification	Y	S	HR & Talent Management, Payroll w/ ESS	*	Assuming use of position FTE
847	POS	Position Set Up	System tracks employee benefits tied to authorized classification	Y	S	HR & Talent Management, Payroll w/ ESS	*	Can setup benefit eligibility based on job class
848	POS	Position Set Up	System allows split funded position (funded from multiple accounts/departments/programs)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
849	POS	Position Set Up	System tracks history of all position changes (reclassification)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
850	POS	Position Set Up	System maintains position supervisor relationships and creates org chart	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Microsoft Visio assuming it is available
851	POS	Position Set Up	System allows multiple positions in each job classification	Y	S	HR & Talent Management, Payroll w/ ESS	*	
852	POS	Position Set Up	System identifies each position by an unique position control number	Y	S	HR & Talent Management, Payroll w/ ESS	*	
853	POS	Position Set Up	System ties position to funding source / chart of account information	Y	S	HR & Talent Management, Payroll w/ ESS	*	
854	POS	Position Set Up	System allows split funded position (funded from multiple accounts / departments / programs)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
855	POS	Position Set Up	System tracks history for changes to position	Y	S	HR & Talent Management, Payroll w/ ESS	*	
856	POS	Position Set Up	System allows for position reclassification (moving position to different classification)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
857	POS	Position Set Up	System stores default schedule for each position	Y	S	HR & Talent Management, Payroll w/ ESS	*	
858	POS	Position Set Up	Positions can be set to require certification and training	Y	S	HR & Talent Management, Payroll w/ ESS	*	
859	POS	Position Set Up	System to report all employees that have held a position	Y	S	HR & Talent Management, Payroll w/ ESS	*	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
860	POS	Position Control	System requires each employee to be placed in a position	Y	S	HR & Talent Management, Payroll w/ ESS	*	Configurable by Job Class
861	POS	Position Control	One employee can have multiple positions	Y	S	HR & Talent Management, Payroll w/ ESS	*	
862	POS	Position Control	Multiple employees can share a single position	Y	S	HR & Talent Management, Payroll w/ ESS	*	
863	POS	Position Control	System can set FTE limit for position (not always 1)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
864	POS	Position Control	System prevents FTE limit from being exceeded without proper approval	Y	S	HR & Talent Management, Payroll w/ ESS	*	
865	POS	Position Control	System can set headcount limit for position (not always 1)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
866	POS	Position Control	System prevents headcount limit from being exceeded without proper approval	Y	S	HR & Talent Management, Payroll w/ ESS	*	
867	POS	Position Control	System to stop salary adjustments to go outside the allowed salary range	Y	S	HR & Talent Management, Payroll w/ ESS	*	
868	TE	Time Entry	Employees can enter time in system by punch-in, punch-out	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
869	TE	Time Entry	Employees can charge time to different projects and time codes	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
870	TE	Time Entry	Employees can enter time through direct entry on an online timesheet	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
871	TE	Time Entry	Employees can utilize external/mobile devices for time entry	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
872	TE	Time Entry	System allows employees to add comments on a per hour basis (e.g., FEMA coding for emergency/disaster)	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	GL accounts can be associated with hours in order to categorize time spent
873	TE	Time Entry	System generates report for Form 214 requirements (FEMA)	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	Assuming data needed for 214 report is tracked in Munis, SQL Server Reporting Services can be used to generate report.
874	TE	Time Entry	System provides workflow for review and approval of timesheets	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	

875	TE	Time Entry	Allow for supervisory approval of time on a daily basis	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
876	TE	Time Entry	Additional workflow rules can be applied if hours are entered to a special project	Y-ND		ExecuTime Time & Attendance		
877	TE	Time Entry	Allow for supervisory approval of time on a pay period basis	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	THIS COMMENT APPLIES TO ABOVE ITEM 876 (comment box would not expand): Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
878	TE	Time Entry	System supports exception based workflow (alternate path) for approvals	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	Alternate approvers can be defined
879	TE	Time Entry	System supports multiple approvals for timesheets or individual timesheet	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
880	TE	Time Entry	System allows for the workflow approval of vacation or requests of time off	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
881	TE	Time Entry	System to send out alerts/reminders to employee and supervisor that timecards incomplete	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	Manager self service identifies employees who have not submitted time sheets. SQL Server Reporting Services can be used to report on those employees who have not submitted time and can be emailed to employees
882	TE	Time Entry	System allows for timesheet level approval of leave (e.g. weather emergency where no leave request was submitted)	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
883	TE	Time Entry	System to allow employees to decide if they want to take comp time or OT when entering / processing time	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
884	TE	Time Entry	Business rules in timesheet automatically apply correct shift differential	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
885	TE	Time Entry	Business rules in timesheet automatically apply correct overtime	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
886	TE	Time Entry	Business rules in timesheet automatically apply correct holiday pay	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
887	TE	Time Entry	Business rules for timesheets can vary by employee type	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
888	TE	Time Entry	Business rules for timesheets can vary by employee union	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	Timesheet business rules can be set up by employee type/group
889	TE	Time Entry	Time can be entered manually for those cases where business rules cannot be codified	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
890	TE	Time Entry	Overtime is applied to each employee group (e.g. union)	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
891	TE	Time Entry	System will calculate the FLSA overtime earnings benefit based on the actual work hours by user-defined period by employee	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
892	TE	Time Entry	System to track and flag when taking comp time is not allowed by business rule (comp time is eligible for some pay types, not others)	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	Pay code can be flagged as eligible for comp time
893	TE	Time Entry	System allows user to define eligible pay types applied as hours worked for OT purposes by job classification	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
894	TE	Time Entry	Overtime is applied to any hours worked in excess of scheduled hours for the day	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
895	TE	Time Entry	Overtime is applied to any hours worked in excess of 40 hours per week	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
896	TE	Time Entry	Shift differential applied if minimum number of hours worked fits within shift period (shift differential applied to only hours worked after set time)	Y	S	ExecuTime Time & Attendance	*	
897	TE	Time Entry	Shift differential is applied to hours worked only	Y	S	ExecuTime Time & Attendance	*	Can apply shift premiums based on time of day in the standard rules engine

ATTACHMENT 2

898	TE	Time Entry	System needs to maintain multiple holiday calendars, including the ability to override time sheet rules	Y	S	ExecuTime Time & Attendance	*	ExecuTime can allow multiple holidays (and multiple instances of the same holiday) to be tracked at different hourly amounts (i.e. for different MOUs or different lengths of shifts) for different groups of employees, and can default these holidays into the appropriate employees' electronic timesheets to save time and effort.
899	TE	Time Entry	System maintains holiday schedule and automatically applies holiday pay rules and updates employee timesheet based on eligibility rules	Y	S	ExecuTime Time & Attendance	*	Holiday pay can be applied based on one of the following: 1) a flat duration of hours, 2) number of hours scheduled to work, 3) holiday worked premium when a clock in/out exists on a holiday
900	TE	Time Entry	System should have a flexible accrual system that can meet each MOU's specific accrual rates. (Get number of groups and classifications)	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
901	TE	Time Entry	System allows for waived benefits and employee eligible for cash in lieu (CIL) amount as per rep unit/MOU	Y	S	Payroll w/ ESS, ExecuTime Time & Attendance, HR & Talent Management	*	
902	TE	Time Entry	System defaults to paying overtime after the comp time cap is met based on MOU	Y	S	ExecuTime Time & Attendance	*	ExecuTime allows for a comp time cap to be set to "warn" staff if that cap is being exceeded, and an employee or supervisor can then adjust the timesheet entry to reflect "overtime" accordingly. This adjustment would require human intervention.
903	TA	Scheduling	System accommodates 9/80 work schedules	Y	S	ExecuTime Advanced Scheduling	*	
904	TA	Scheduling	System accommodates 8/10 work schedules	Y	S	ExecuTime Advanced Scheduling	*	
905	TA	Scheduling	System accommodates 4/10 work schedules	Y	S	ExecuTime Advanced Scheduling	*	
906	TA	Scheduling	System allows creation of flexible work schedules by defining hours worked per day by week	Y	S	ExecuTime Advanced Scheduling	*	
907	TA	Scheduling	System allows creation of flexible work schedules by defining hours worked per day by 2-week period	Y	S	ExecuTime Advanced Scheduling	*	
908	TA	Scheduling	System allows creation of flexible work schedules by defining hours worked per day by month	Y	S	ExecuTime Advanced Scheduling	*	
909	TA	Scheduling	System allows schedules with user defined number of hours per day (6, 9, 10, 11, 12, 13, etc.)	Y	S	ExecuTime Advanced Scheduling	*	
910	TA	Scheduling	System allows schedules with user defined number of hours per week (37.5 hours)	Y	S	ExecuTime Advanced Scheduling	*	
911	TA	Scheduling	System supports 48/96 work schedules	Y	S	ExecuTime Advanced Scheduling	*	
912	TA	Scheduling	System supports non-standard schedules including: 4/10, 9/80, 48/96	Y	S	ExecuTime Advanced Scheduling	*	
913	TA	Scheduling	System supports non-standard schedules of 75/85 (first two weeks 75 and next two weeks 85 for Police)	Y	S	ExecuTime Advanced Scheduling	*	
914	TA	Scheduling	System supports a guaranteed rate of pay in spite of hours worked (37.5 hours schedule)	Y	S	Payroll w/ ESS, ExecuTime	*	
915	TA	Scheduling	System supports non-standard time schedules	Y	S	ExecuTime Advanced Scheduling	*	
916	TA	Scheduling	System allows scheduling of hours differently in the weeks of a bi-weekly pay period	Y	S	ExecuTime Advanced Scheduling	*	
917	TA	Scheduling	Accommodates light duty, restricted duty, etc. schedules	Y	S	ExecuTime Advanced Scheduling	*	
918	TA	Scheduling	Accommodates fluctuating work weeks (32/48, 35/45, 9/80) and monitors against FLSA guidelines	Y	S	ExecuTime Advanced Scheduling	*	
919	BEN	General Requirements	System maintains flex spending (e.g., medical, dependent care, transit, etc.)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
920	BEN	General Requirements	System maintains retirement plans information	Y	S	HR & Talent Management, Payroll w/ ESS	*	
921	BEN	General Requirements	System maintains 457 plans information	Y	S	HR & Talent Management, Payroll w/ ESS	*	
922	BEN	General Requirements	System maintains both employee and employer cost for each plan	Y	S	HR & Talent Management, Payroll w/ ESS	*	
923	BEN	General Requirements	System allows for mass plan updates	Y	S	HR & Talent Management, Payroll w/ ESS	*	
924	BEN	Benefit Set Up	System maintains multiple benefit plans, with each having multiple options	Y	S	HR & Talent Management, Payroll w/ ESS	*	
925	BEN	Benefit Set Up	System tracks benefits and manages payroll deductions for benefits for employees	Y	S	HR & Talent Management, Payroll w/ ESS	*	
926	BEN	Benefit Set Up	System allows benefit amounts to differ by job classification, pay group, and bargaining unit	Y	S	HR & Talent Management, Payroll w/ ESS	*	Benefits can be defaulted by job class and benefits enrollment choices can be set up by group
927	BEN	Benefit Eligibility	System automatically determines employee eligibility by employee status (full time vs. not full time)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
928	BEN	Benefit Eligibility	System automatically determines employee eligibility by job class (one bargaining unit may be in different plan)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
929	BEN	Benefit Eligibility	System determines benefit eligibility based on employee home zip code (Kaiser, Bay Area Kaiser, out of State Kaiser (retirees))	N	NS			
930	BEN	Beneficiaries/Dependents	System tracks history of all dependents changes	Y	S	HR & Talent Management, Payroll w/ ESS	*	

931	BEN	Deductions	Benefit deductions to occur for each pay period	Y	S	HR & Talent Management, Payroll w/ ESS	*	
932	BEN	Deductions	Benefit deductions to occur for 1st pay period of the month	Y	S	HR & Talent Management, Payroll w/ ESS	*	
933	BEN	Deductions	Benefit deductions to occur for 2nd pay period of the month	Y	S	HR & Talent Management, Payroll w/ ESS	*	
934	BEN	Deductions	Benefit deductions to occur for 3rd pay period of the month	Y	S	HR & Talent Management, Payroll w/ ESS	*	
935	BEN	Deductions	Deduction rate can be set as a flat amount	Y	S	HR & Talent Management, Payroll w/ ESS	*	
936	BEN	Deductions	Deduction amount/rate can be set as a percentage of eligible pay (not all pay code types would be eligible)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
937	BEN	Deductions	System tracks maximum deduction amounts and tracks deduction totals against maximum allowed per pay period	Y	S	HR & Talent Management, Payroll w/ ESS	*	
938	BEN	Deductions	System tracks maximum deduction amounts and tracks deduction totals against maximum allowed per year	Y	S	HR & Talent Management, Payroll w/ ESS	*	
939	BEN	Deductions	System tracks accumulated payments across multiple plans when comparing against a maximum amount	Y	S	HR & Talent Management, Payroll w/ ESS	*	
940	BEN	Deductions	System tracks deductions not taken (e.g., LWOP status)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
941	BEN	Deductions	System allows employee to choose and certify method of deductions repayment back to County/City	N	NS			
942	BEN	Deductions	System can set priority for benefit deductions	Y	S	HR & Talent Management, Payroll w/ ESS	*	
943	BEN	Benefit Plan Administration	System allows all changes to benefit plans, rates, and eligibility be made through effective dating	Y	S	HR & Talent Management, Payroll w/ ESS	*	
944	BEN	Benefit Plan Administration	System allows changes in premium amounts to be made with effective dating	Y	S	HR & Talent Management, Payroll w/ ESS	*	
945	BEN	Benefit Plan Administration	System tracks retiree medical benefits associated with MOUs	Y	S	HR & Talent Management, Payroll w/ ESS	*	
946	BEN	Benefit Plan Administration	System processes benefit payments for retirees	Y	S	HR & Talent Management, Payroll w/ ESS	*	
947	BEN	Benefit Self Service	System allows employees to view the benefit elections	Y	S	HR & Talent Management, Payroll w/ ESS	*	
948	BEN	Benefit Self Service	System allows web portal for employees to select benefit options for initial and open enrollment	Y	S	HR & Talent Management, Payroll w/ ESS	*	
949	BEN	Benefit Self Service	System provides web portal for employees to update benefit elections for qualifying life events	Y	S	HR & Talent Management, Payroll w/ ESS	*	
950	BEN	Benefit Self Service	System determines employee eligibility and only offers eligible benefit packages to employees through self service	Y	S	HR & Talent Management, Payroll w/ ESS	*	
951	BEN	Benefit Self Service	Employees using self service for open enrollment can re-select all benefit elections	Y	S	HR & Talent Management, Payroll w/ ESS	*	
952	BEN	Benefit Self Service	Employees using self service for open enrollment can confirm existing benefit elections (selections from previous year are carried over)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
953	BEN	Benefit Self Service	Employees not entering self service for open enrollment have previous selections applied to next year, except for flexible spending and cash in lieu	Y	S	HR & Talent Management, Payroll w/ ESS	*	
954	BEN	Benefit Self Service	System identifies employees that have not yet re-enrolled and provides notification to HR and/or employee	Y	S	HR & Talent Management, Payroll w/ ESS	*	
955	BEN	Benefit Self Service	System provides notifications to employees that they need to re-enroll during open enrollment	Y	S	HR & Talent Management, Payroll w/ ESS	*	
956	BEN	Benefit Self Service	Employees can make changes to dependents through self service	Y	S	HR & Talent Management, Payroll w/ ESS	*	
957	BEN	Benefit Self Service	Changes made through self service are routed through workflow for approval	Y	S	HR & Talent Management, Payroll w/ ESS	*	
958	BEN	Benefit Self Service	Employees are able to attach documentation if necessary to benefit elections, dependent information, or qualifying life events (e.g., birth certificate)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
959	BEN	Benefit Self Service	System to allow checklists be used to track required documents for benefit plan enrollment and changes	Y	S	HR & Talent Management, Payroll w/ ESS	*	Attachment requirements can be set to require documentation during enrollment
960	BEN	Benefit Self Service	System to provide a benefit calculator for what-if calculations and projections	Y	S	HR & Talent Management, Payroll w/ ESS	*	
961	PAY	General Requirements	System should allow the expenditures and benefits be divided between two fiscal years if pay period falls between two fiscal years	Y	S	HR & Talent Management, Payroll w/ ESS	*	
962	PAY	General Requirements	System supports ACA reporting to employees and the IRS	Y	S	HR & Talent Management, Payroll w/ ESS	*	
963	PAY	General Requirements	System supports CalPERS requirements on wage reporting	Y	S	HR & Talent Management, Payroll w/ ESS	*	
964	PAY	General Requirements	System supports effective dating as needed for payroll and HR changes	Y	S	HR & Talent Management, Payroll w/ ESS	*	Where applicable
965	PAY	Salary Administration	System supports step (longevity) and grade (job classification/type) salary structure	Y	S	HR & Talent Management, Payroll w/ ESS	*	
966	PAY	Salary Administration	System support step (longevity) increases for non-career employees (it is based on total hours worked during a particular period)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
967	PAY	Salary Administration	System flags employees with 160 consecutive hours or more of LWOP (those employees do not receive step increases)	Y	S	HR & Talent Management, Payroll w/ ESS	*	SQL Server Reporting Services can be used to identify employees - A report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
968	PAY	Salary Administration	System to track individual step (longevity) increases	Y	S	HR & Talent Management, Payroll w/ ESS	*	
969	PAY	Salary Administration	System records hourly rate for every employee by base salary	Y	S	HR & Talent Management, Payroll w/ ESS	*	

970	PAY	Salary Administration	System records hourly rate for every employee by base salary, special pay, and health in lieu	Y	S	HR & Talent Management, Payroll w/ ESS	*	
971	PAY	Salary Administration	System generates calculation for Fire FSLA for premium and overtime pay	Y	S	HR & Talent Management, Payroll w/ ESS	*	
972	PAY	Salary Administration	System supports salary range (employee salary falls between min and max)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
973	PAY	Salary Administration	System supports mass change for COLA on step grade and/or salary ranges	Y	S	HR & Talent Management, Payroll w/ ESS	*	
974	PAY	Salary Administration	Changes to salary tables made through effective dating	Y	S	HR & Talent Management, Payroll w/ ESS	*	
975	PAY	Salary Administration	System adjusts employees below the maximum salary to the maximum (Y-rated) (employee won't receive COLA until COLA amount is greater than salary cap)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Mass Salary change process
976	PAY	Salary Administration	System should allow adjustment to employees wages and labor distributions to the previous pay periods, with appropriate approval/security	Y	S	HR & Talent Management, Payroll w/ ESS	*	
977	PAY	Salary Administration	System allows for employees to work in a higher class for a specific date range	Y	S	HR & Talent Management, Payroll w/ ESS	*	
978	PAY	Salary Administration	System flags employees who are eligible to work in a higher class based on minimum qualifications	Y	S	HR & Talent Management, Payroll w/ ESS	*	
979	PAY	Salary Administration	System tracks and restricts out of class hours up to a threshold per employee	Y	S	Payroll w/ ESS	*	Via pay code setup
980	PAY	Deductions	System handles deduction frequency on off cycle pay (on demand)	Y	S	Payroll w/ ESS	*	
981	PAY	Deductions	System tracks effective dates, e.g., start and stop dates, for benefit deductions	Y	S	Payroll w/ ESS	*	
982	PAY	Deductions	System tracks limit to deductions by year (System automatically stops taking deduction after limit is reached)	Y	S	Payroll w/ ESS	*	
983	PAY	Deductions	System will provide invoice to employees with deductions and garnishments greater than compensation	Y	S	Payroll w/ ESS	*	
984	PAY	Deductions	System will alert and track for employees with net pay less than benefit deductions (negative check)	Y	S	Payroll w/ ESS	*	
985	PAY	Deductions	System can prioritize deductions	Y	S	Payroll w/ ESS	*	
986	PAY	Deductions	System integrates to accounts payable and generates checks for deductions (to pay amount deducted to provider/vendor)	Y	S	Payroll w/ ESS	*	
987	PAY	Garnishments	System records garnishments on employee and can accommodate multiple garnishments with priority order	Y	S	Payroll w/ ESS	*	
988	PAY	Garnishments	System calculates garnishment as percentage of disposable income or flat amount	Y	S	Payroll w/ ESS	*	
989	PAY	Garnishments	Garnishments withheld and paid to appropriate agency/organization through accounts payable (integration between garnishment and accounts payable)	Y	S	Payroll w/ ESS, Accounts Payable	*	
990	PAY	Special Pay	System supports rates for special pays, shift differentials, and other add-to-pays	Y	S	Payroll w/ ESS	*	
991	PAY	Special Pay	System calculates add-to-pays and special pay amounts every pay period	Y	S	Payroll w/ ESS	*	
992	PAY	Special Pay	System will automatically calculate income tax for special pay / bonus	Y	S	Payroll w/ ESS	*	
993	PAY	Special Pay	System will accurately calculate tax withholding for special pays and bonuses	Y	S	Payroll w/ ESS	*	
994	PAY	Special Pay	Special pay/add-to-pay is calculated as flat amount	Y	S	Payroll w/ ESS	*	
995	PAY	Special Pay	Special pay/add-to-pay is calculated as percentage of eligible pay (identify eligible pay for each special pay by pay code)	Y	S	Payroll w/ ESS	*	
996	PAY	Special Pay	Special pay is calculated as percentage of another job classification	Y	S	Payroll w/ ESS	*	
997	PAY	Special Pay	System to accommodate two pay rates during same period	Y	S	Payroll w/ ESS	*	
998	PAY	Special Pay	System automatically applies imputed income for employees receiving non-cash benefits	Y	S	Payroll w/ ESS	*	
999	PAY	Special Pay	System captures PERS contribution for both employees and employers	Y	S	Payroll w/ ESS	*	
1000	PAY	Special Pay	System captures PERS contribution for both employees and employers per fiscal year (rate change in one year)	Y	S	Payroll w/ ESS	*	
1001	PAY	Holiday Pay	System stores multiple rates for holiday pay depending on pay code	Y	S	Payroll w/ ESS	*	
1002	PAY	Leave Accruals	Leave accruals can be different for employees with different levels of service	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1003	PAY	Leave Accruals	Leave accruals for executive positions can be set with different level of service than other employee groups/positions	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1004	PAY	Leave Accruals	Employees leave accrual are earned based on hours worked per pay period (earn X hours of leave per pay period)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1005	PAY	Leave Accruals	System allows manual corrections to leave accrual balances on an individual employee basis	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1006	PAY	Leave Accruals	Employees earn 1 hour of sick time for every 30 hours worked (California Healthy Workplaces, Healthy Families Act of 2014)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1007	PAY	Leave Accruals	Employees receive 24 hours of sick time for part-time/extra help if under 40 hours (California Healthy Workplaces, Healthy Families Act of 2014)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1008	PAY	Leave Accruals	Leave earned in hours	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1009	PAY	Leave Accruals	Employees only earn leave when active for the full pay period	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1010	PAY	Leave Accruals	Employees earn leave on a prorated basis when not active for full pay period	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1011	PAY	Leave Accruals	System tracks eligible part time employees' (partially benefited) accruals based on total hours worked	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1012	PAY	Leave Accruals	System tracks comp time for employees	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1013	PAY	Leave Accruals	System applies leave payout when employees reach comp time maximum	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via accrual buyout process
1014	PAY	Leave Accruals	System tracks comp time maximum for employee for calendar year (144 hours) (e.g., can't earn and burn)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1015	PAY	Leave Accruals	Comp time can be earned at straight rate or rate equal to 1.5 time hours worked (1 hour of overtime worked = 1.5 hours of comp time)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1016	PAY	Leave Accruals	Allow for a stand-by/callback comp time (1.5 hours)	Y	S	HR & Talent Management, Payroll w/ ESS	*	

1017	PAY	Leave Accruals	Leave balances can be set to roll over depending on leave type at end of anniversary year	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1018	PAY	Leave Accruals	Leave balances can be set to roll over depending on leave type at end of calendar year	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1019	PAY	Leave Accruals	Leave balances can be set to roll over depending on leave type at end of specified date	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1020	PAY	Leave Accruals	Leave balances can be set to not roll over depending on leave type at end of anniversary year	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1021	PAY	Leave Accruals	Leave balances can be set to not roll over depending on leave type at end of calendar year	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1022	PAY	Leave Accruals	Leave balances can be set to not roll over depending on leave type at end of specified date	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1023	PAY	Leave Accruals	Balances can be capped at maximum amount at any time	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1024	PAY	Leave Accruals	Balances can be capped at maximum amount at anniversary date	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1025	PAY	Leave Accruals	Balances can be capped at maximum amount on specified date	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1026	PAY	Leave Accruals	Balances can be capped at maximum amount at end of calendar year	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1027	PAY	Leave Accruals	Balances can be capped at fixed amount	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1028	PAY	Leave Accruals	Balances can be capped differently based on employee group (e.g., miscellaneous, hourly recreational)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1029	PAY	Leave Accruals	Balances can be capped differently based on MOUs	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1030	PAY	Leave Accruals	System notifies employee when leave balance cap is reached	Y	S	HR & Talent Management, Payroll w/ ESS	*	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
1031	PAY	Leave Accruals	All leave balances (period beginning, earned, used, adjusted, and period ending) are printed on pay stub	Y	S	HR & Talent Management, Payroll w/ ESS	*	Beginning, Earned, Used, Ending
1032	PAY	Leave Accruals	System allows user to have negative leave accrual balance if allowed	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1033	PAY	Leave Accruals	System can prevent new employees from taking comp, vacation, and floating holiday during first 6, 9, or 12 months of employment (applies to Napa and American Canyon)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1034	PAY	Leave Accruals	Requests for negative leave accrual require workflow approval	Y	S	HR & Talent Management, Payroll w/ ESS	*	Workflow would not be unique to just negative, leave requests in general can be setup with workflow approval
1035	PAY	Leave Accruals	System allows comp time to be earned up to limit	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1036	PAY	Leave Accruals	If comp time hours reach a threshold (e.g., 100 hours - City of Napa, 120 hours - City of American Canyon, and 240 hours - Napa County), then employee OT is earned at a rate of 1 hour to 1.5 hours	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1037	PAY	Leave Accruals	System allows users to earn credit hours	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1038	PAY	Leave Accruals	System to allow exempt employees to get credit hours for hours over 40 (OT) (Police & Fire)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1039	PAY	Leave Accruals	Exempt employees can earn credit hours - max at 24 hours in a pay period.	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1040	PAY	Leave Accruals	Track LWOP in relation to seniority lists	N	NS			
1041	PAY	Leave Accruals	System to deduct LWOP from employees on seniority list	N	NS			Not an automatic process
1042	PAY	Leave Accruals	System to deduct suspension hours from seniority list	N	NS			Not an automatic process
1043	PAY	Leave Accruals	System allows for leave accrual options for position by MOU	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1044	PAY	Leave Accruals	System tracks catastrophic leave	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via accrual setup
1045	PAY	Leave Accruals	System allows employees to donate leave to citywide bank for employees (Napa's catastrophic leave program)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1046	PAY	Leave Accruals	System allows eligible employees to deduct from leave bank for union business	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1047	PAY	Leave Payout	System allows leave accruals to be sold back (e.g., Fire). For example, employee gives back sick/vacation hours for \$ amount.	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1048	PAY	Leave Payout	System converts comp time to payout at year-end	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1049	PAY	Leave Payout	System converts comp time to payout at milestones (e.g. promotion to rep unit change)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via accrual buyout process
1050	PAY	Leave Payout	System converts accrued sick time to vacation leave	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1051	PAY	Leave Payout	System converts accrued vacation time to payout based on bargaining unit conversion rates	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1052	PAY	Layoff	System tracks flex placement, y-rate of position, and re-employment status (related to layoffs)	Y	S	HR & Talent Management, Payroll w/ ESS	*	With proper payroll setup
1053	PAY	FMLA	System tracks FMLA leave	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1054	PAY	FMLA	System tracks FMLA leave taken on rolling 12 month calendar	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1055	PAY	FMLA	System accommodates forward and backward rolling calendars	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1056	PAY	FMLA	System tracks multiple leave periods (multiple FMLA periods within rolling 12 month)	Y	S	HR & Talent Management, Payroll w/ ESS	*	

1057	PAY	FMLA	System tracks FMLA eligibility, e.g., worked appropriate number of hours	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1058	PAY	FMLA	System allows notifications to be generated, e.g., FMLA approval, denial, extension notices	N	NS			
1059	PAY	FMLA	System allows employees to take FMLA leave and sick leave (or other leave type) at the same time	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1060	PAY	FMLA	System tracks FMLA leave taken intermittently (example: FMLA leave taken every other day of leave period)	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1061	PAY	FMLA	System tracks and reviews/approves of non-FMLA (exhausted 12 week FMLA)	Y	S	HR & Talent Management, Payroll w/ ESS	*	Via Accruals
1062	PAY	FMLA	System tracks employees that have taken FMLA	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1063	PAY	FMLA	System tracks when the physician approved FMLA and when the employee starts to take FMLA	Y	S	HR & Talent Management, Payroll w/ ESS	*	This can be accomplished via User Defined Fields. Physician documentation can be archived via TCM.
1064	PAY	FMLA	System tracks end dates and restricts use of FMLA based on FMLA certification provided by physician	N	NS			This would be enforced through accruals and is not directly tied to physician certification.
1065	PAY	FMLA	System calculates time coordination with wage replacement benefits	I				More information is required in order to respond accurately.
1066	RISK	Risk Management	System used to track all incidents/injuries	Y	S	Risk Management, HR & Talent Management	*	
1067	RISK	Risk Management	System relates injuries/incidents to claims	Y	S	Risk Management, HR & Talent Management	*	
1068	RISK	Risk Management	System allows users to enter notes on claim and incident records	Y	S	Risk Management, HR & Talent Management	*	
1069	RISK	Risk Management	System allows users to track actions made on the claim including dates, actions, follow up dates)	Y	S	Risk Management, HR & Talent Management	*	
1070	RISK	Risk Management	System allows users to upload documents to incidents/claims	Y	S	Risk Management, HR & Talent Management	*	Via Tyler Content Manager
1071	RISK	Risk Management	System provides notification for follow up actions	Y	S	Risk Management, HR & Talent Management	*	
1072	RISK	Risk Management	System provides notification to TPA of reported injuries/ incidents	Y	S	Risk Management, HR & Talent Management	*	Report can be constructed by client utilizing the provided SQL Server Reporting Services (SSRS) toolset or created by Tyler's Professional Services group for a fee.
1073	RISK	Risk Management	System uploads file from TPA with claim information to update injury/ incident	Y-ND				Further analysis is needed to quote.
1074	RISK	Risk Management	System provides notification (to employee, supervisor, and HR) of maximum time reached for restricted duty	N	NS			
1075	RISK	Risk Management	System can track date of injury, worker compensation dates, and place (body part) of injury	Y	S	Risk Management, HR & Talent Management	*	
1076	RISK	Risk Management	System can attach multiple documents related to workers compensation and risk/safety	Y	S	Risk Management, HR & Talent Management	*	
1077	RISK	Risk Management	System tracks general liability claims	Y	S	Risk Management, HR & Talent Management	*	
1078	RISK	Restricted Duty	System tracks accommodations for each incident/claim (work accommodations, start/end date, alternate duty, etc.)	Y	S	Risk Management, HR & Talent Management	*	
1079	RISK	Restricted Duty	System tracks multiple accommodation start/end date per case	Y	S	Risk Management, HR & Talent Management	*	
1080	RISK	Restricted Duty	System tracks maximum time for restricted duty	Y	S	Risk Management, HR & Talent Management	*	
1081	PAY	Payroll Processing	Payroll process bi-weekly	Y	S	Payroll w/ ESS	*	
1082	PAY	Payroll Processing	Payroll process bi-monthly (Calistoga)	Y	S	Payroll w/ ESS	*	
1083	PAY	Payroll Processing	Payroll to process off cycle	Y	S	Payroll w/ ESS	*	
1084	PAY	Payroll Processing	Payroll to process monthly pay in same cycle	Y	S	Payroll w/ ESS	*	
1085	PAY	Payroll Processing	Payroll to process separately for public safety retiree and operational employees	Y	S	Payroll w/ ESS	*	
1086	PAY	Payroll Processing	System will process pay for one employee with multiple jobs and employee will receive one paycheck	Y	S	Payroll w/ ESS	*	
1087	PAY	Payroll Processing	System will process pay for one employee working for separate companies (e.g., County, courts system) within same pay cycle	Y	S	Payroll w/ ESS	*	
1088	PAY	Payroll Processing	System calculates overtime according to FLSA regulations taking into account special pays earned	Y	S	Payroll w/ ESS	*	
1089	PAY	Payroll Processing	System calculates overtime according to FLSA regulations taking into account different positions worked	Y	S	Payroll w/ ESS	*	
1090	PAY	Payroll Processing	System will run pay, deduction, withheld taxes, and net pay calculations as a "proof" run for review prior to final pay run	Y	S	Payroll w/ ESS	*	
1091	PAY	Payroll Processing	System will out special or immediate (on-demand) checks	Y	S	Payroll w/ ESS	*	
1092	PAY	Payroll Processing	System allows posting new adjustments/corrections for a prior period for tax reporting	Y	S	Payroll w/ ESS	*	
1093	PAY	Payroll Processing	System generates comparison report for employee by pay period (differences in pay, wages, etc.)	Y	S	Payroll w/ ESS	*	May require SQL Server Reporting Services
1094	PAY	Retro Pay	System automates payroll calculation process for retro pay	Y	S	Payroll w/ ESS	*	
1095	PAY	Retro Pay	Retro pay calculation used to back date and correct for personnel actions	Y	S	Payroll w/ ESS	*	
1096	PAY	Retro Pay	Retro pay calculation used to back date and correct for corrections to errors	Y	S	Payroll w/ ESS	*	
1097	PAY	Retro Pay	Retro pay calculation used to back date and correct for changes to timesheet	Y	S	Payroll w/ ESS	*	
1098	PAY	Retro Pay	Retro pay calculation used to back date and correct for back pay	Y	S	Payroll w/ ESS	*	
1099	PAY	Retro Pay	Retro pay will automatically correct salary amounts	Y	S	Payroll w/ ESS	*	
1100	PAY	Retro Pay	Retro pay will automatically correct tax deductions (additional income tax withheld)	Y	S	Payroll w/ ESS	*	

1101	PAY	Retro Pay	Retro pay will automatically correct benefit deductions	Y	S	Payroll w/ ESS	*	Retroactive pay changes will recalculate deductions that are impacted as a result of pay change. Benefit contributions (i.e. contributing 5% to retirement but should have been 6% is not part of retro functionality).
1102	PAY	Retro Pay	Retro pay will automatically correct garnishments	Y	S	Payroll w/ ESS	*	
1103	PAY	Retro Pay	Retro pay will automatically correct FLSA calculations (overtime)	Y	S	Payroll w/ ESS	*	
1104	PAY	Retro Pay	Retro pay will automatically correct leave balances	Y	S	Payroll w/ ESS	*	
1105	PAY	Retro Pay	Retro pay will automatically correct for PERS reporting	Y	S	Payroll w/ ESS	*	Tyler will commit to providing all state and federal mandated reports or data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
1106	PAY	Retro Pay	System will retain previous salary and hours and days worked data and effective dates for use when calculating retroactive pay adjustments	Y	S	Payroll w/ ESS	*	Historical information is retained within payroll audits
1107	PAY	Check Generation	System support direct deposit for payroll	Y	S	Payroll w/ ESS	*	
1108	PAY	Check Generation	System provides set up to provide direct deposit to multiple bank accounts based on amount and percentage	Y	S	Payroll w/ ESS	*	
1109	PAY	Check Generation	System produces electronic file to multiple banks for direct deposit	Y	S	Payroll w/ ESS	*	
1110	PAY	Check Generation	System allows broadcast messages which appears on check stubs or advices for a defined group	Y	S	Payroll w/ ESS	*	
1111	PAY	Separation/Termination	System allows users to select making pay stub available for select employees for select pay period (example: users can restrict paystub information being made available for terminated employees)	Y	S	Payroll w/ ESS	*	
1112	PAY	Self Service	Employees can use self service to view compensation package	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1113	PAY	Self Service	Employees can use self service to view W-2, W-4, 1095, including history	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1114	PAY	Self Service	Employees can use self service to edit W-4	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1115	PAY	Self Service	System meets federal requirements for accepting online W-4	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1116	PAY	Self Service	Employees can use self service to view pay stub	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1117	PAY	Self Service	Employees can use self service to view pay history	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1118	PAY	Self Service	Employees can use self service to view leave balances	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1119	PAY	Self Service	Any changes to W-4s may be routed via workflow approval	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1120	PAY	Self Service	System tracks emergency contact information	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1121	PAY	Self Service	System allows employees to update skills	N	NS			
1122	PAY	Self Service	All changes made by employees via the self-service module may be routed to the appropriate approver/supervisor for review and approval via workflow before the change is posted	Y	S	HR & Talent Management, Payroll w/ ESS	*	
1123	PAY	End of Year Process	System will produce W-2s (and to reprint single W-2)	Y	S	Payroll w/ ESS	*	
1124	PAY	End of Year Process	System will store W-2s	Y	S	Payroll w/ ESS	*	
1125	PAY	End of Year Process	System will produce quarterly Form 941 report (IRS)	Y	S	Payroll w/ ESS	*	
1126	PAY	End of Year Process	System generates reconciliation of W-2 information vs Form 941 quarterly reports	Y	S	Payroll w/ ESS	*	
1127	PAY	End of Year Process	System will produce quarterly and annual DE9 and DE9-C report (EDD)	Y	S	Payroll w/ ESS	*	Tyler will commit to providing all state and federal mandated reports or data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
1128	PAY	End of Year Process	System will produce State of California quarterly Unemployment Tax Report (gross wages, employee status), SDI, unemployment, personal income	Y	S	Payroll w/ ESS	*	Tyler will commit to providing all state and federal mandated reports or data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
1129	PAY	End of Year Process	System will produce amended W-2 for multiple years	Y	S	Payroll w/ ESS	*	
1130	PAY	End of Year Process	System will produce a report showing FICA wages, by individual, W-2 Plan, and in total	Y	S	Payroll w/ ESS	*	
1131	PAY	End of Year Process	System will produce report to produce all deductions by employee	Y	S	Payroll w/ ESS	*	

1132	PAY	End of Year Process	System will produce form 1095-C (and to reprint single 1095-C)	Y	S	Payroll w/ ESS	*	
1133	PAY	End of Year Process	System will store 1095-C	Y	S	Payroll w/ ESS	*	
1134	PAY	End of Year Process	System will produce electronic 1095-C to submit to IRS	Y	S	Payroll w/ ESS	*	
1135	PAY	End of Year Process	System produces electronic files for social security and IRS	Y	S	Payroll w/ ESS	*	Tyler will commit to providing all state and federal mandated reports or data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
1136	PAY	End of Year Process	System provides social security verification file	Y	S	Payroll w/ ESS	*	
1137	PAY	End of Year Process	Calculate accrued payroll based on certain pay codes	Y	S	Payroll w/ ESS	*	
1138	PAY	End of Year Process	System can define a year when a benefit is deduction/calculate accrued payroll based on certain pay codes	I				Additional information required on this requirement in order to respond accurately.
1139	PAY	End of Year Process	System generates State of California Local Government Compensation report (net of benefits)	Y	S	Payroll w/ ESS	*	Tyler will commit to providing all state and federal mandated reports or data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
1140	PAY	End of Year Process	System generates Transparency California employee compensation report	Y	S	Payroll w/ ESS	*	Tyler will commit to providing all state and federal mandated reports or data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
1141	PAY	Tax Reporting	System tracks State of California worker compensation requirement that wages are not taxable for police and fire and misc. employees first 330 hours for City of Napa	I				Additional information required on this requirement in order to respond accurately.
1142	PAY	Tax Reporting	System generates W-2 files that can be mapped and printed on the IRS form	Y	S	Payroll w/ ESS	*	
1143	PAY	Tax Reporting	System generates W-2 reports by individuals that can be exported to Excel format	Y	S	Payroll w/ ESS	*	
1144	PAY	Tax Reporting	System generates reconciliation of W-2 information vs employee earnings and deductions	Y	S	Payroll w/ ESS	*	
1145	PAY	Tax Reporting	System generates W-2 and 1099R electronic files in compliance with the IRS and Franchise Tax Board	Y	S	Payroll w/ ESS	*	

**PERFORMANCE
BOND**

(Miscellaneous, not Construction)

TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA

Hartford, Connecticut 06183

Bond No. 107539588

KNOW ALL MEN BY THESE PRESENTS, That we **Tyler Technologies, Inc., 5101 Tennyson Parkway, Plano, TX 75024**, as Principal, (hereinafter called "Principal"), and **Travelers Casualty and Surety Company of America**, a Connecticut corporation, as Surety, (hereinafter called "Surety"), are held and firmly bound unto **City of Napa, California, 955 School Street, Napa, CA 94559**, as Obligee, in the full and just sum of **Six Hundred Thirty-Six Thousand Nine Hundred and 00/100 U.S. Dollars (\$636,900.00)** to be paid to the said Obligee or its successors or assigns for which payment, well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has entered, or is about to enter, into a written Agreement with the Obligee for **Amendment No. 3 dated November 17, 2021 to Software as a Service Agreement C2020-058 dated March 9, 2020** as is more specifically set forth in said Agreement, to which reference is hereby made.

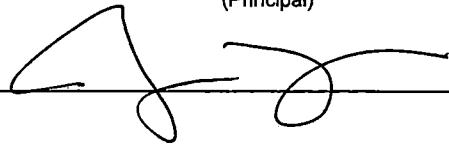
The effective date of this bond is **November 17, 2021 to November 17, 2023**.

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH, that if the Principal shall well and truly perform and carry out the covenants, terms, and conditions of said Agreement, then this obligation to be void; otherwise to remain in full force and effect.

Signed this **22nd** day of **February, 2022**.

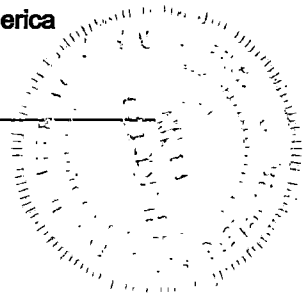
Tyler Technologies, Inc.

(Principal)

By:  _____

Travelers Casualty and Surety Company of America

By:  _____
Eric J. Follman, Sr., Attorney-in-Fact

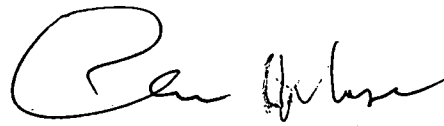


Principal AcknowledgementSTATE OF Maine

SS:

COUNTY OF Cumberland

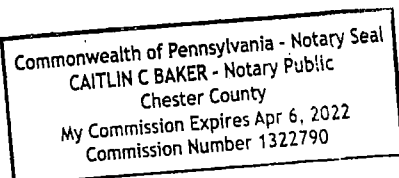
On this 2nd day March, in the year 2022, before me personally comes Jisel Lopez to me known; who, being by me duly sworn, deposes and says that he/she resides in the City of South Portland, that he/she is the Deputy Group General Counsel of the **Tyler Technologies, Inc.** the Corporation described in and which executed the foregoing instrument; that he/she knows the seal of the said Corporation; that the seal affixed to the said instrument is such Corporate seal, that it was so affixed by the order of the Board of Directors of said Corporation, and that he/she signed his/her name thereto by like order.


Notary Public***Surety Acknowledgement***STATE OF Pennsylvania

SS:

COUNTY OF Chester

On this 22nd day of February, in the year 2022, before me personally comes Eric J. Follman, Sr. to me known; who, being by me duly sworn, deposes and says that he/she resides in the City of Wayne, PA, that he/she is the Attorney-in-Fact of the Great American Insurance Company the corporation described in and which executed the foregoing instrument; that he/she knows the seal of the said Corporation; that the seal affixed to the said instrument is such Corporate seal, that it was so affixed by the order of the Board of Directors of said Corporation, and that he/she signed his/her name thereto by like order.



Caitlin C. Baker, Notary Public



Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint Eric J. Follman Sr. of WAYNE Pennsylvania their true and lawful Attorney-in-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law. IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this 17th day of January, 2019.



State of Connecticut

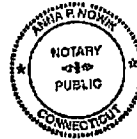
City of Hartford ss.

By: [Signature] Robert L. Raney, Senior Vice President

On this the 17th day of January, 2019, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of said Companies by himself as a duly authorized officer.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

My Commission expires the 30th day of June, 2021



[Signature] Anna P. Nowik, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kevin E. Hughes, the undersigned, Assistant Secretary of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this 22nd day of February, 2022



[Signature] Kevin E. Hughes, Assistant Secretary

To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880. Please refer to the above-named Attorney-in-Fact and the details of the bond to which this Power of Attorney is attached.

STATE OF CALIFORNIA
DEPARTMENT OF INSURANCE
SAN FRANCISCO

Amended
Certificate of Authority

THIS IS TO CERTIFY that, pursuant to the Insurance Code of the State of California,

Travelers Casualty and Surety Company of America

of Hartford, Connecticut, organized under the laws of Connecticut, subject to its Articles of Incorporation or other fundamental organizational documents, is hereby authorized to transact within this State, subject to all provisions of this Certificate, the following classes of insurance:

**Fire, Marine, Surety, Disability, Plate Glass, Liability, Workers' Compensation,
Common Carrier Liability, Boiler and Machinery, Burglary, Credit, Sprinkler,
Team and Vehicle, Automobile, Aircraft and Miscellaneous**

as such classes are now or may hereafter be defined in the Insurance Laws of the State of California.

THIS CERTIFICATE is expressly conditioned upon the holder hereof now and hereafter being in full compliance with all, and not in violation of any, of the applicable laws and lawful requirements made under authority of the laws of the State of California as long as such laws or requirements are in effect and applicable, and as such laws and requirements now are, or may hereafter be changed or amended.

IN WITNESS WHEREOF, effective as of the 1st day of July, 1997,
I have hereunto set my hand and caused my official seal to be affixed
this 16th day of June, 1997.

Fee: \$92.00
Rec. No.
Filed: 5/28/97

Chuck Quackenbush
Insurance Commissioner

By

Victoria S. Sidbury
Deputy

Certification

I, the undersigned Insurance Commissioner of the State of California, do hereby certify that I have compared the above copy of Certificate of Authority with the duplicate of original now on file in my office, and that the same is a full, true, and correct transcript thereof, and of the whole of said duplicate, and said Certificate of Authority is now in full force and effect.

IN WITNESS WHEREOF, I have set my hand and caused my official seal to
be affixed this 29th day of September, 2020.

Ricardo Lara
Insurance Commissioner
By 
Magnolia Gutierrez

CITY OF NAPA
CITY CLERK
MAR 08 AM 8:52



One Tyler Drive
Yarmouth, ME 04096

P: 800.772.2260
F: 207.781.2459

www.tylertech.com

March 2, 2022

City of Napa
955 School Street
Napa, CA 94559-0660

Re: Tyler Technologies, Inc. - Performance Bond No. 107539588

To Whom It May Concern:

Enclosed, please find the original performance bond for the 24-month term as required by the Amendment dated November 17, 2021 to the Software and Services Agreement dated March 9, 2020 (City of Napa Agreement No. C2020-058), by and between Tyler Technologies, Inc. and the City of Napa.

Please retain this original document for your files and do not hesitate to contact me directly with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Jisel Lopez".

Jisel Lopez
Deputy Group General Counsel
Jisel.lopez@tylertech.com

Enclosures (1)